

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

April to June 2016

All presentations:<sup>1</sup> 2,379 patients  
Emergency presentations:<sup>2</sup> 2,255 patients

Same period last year	Change since one year ago
2,179	9.2%
2,119	6.4%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 131 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 522 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 115 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,251 patients

Median time to start treatment<sup>4</sup> 38 minutes  
95th percentile time to start treatment<sup>5</sup> 141 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 351 patients

Median time to start treatment<sup>4</sup> 35 minutes  
95th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
153	
4 minutes	8 minutes
23 minutes	36 minutes
538	
16 minutes	20 minutes
74 minutes	92 minutes
1,064	
25 minutes	25 minutes
102 minutes	128 minutes
364	
26 minutes	23 minutes
108 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,379 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
2,179	9.2%
87.1%	

\* 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 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 19 July 2016).

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

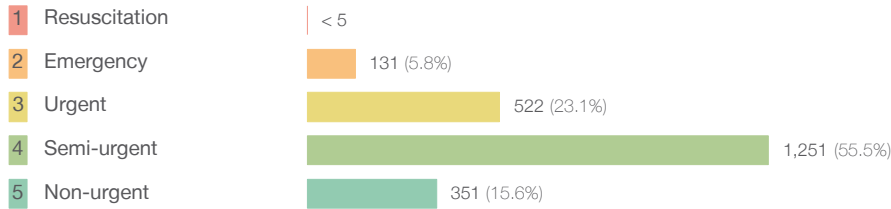
April to June 2016

All presentations:<sup>1</sup> 2,379 patients

Same period last year	Change since one year ago
2,179	9.2%

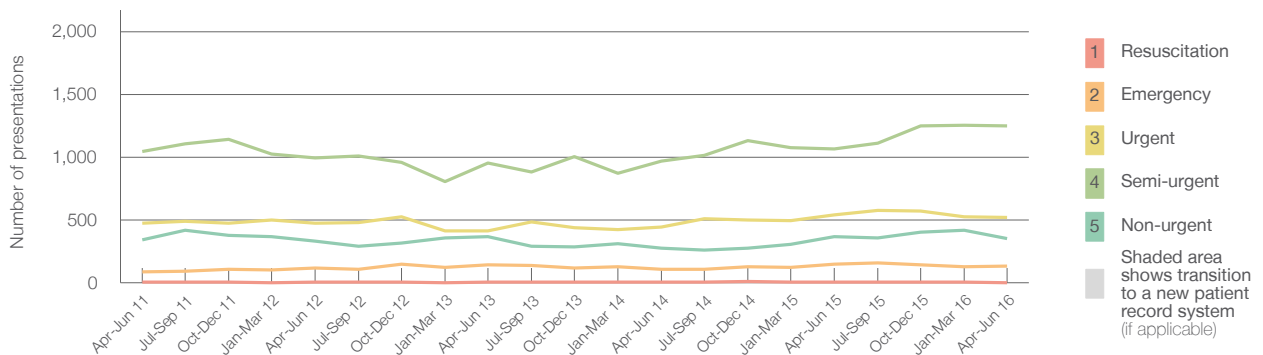
Emergency presentations<sup>2</sup> by triage category: 2,255 patients

Same period last year	Change since one year ago
2,119	6.4%



Same period last year	Change since one year ago
< 5	*
153	-12.8%
538	-3.0%
1,064	17.6%
364	-3.6%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	< 5	6	< 5	5	< 5	< 5
Emergency	88	116	142	106	153	131
Urgent	473	472	411	443	538	522
Semi-urgent	1,043	992	952	968	1,064	1,251
Non-urgent	340	332	366	275	364	351
All emergency presentations	1,944	1,918	1,871	1,797	2,119	2,255

## Muswellbrook District Hospital: Patients arriving by ambulance

April to June 2016

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

Same period last year	Change since one year ago
205	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	-5 minutes
237 minutes	-212 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

