

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,366 patients
Emergency presentations:² 4,016 patients

Same period last year	Change since one year ago
4,130	5.7%
3,839	4.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 310 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,266 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 347 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
23 minutes	41 minutes
1,280	
14 minutes	21 minutes
55 minutes	103 minutes
1,949	
18 minutes	27 minutes
106 minutes	139 minutes
275	
17 minutes	24 minutes
128 minutes	138 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,364 patients

Percentage of patients who spent four hours or less in the ED 88.5%

Same period last year	Change since one year ago
4,127	5.7%
88.3%	

* 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.

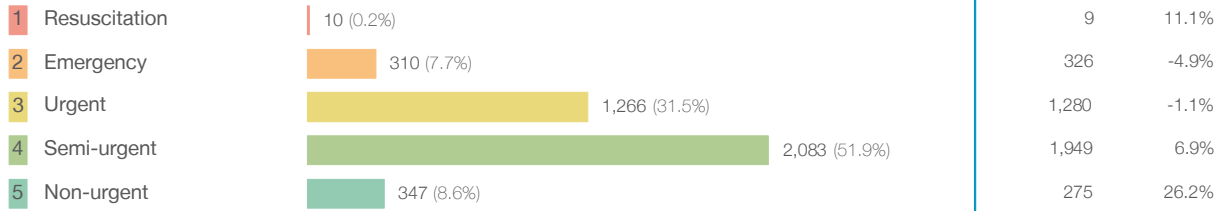
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

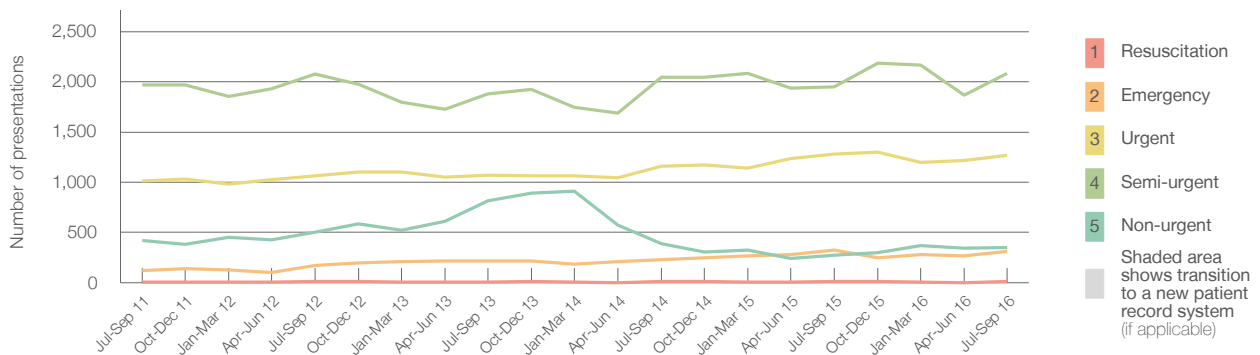
All presentations:¹ 4,366 patients

Emergency presentations² by triage category: 4,016 patients



Same period last year	Change since one year ago
4,130	5.7%
3,839	4.6%
9	11.1%
326	-4.9%
1,280	-1.1%
1,949	6.9%
275	26.2%

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	7	9	7	9	9	10
Emergency	122	173	219	229	326	310
Urgent	1,010	1,065	1,069	1,161	1,280	1,266
Semi-urgent	1,971	2,075	1,878	2,047	1,949	2,083
Non-urgent	423	503	813	391	275	347
All emergency presentations	3,533	3,825	3,986	3,837	3,839	4,016

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

Arrivals used to calculate transfer of care time:⁷ 179 patients **

ED Transfer of care time



Same period last year	Change since one year ago
200	
12 minutes	-1 minute
34 minutes	-8 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 July to September 2016

