

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,783 patients
Emergency presentations:² 4,369 patients

Same period last year	Change since one year ago
4,478	7%
4,095	7%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,397 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,210 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
299	
6 minutes	8 minutes
14 minutes	26 minutes
1,236	
11 minutes	20 minutes
31 minutes	72 minutes
2,165	
12 minutes	26 minutes
50 minutes	104 minutes
380	
12 minutes	23 minutes
56 minutes	104 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,780 patients

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

Same period last year	Change since one year ago
4,478	7%
90%	

* 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: October to December 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 22 January 2019).

Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2018

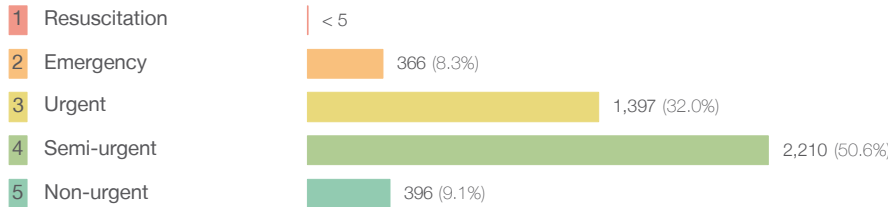
All presentations:¹ 4,783 patients

Same period last year
Change since one year ago

4,478 7%

Emergency presentations² by triage category: 4,369 patients

4,095 7%



15 *

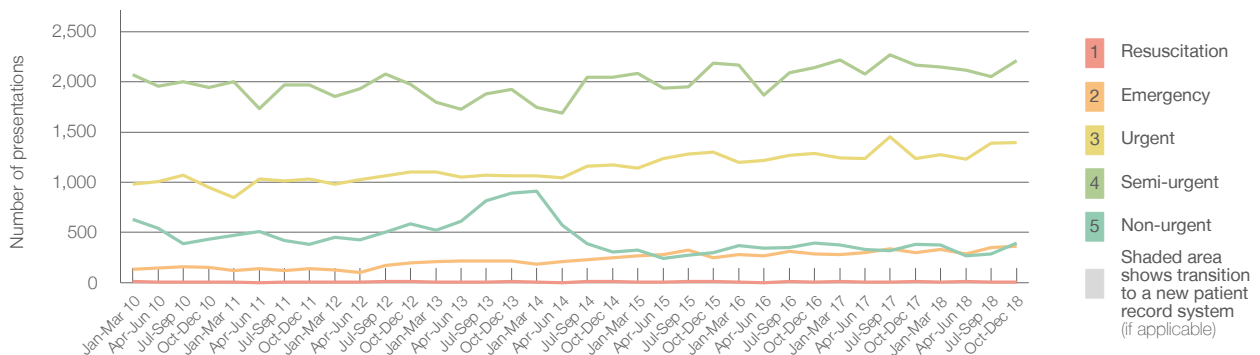
299 21.1%

1,236 13.0%

2,165 2.1%

380 4.2%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	5	< 5	13	14	12	11	5	15	< 5
Emergency	155	143	194	214	249	249	285	299	366
Urgent	946	1,035	1,099	1,061	1,171	1,297	1,288	1,236	1,397
Semi-urgent	1,945	1,971	1,977	1,922	2,044	2,189	2,139	2,165	2,210
Non-urgent	435	381	588	891	306	301	396	380	396
All emergency presentations	3,486	3,530	3,871	4,102	3,782	4,047	4,113	4,095	4,369

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 231 patients **

Same period last year
Change since one year ago

181

ED Transfer of care time

Median time 10 minutes

9 minutes 1 minute

90th percentile time 19 minutes

18 minutes 1 minute

(†) 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 October to December 2018

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

Number of triage 2 patients: 366

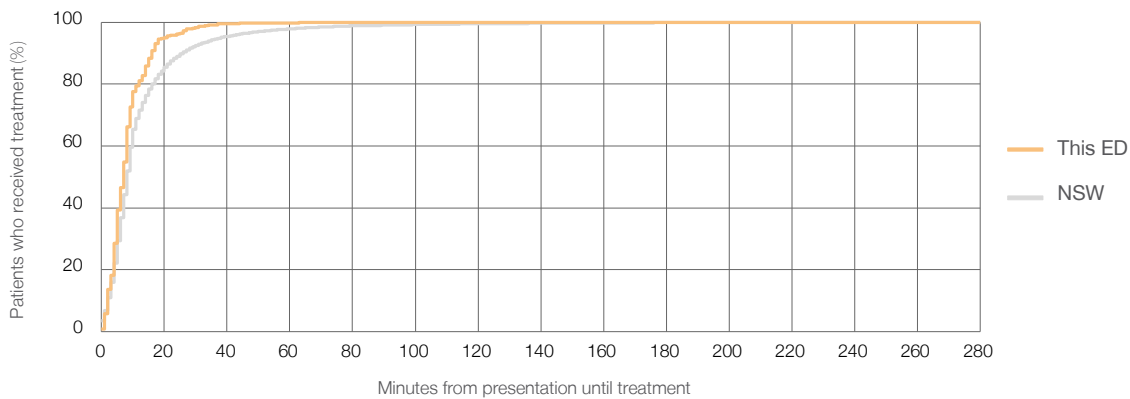
Number of triage 2 patients used to calculate waiting time:³ 361