April to June 2016

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

Number of triage 2 patients: 131

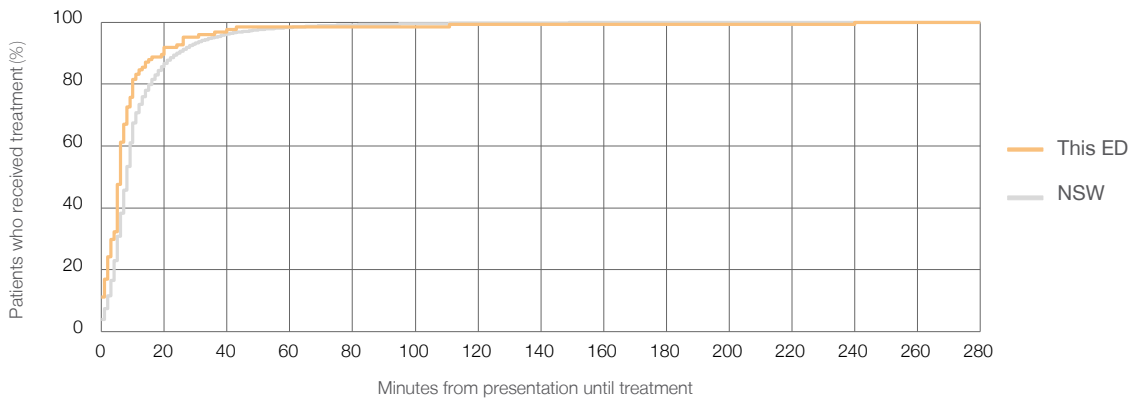
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 124

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

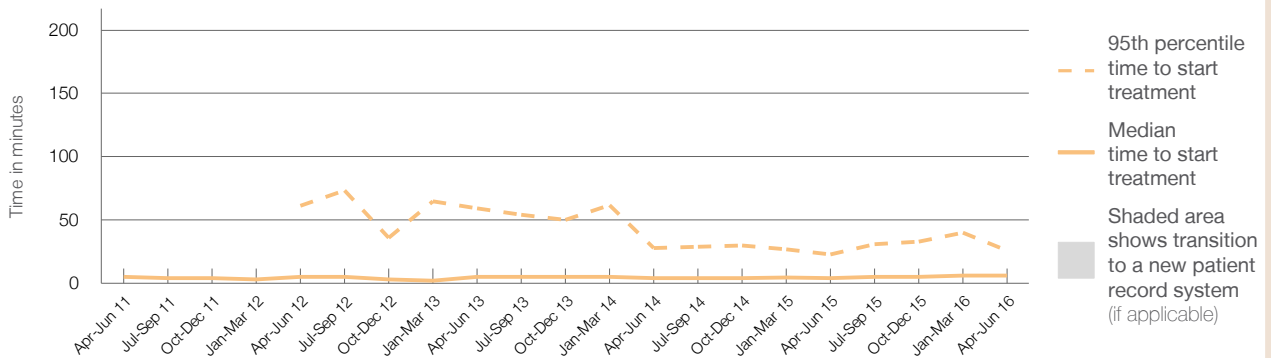
95th percentile time to start treatment<sup>5</sup> 26 minutes

Same period last year	NSW (this period)
153	147
4 minutes	8 minutes
23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	4	4	6
95th percentile time to start treatment <sup>5</sup> (minutes)	*	61	59	28	23	26

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

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

April to June 2016

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

Number of triage 3 patients: 522

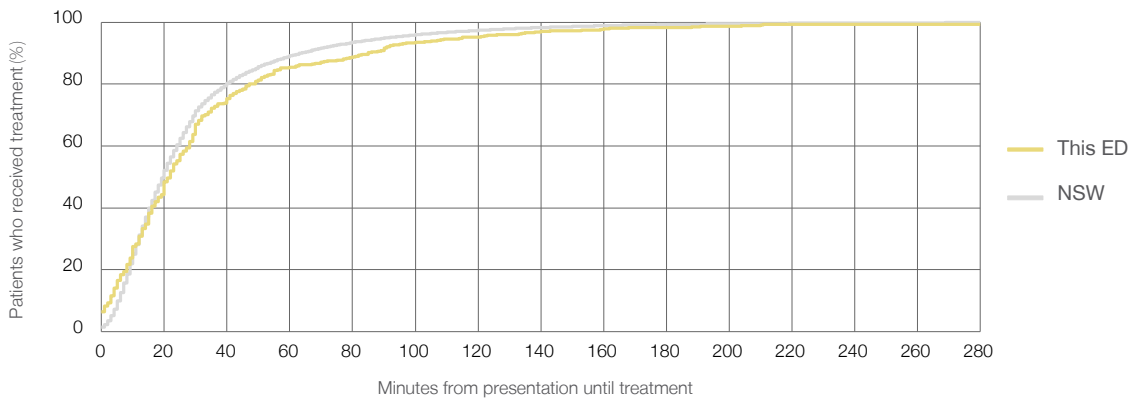
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 499