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

Number of triage 2 patients: 310

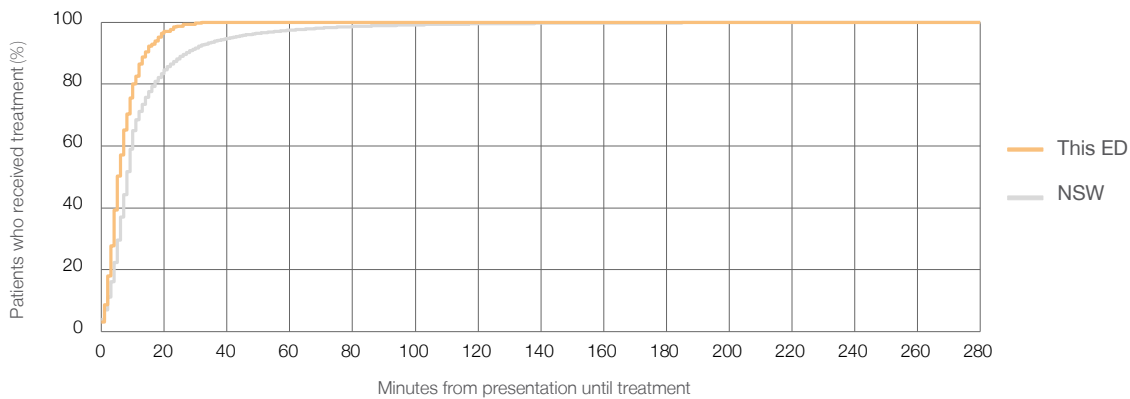
Number of triage 2 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 5 minutes

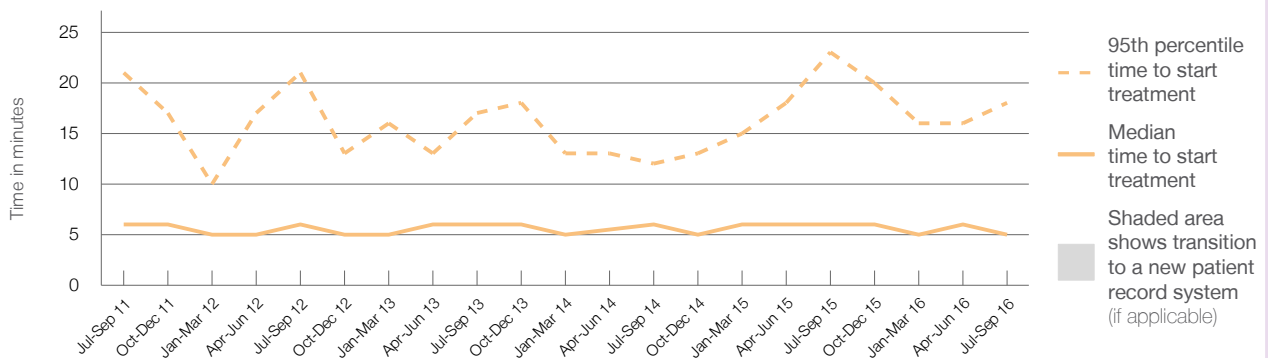
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
326	
324	
6 minutes	8 minutes
23 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)	6	6	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	21	21	17	12	23	18

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Murwillumbah 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: 1,266

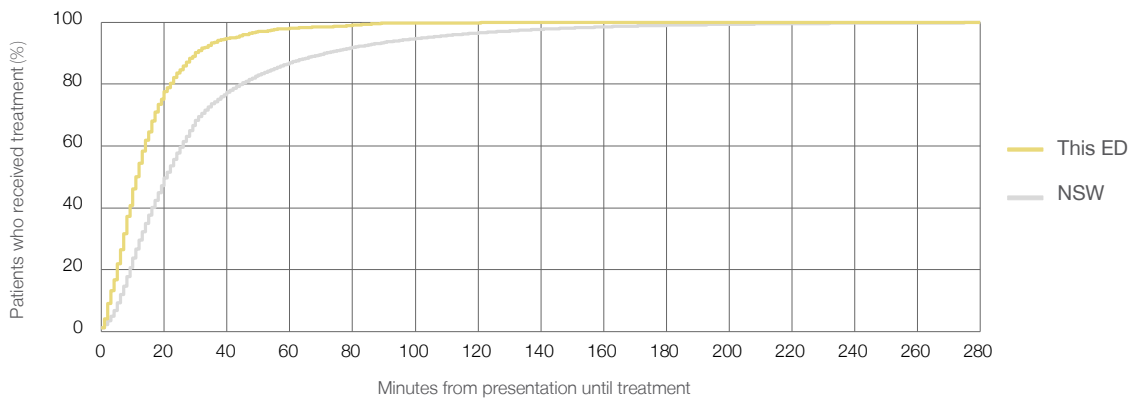
Number of triage 3 patients used to calculate waiting time:³ 1,251

