

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,519 patients
Emergency presentations:² 2,364 patients

Same period last year	Change since one year ago
2,465	2.2%
2,329	1.5%

Muswellbrook District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 139 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 540 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,187 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
527	
18 minutes	20 minutes
63 minutes	69 minutes
1,255	
34 minutes	26 minutes
94 minutes	101 minutes
417	
32 minutes	23 minutes
112 minutes	104 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,519 patients

Percentage of patients who spent four hours or less in the ED 90.5%

Same period last year	Change since one year ago
2,465	2.2%
89.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

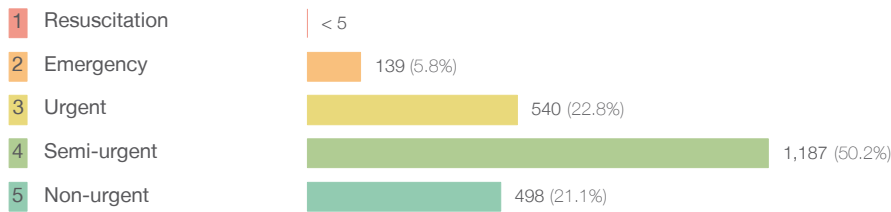
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Patients presenting to the emergency department January to March 2017

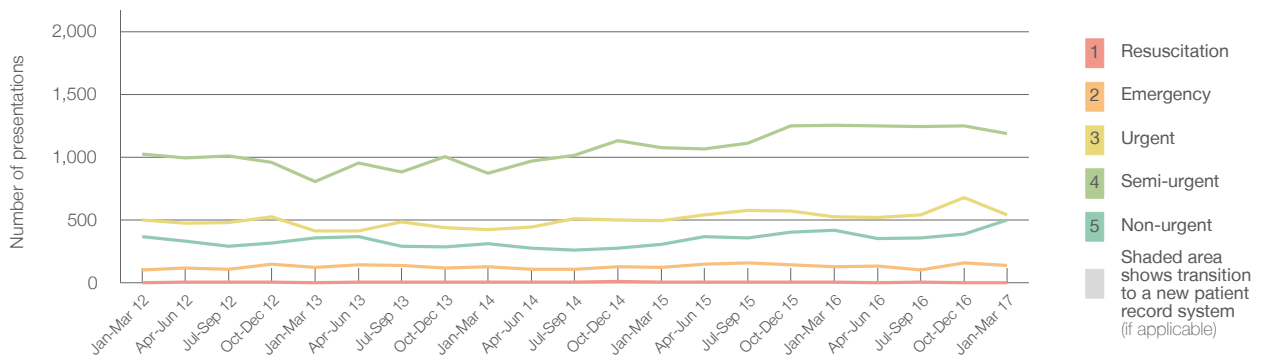
All presentations:¹ 2,519 patients

Emergency presentations² by triage category: 2,364 patients



	Same period last year	Change since one year ago
All presentations	2,465	2.2%
Emergency presentations	2,329	1.5%
1 Resuscitation	< 5	*
2 Emergency	130	9.5%
3 Urgent	527	2.5%
4 Semi-urgent	1,255	-5.4%
5 Non-urgent	417	19.4%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	101	121	129	126	130	139
Urgent	501	415	423	493	527	540
Semi-urgent	1,025	807	871	1,073	1,255	1,187
Non-urgent	367	358	308	307	417	498
All emergency presentations	1,994	1,701	1,731	1,999	2,329	2,364

Muswellbrook District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 378 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	409	
Median time	8 minutes	-1 minute
90th percentile time	21 minutes	-2 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 139