Median time to start treatment<sup>4</sup> 22 minutes

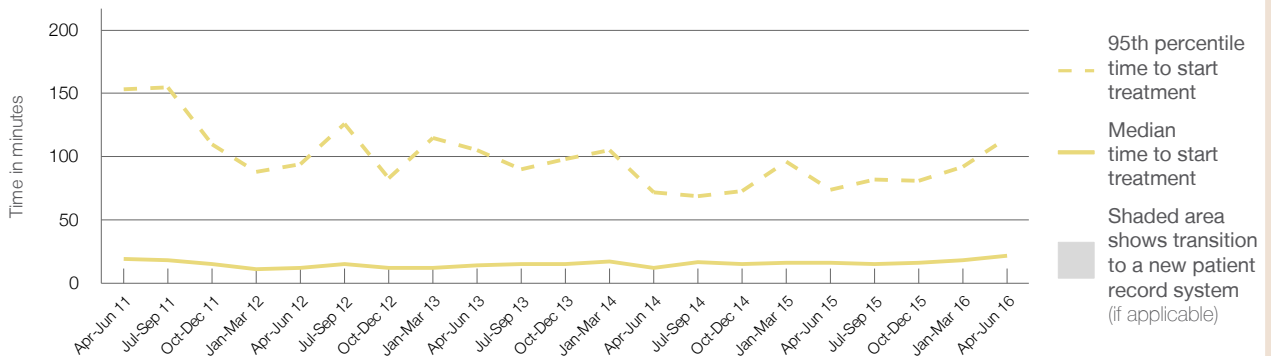
95th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
538	
526	
16 minutes	20 minutes
74 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	19	12	14	12	16	22
95th percentile time to start treatment <sup>5</sup> (minutes)	153	94	105	72	74	115

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## Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 1,251

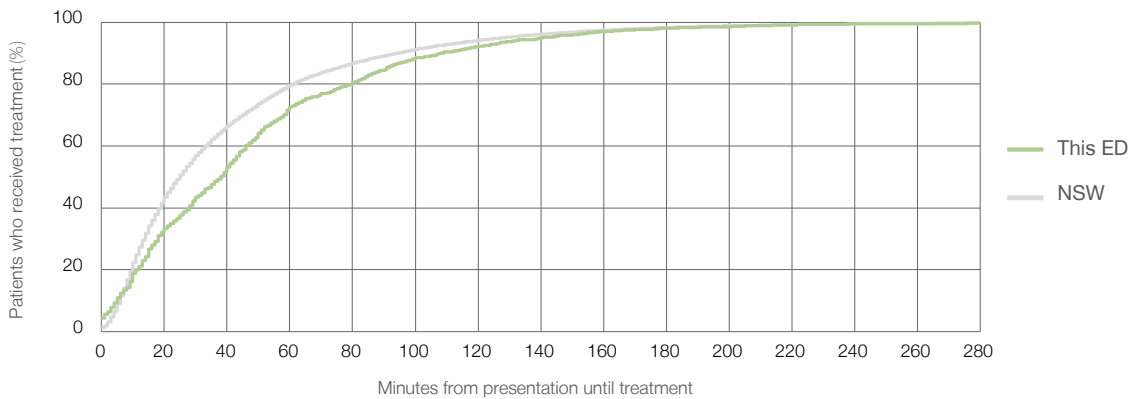
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,137

Median time to start treatment<sup>4</sup> 38 minutes

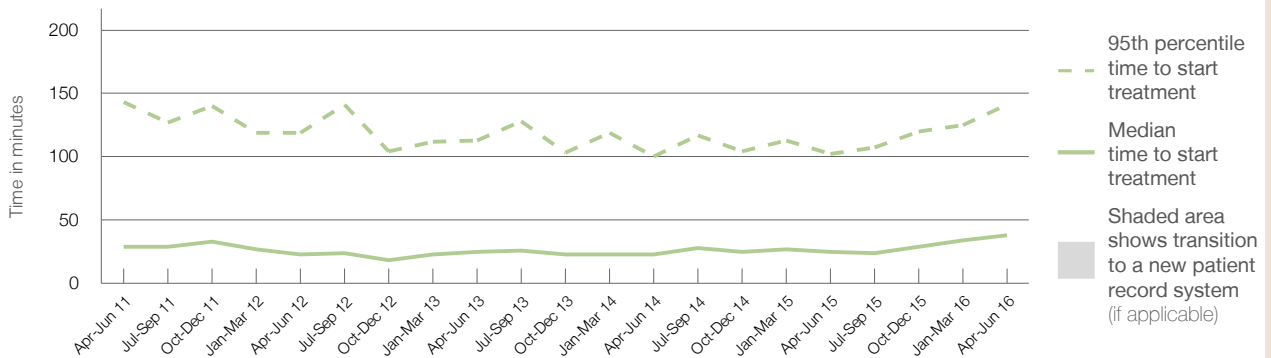
95th percentile time to start treatment<sup>5</sup> 141 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,064	989
Median time to start treatment <sup>4</sup>	25 minutes	25 minutes
95th percentile time to start treatment <sup>5</sup>	102 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	29	23	25	23	25	38
95th percentile time to start treatment <sup>5</sup> (minutes)	143	119	113	100	102	141