Median time to start treatment⁴ 11 minutes

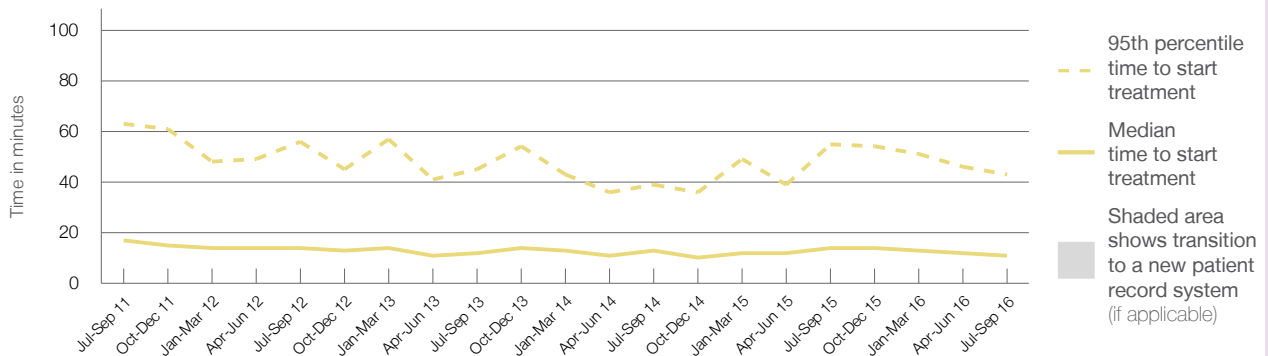
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,280	1,267
14 minutes	21 minutes
55 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)	17	14	12	13	14	11
95th percentile time to start treatment ⁵ (minutes)	63	56	45	39	55	43

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Murwillumbah 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: 2,083

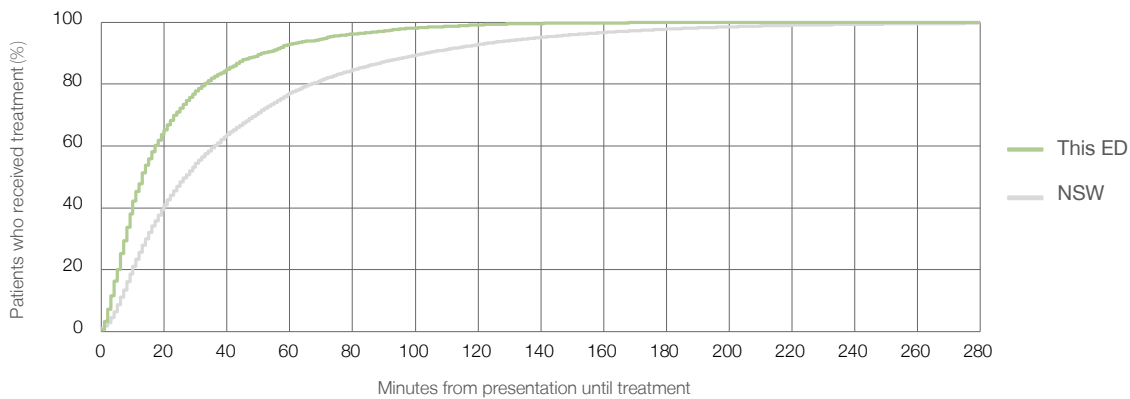
Number of triage 4 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴ 13 minutes