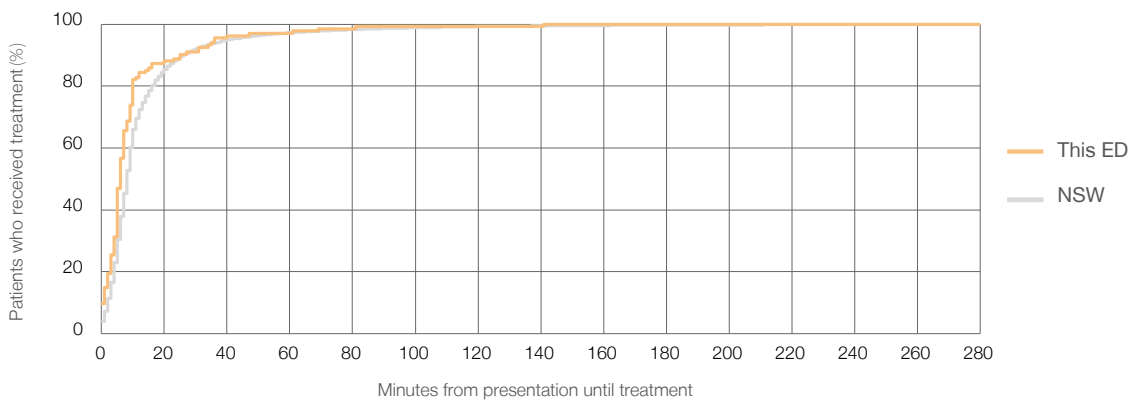
Number of triage 2 patients used to calculate waiting time:³ 134

Median time to start treatment⁴ 6 minutes

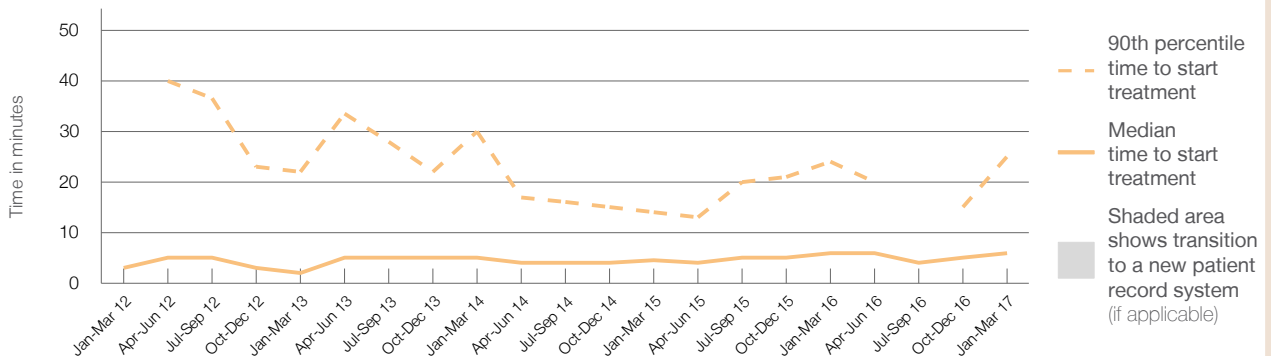
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
130	
123	
6 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	3	2	5	5	6	6
90th percentile time to start treatment ⁵ (minutes)	*	22	30	14	24	25

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 540

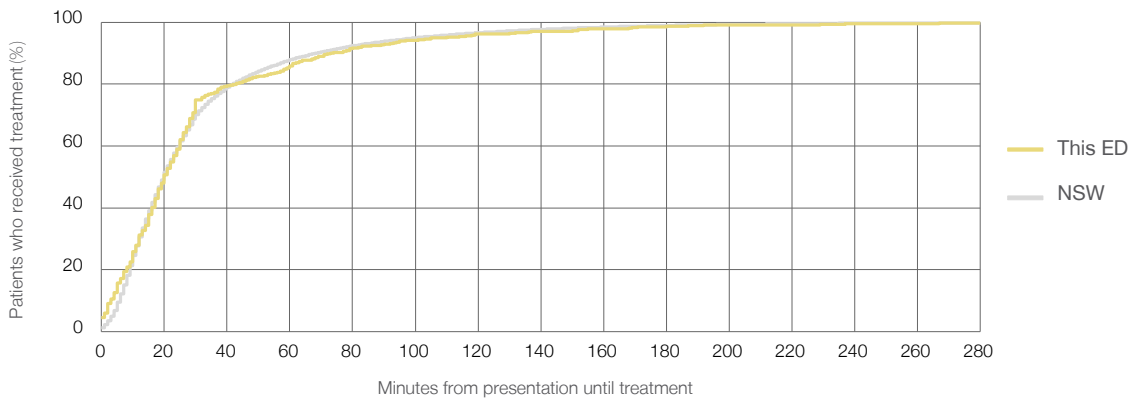
Number of triage 3 patients used to calculate waiting time:³ 500