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

April to June 2016

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

Number of triage 5 patients: 351

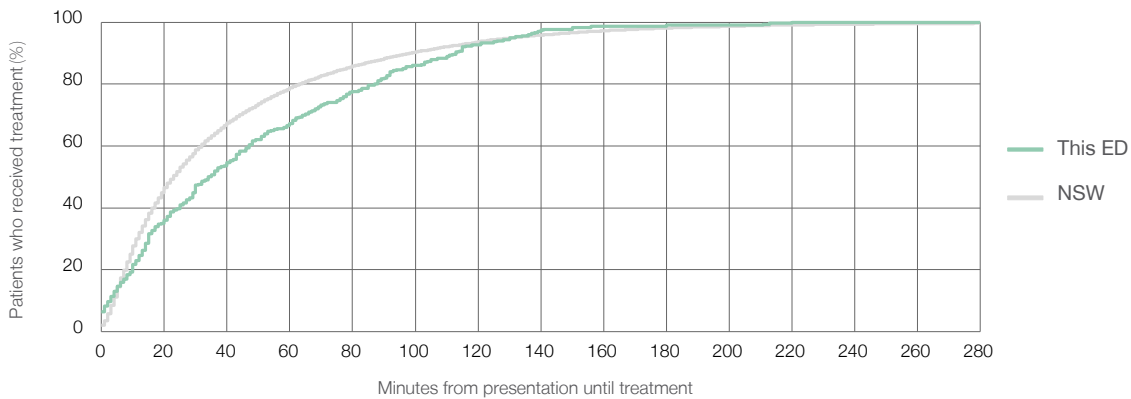
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 300

Median time to start treatment<sup>4</sup> 35 minutes

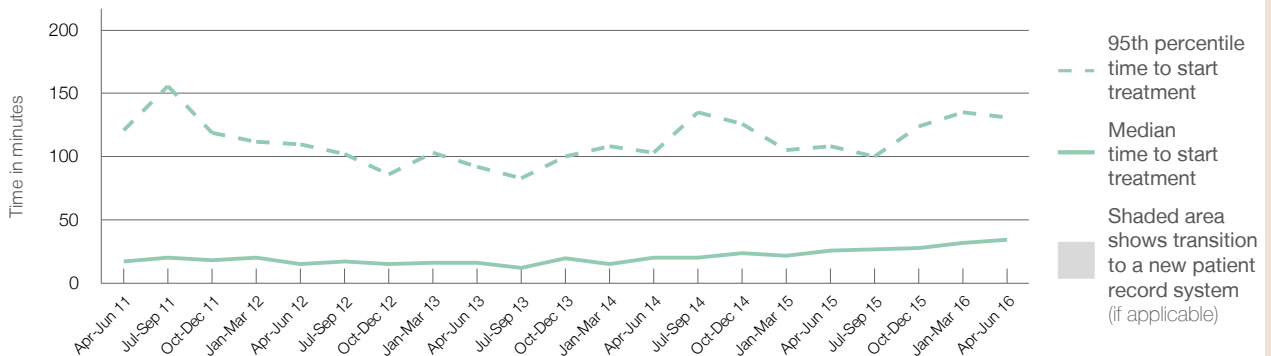
95th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
364	
332	
26 minutes	23 minutes
108 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	17	15	16	20	26	35
95th percentile time to start treatment <sup>5</sup> (minutes)	121	110	92	103	108	131

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## Muswellbrook District Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 2,379 patients