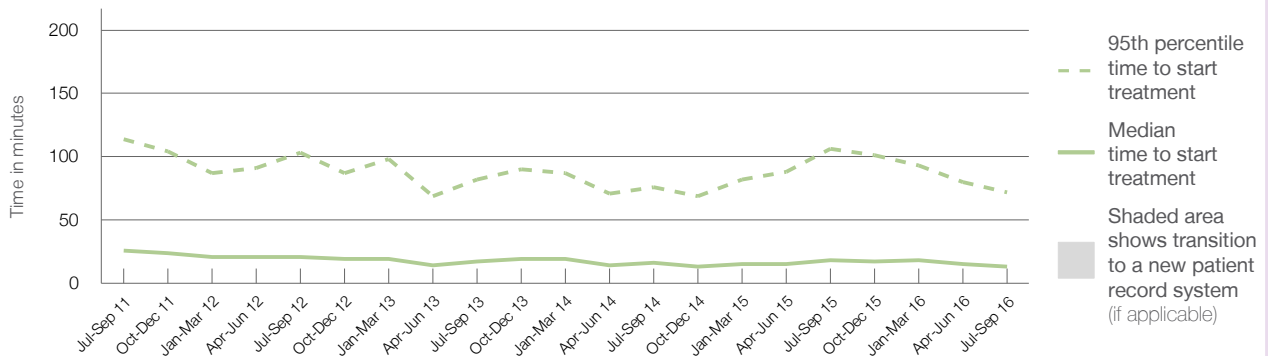
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,949	
1,892	
18 minutes	27 minutes
106 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)	26	21	17	16	18	13
95th percentile time to start treatment ⁵ (minutes)	114	103	82	76	106	72

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Murwillumbah 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: 347

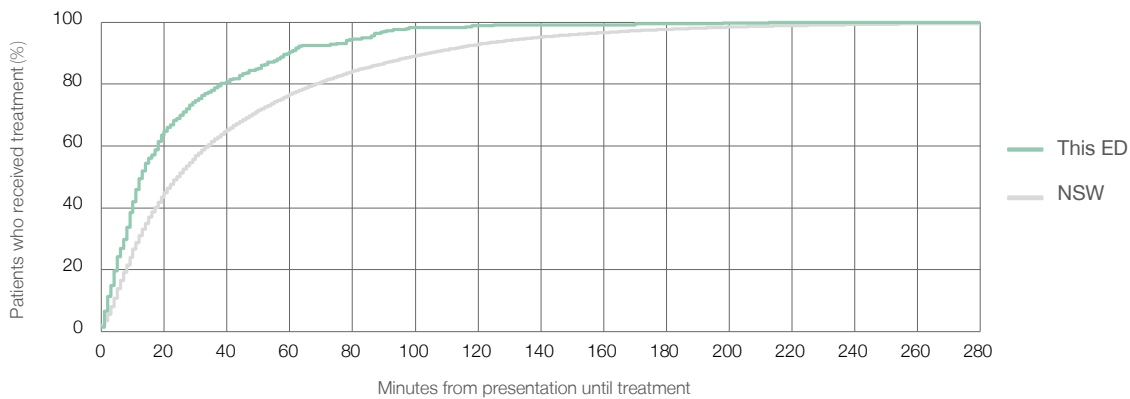
Number of triage 5 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 13 minutes