Median time to start treatment⁴ 20 minutes

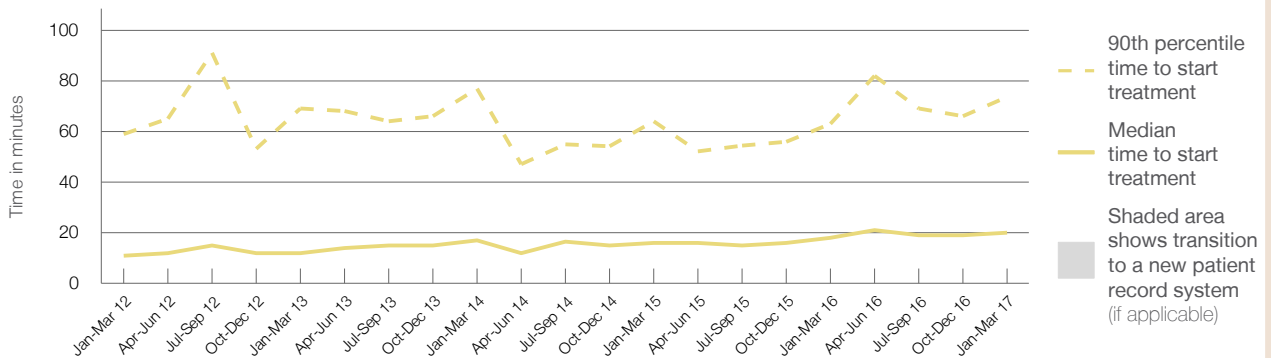
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
527	
493	
18 minutes	20 minutes
63 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	12	17	16	18	20
90th percentile time to start treatment ⁵ (minutes)	59	69	77	64	63	74

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,187

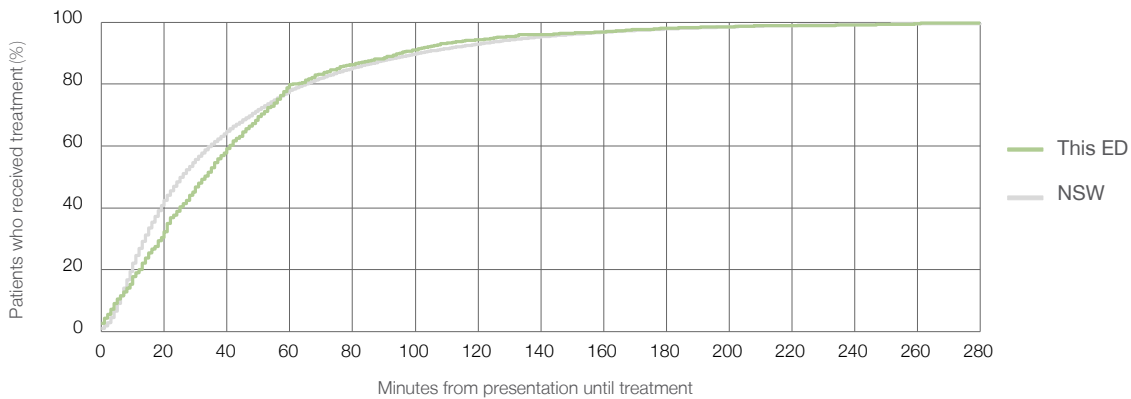
Number of triage 4 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴ 33 minutes

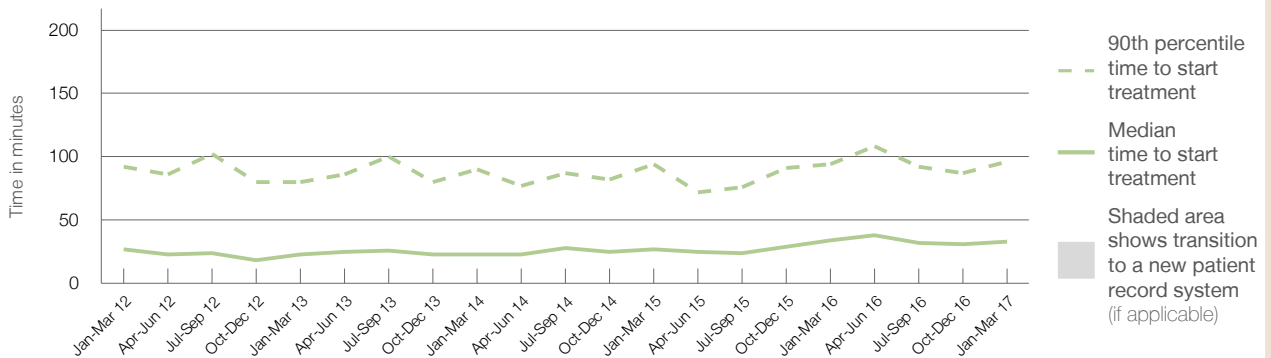
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,255	1,149
34 minutes	26 minutes
94 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	23	23	27	34	33
90th percentile time to start treatment ⁵ (minutes)	92	80	90	94	94	96