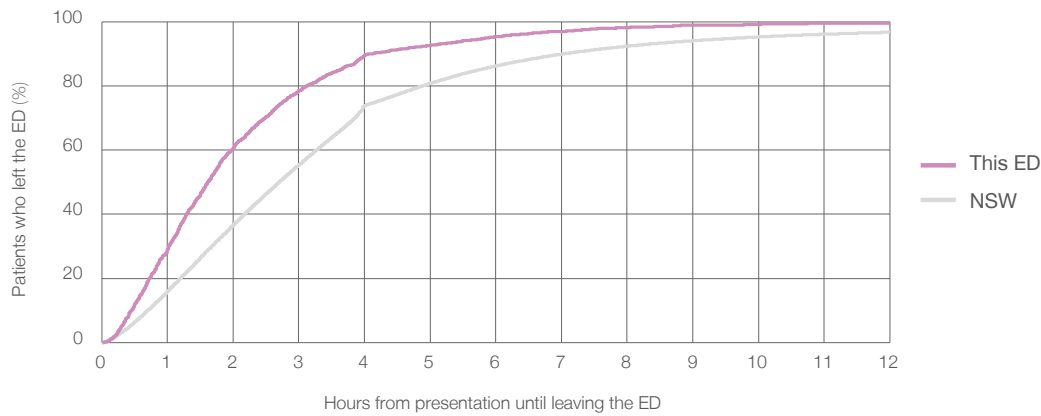
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,379 patients

Median time spent in the ED<sup>8</sup> 1 hours and 37 minutes

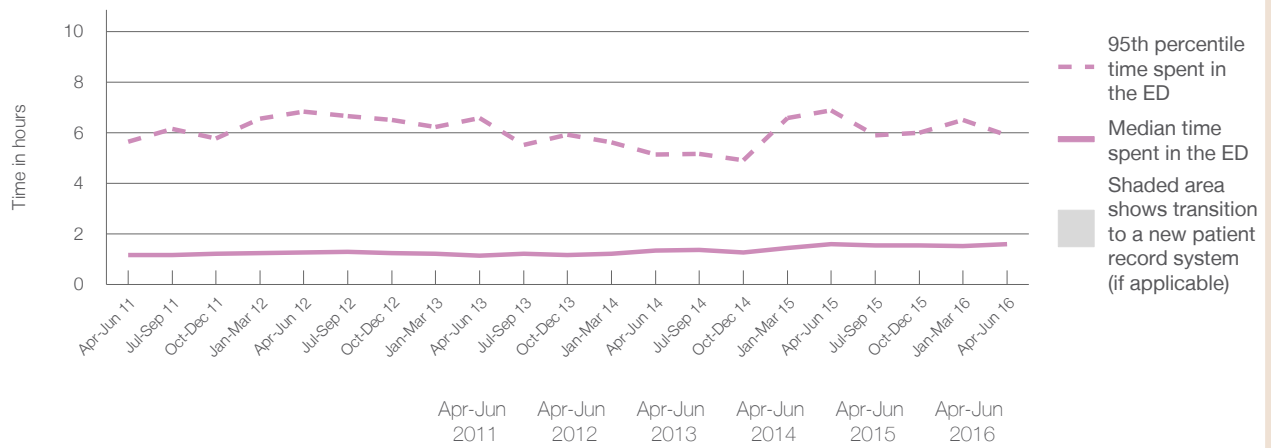
95th percentile time spent in the ED<sup>9</sup> 5 hours and 54 minutes

Same period last year	NSW (this period)
2,179	2,179
1 hours and 37 minutes	2 hours and 42 minutes
6 hours and 53 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 39m	6h 50m	6h 35m	5h 8m	6h 53m	5h 54m