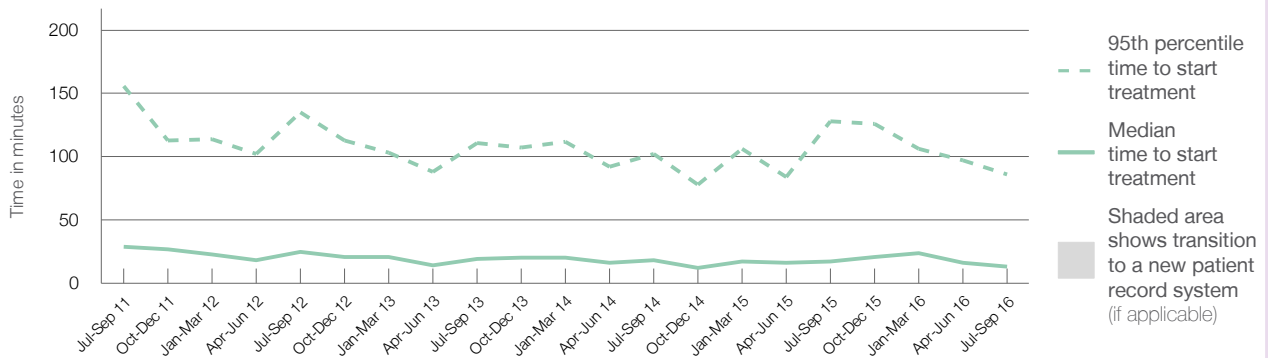
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
275	257
17 minutes	24 minutes
128 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)	29	25	19	18	17	13
95th percentile time to start treatment ⁵ (minutes)	156	135	111	102	128	86

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Murwillumbah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,366 patients

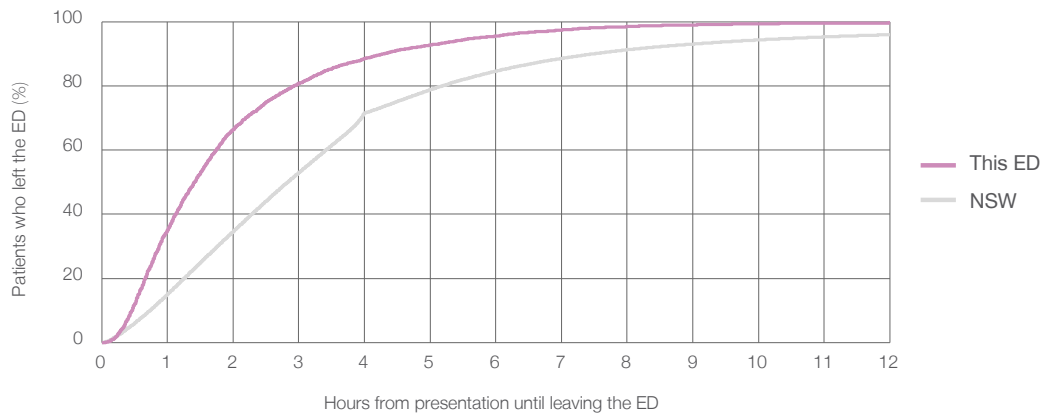
Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

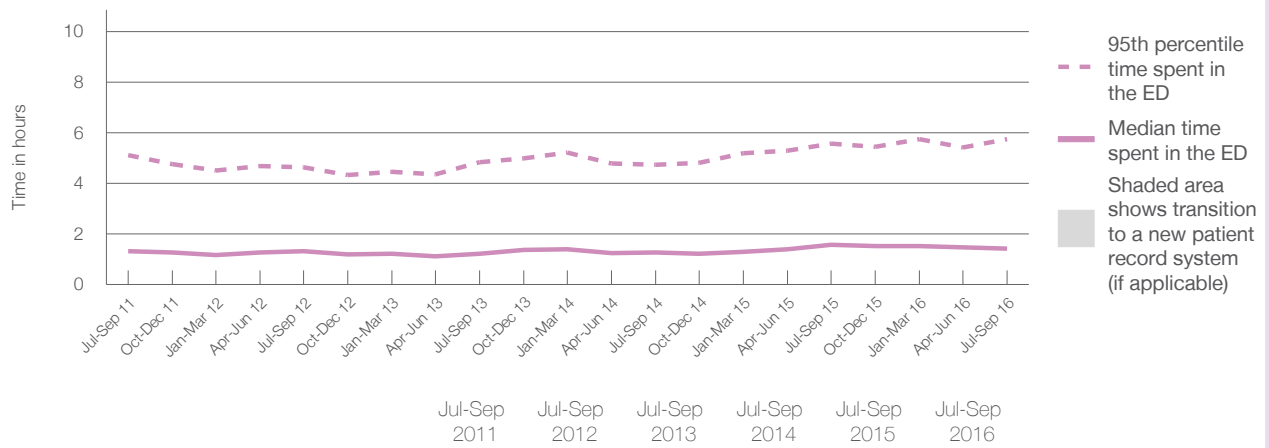
95th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,130	4,127
1 hours and 34 minutes	2 hours and 50 minutes
5 hours and 35 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 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 7m	4h 39m	4h 50m	4h 44m	5h 35m	5h 45m