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 498

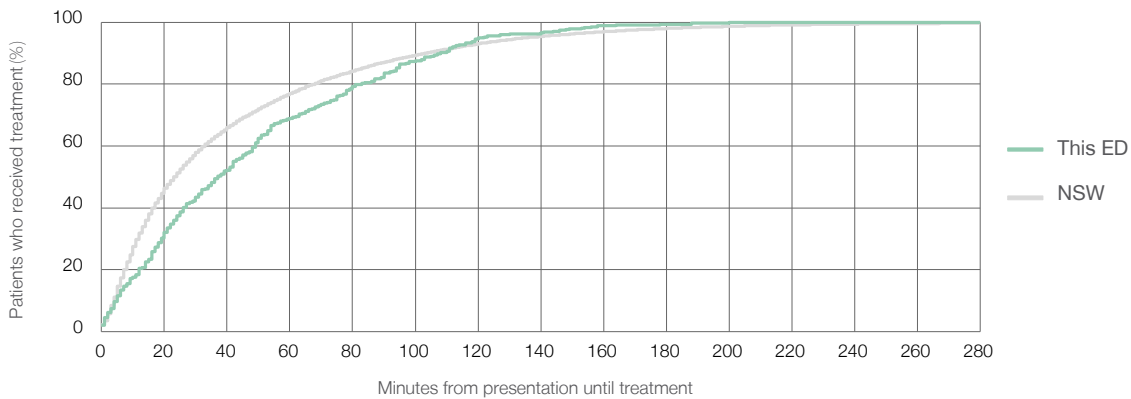
Number of triage 5 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 37 minutes

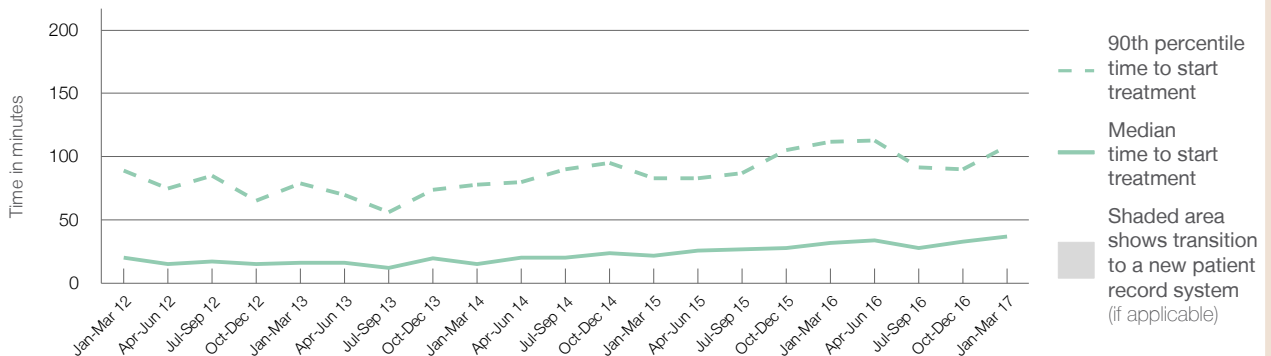
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
417	
364	
32 minutes	23 minutes
112 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	16	15	22	32	37
90th percentile time to start treatment ⁵ (minutes)	89	79	78	83	112	108

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Muswellbrook District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,519 patients