(†) 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

April to June 2016

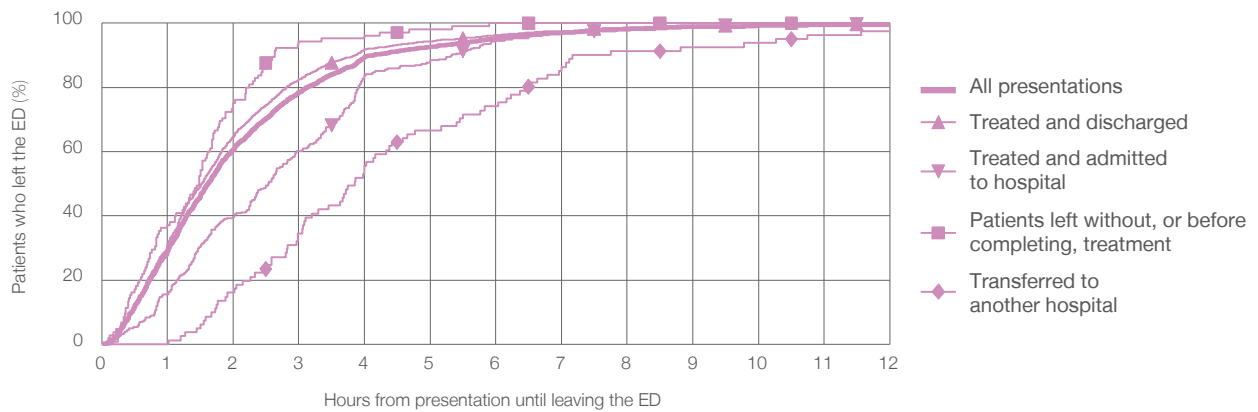
All presentations:<sup>1</sup> 2,379 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,379 patients

Treated and discharged	1,824 (76.7%)
Treated and admitted to hospital	277 (11.6%)
Patient left without, or before completing, treatment	105 (4.4%)
Transferred to another hospital	81 (3.4%)
Other	92 (3.9%)

Same period last year	Change since one year ago
2,179	9.2%
1,612	13.2%
298	-7.0%
90	16.7%
116	-30.2%
63	46.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016<sup>††</sup>



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	30.9%	64.6%	82.6%	91.8%	96.2%	98.6%	99.6%	99.8%
Treated and admitted to hospital	15.5%	39.7%	60.3%	83.8%	94.6%	98.2%	99.3%	100%
Patient left without, or before completing, treatment	37.1%	75.2%	94.3%	96.2%	100%	100%	100%	100%
Transferred to another hospital	0%	16.0%	34.6%	55.6%	74.1%	91.4%	93.8%	97.5%
All presentations	29.1%	60.7%	78.5%	89.6%	95.3%	98.2%	99.2%	99.6%

(†) 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 spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 2,379 patients

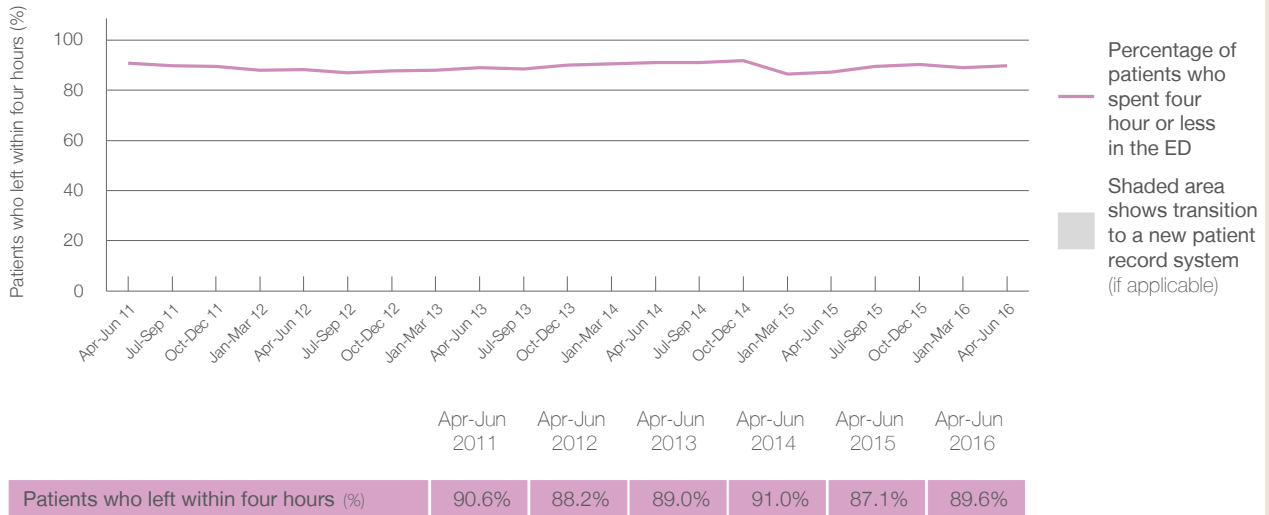
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,379 patients

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> 2,379 patients	2,179	9.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,379 patients	2,179	9.2%
Percentage of patients who spent four hours or less in the ED	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<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 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 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).