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Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

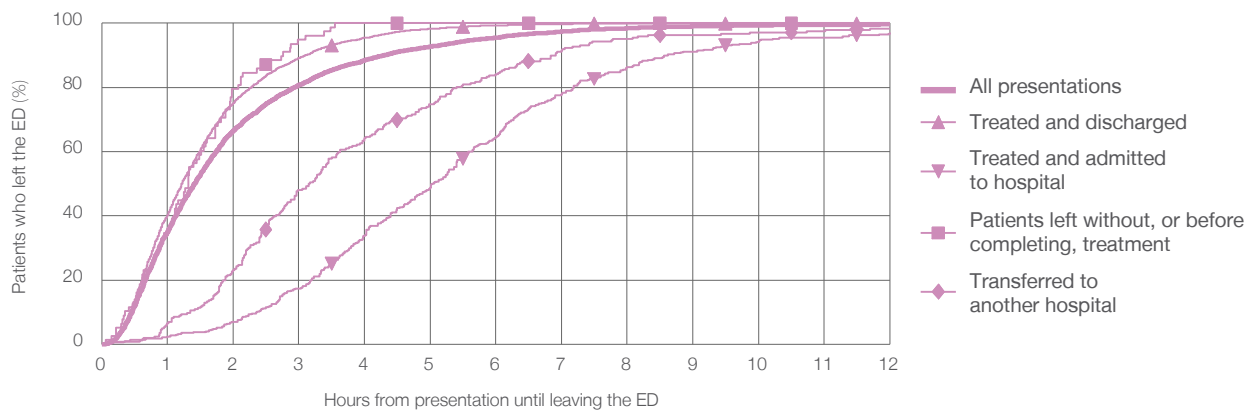
All presentations:¹ 4,366 patients

Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Mode of separation	Count	Percentage
Treated and discharged	3,662	83.9%
Treated and admitted to hospital	375	8.6%
Patient left without, or before completing, treatment	78	1.8%
Transferred to another hospital	246	5.6%
Other	5	0.1%

	Same period last year	Change since one year ago
	4,127	5.7%
Treated and discharged	3,324	10.2%
Treated and admitted to hospital	422	-11.1%
Patient left without, or before completing, treatment	91	-14.3%
Transferred to another hospital	286	-14.0%
Other	7	-28.6%

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	40.3%	75.2%	89.2%	95.5%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.4%	6.9%	17.3%	33.9%	64.5%	86.4%	94.4%	97.1%
Patient left without, or before completing, treatment	35.9%	79.5%	94.9%	100%	100%	100%	100%	100%
Transferred to another hospital	6.5%	23.2%	48.0%	64.2%	84.1%	95.1%	97.2%	98.4%
All presentations	35.1%	66.5%	80.8%	88.5%	95.5%	98.5%	99.3%	99.7%

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Murwillumbah 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 4,366 patients

Presentations used to calculate time to leaving the ED: ⁶ 4,364 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	4,130	5.7%
Presentations used to calculate time to leaving the ED	4,127	5.7%
Percentage of patients who spent four hours or less in the ED	88.3%	

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
	90.7%	92.4%	92.6%	91.8%	88.3%	88.5%

* 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).