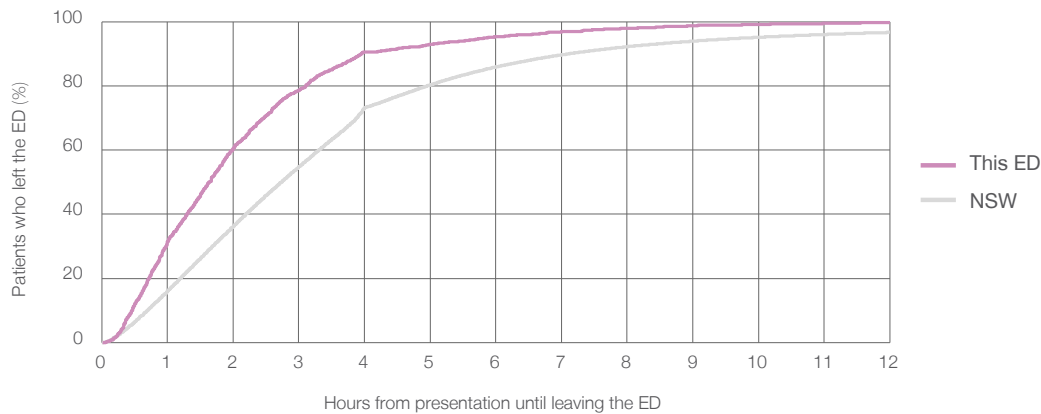
Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

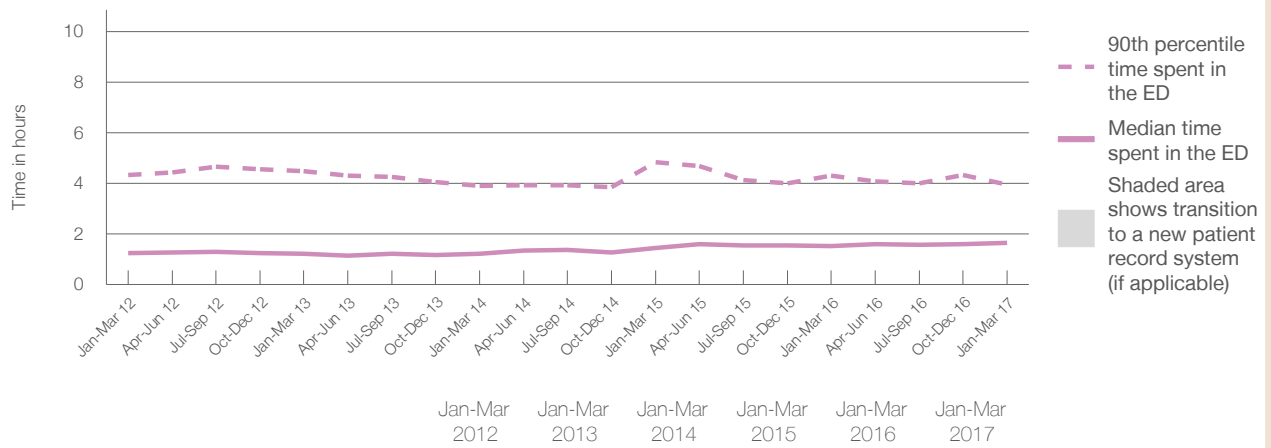
90th percentile time spent in the ED⁹ 3 hours and 57 minutes

Same period last year	NSW (this period)
2,465	2,465
1 hours and 31 minutes	2 hours and 44 minutes
4 hours and 18 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m

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Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

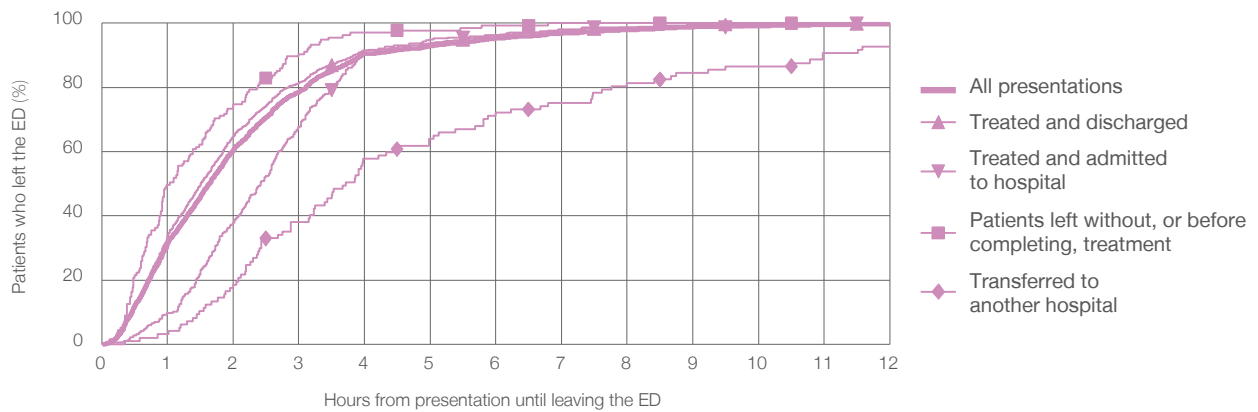
All presentations:¹ 2,519 patients

Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

Treated and discharged	1,864 (74.0%)
Treated and admitted to hospital	317 (12.6%)
Patient left without, or before completing, treatment	135 (5.4%)
Transferred to another hospital	97 (3.9%)
Other	106 (4.2%)

Same period last year	Change since one year ago
2,465	2.2%
1,880	-0.9%
286	10.8%
87	55.2%
91	6.6%
121	-12.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	33.7%	64.9%	81.4%	91.5%	96.2%	98.7%	99.8%	100%
Treated and admitted to hospital	9.8%	37.9%	67.8%	91.5%	96.2%	98.7%	99.1%	100%
Patient left without, or before completing, treatment	49.6%	74.8%	90.4%	97.0%	99.3%	100%	100%	100%
Transferred to another hospital	3.1%	18.6%	38.1%	57.7%	72.2%	81.4%	86.6%	92.8%
All presentations	31.5%	60.7%	78.6%	90.5%	95.3%	98.0%	99.2%	99.7%

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Muswellbrook District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 2,519 patients

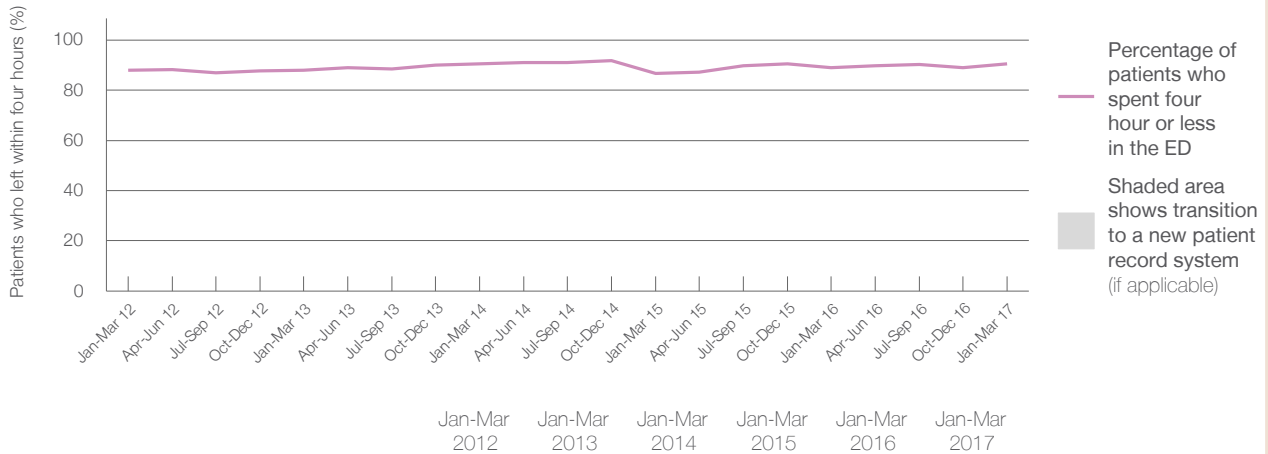
Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

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: ¹ 2,519 patients	2,465	2.2%
Presentations used to calculate time to leaving the ED: ⁶ 2,519 patients	2,465	2.2%
Percentage of patients who spent four hours or less in the ED	89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	88.0%	87.8%	90.4%	86.6%	89.1%	90.5%
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* 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, 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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).