Median time to start treatment⁴ 7 minutes

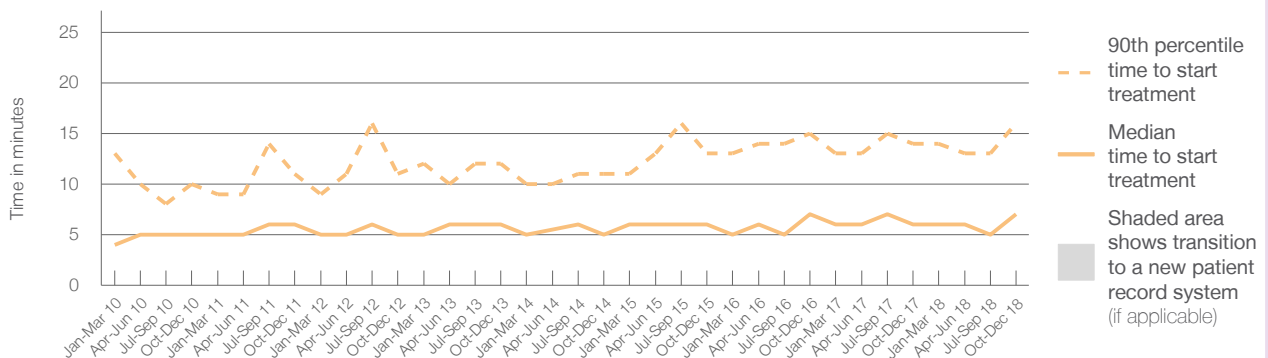
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
299	299
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	6	5	6	5	6	7	6	7
90th percentile time to start treatment ⁵ (minutes)	10	11	11	12	11	13	15	14	16

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,397

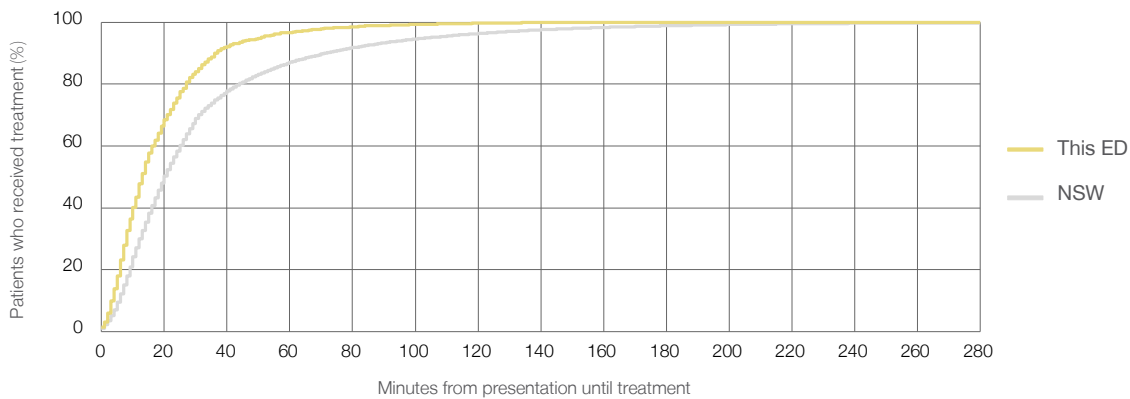
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 13 minutes

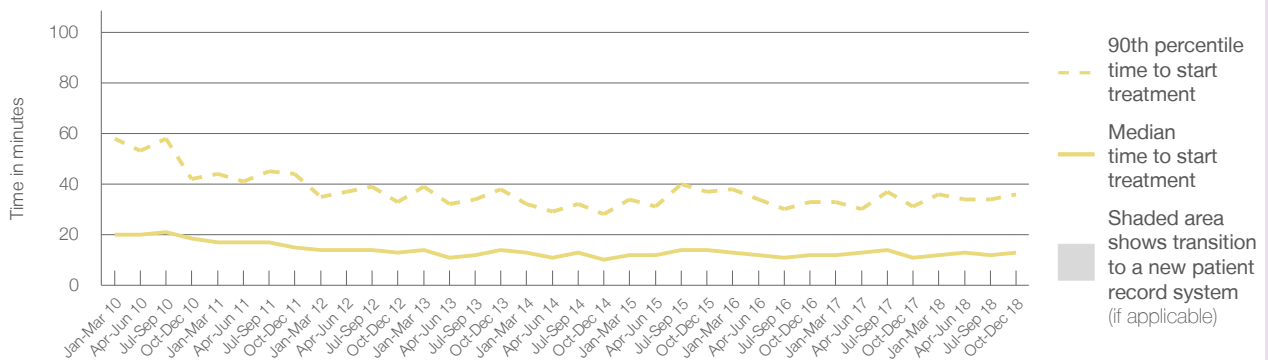
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
1,236	
1,231	
11 minutes	20 minutes
31 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	15	13	14	10	14	12	11	13
90th percentile time to start treatment ⁵ (minutes)	42	44	33	38	28	37	33	31	36

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,210

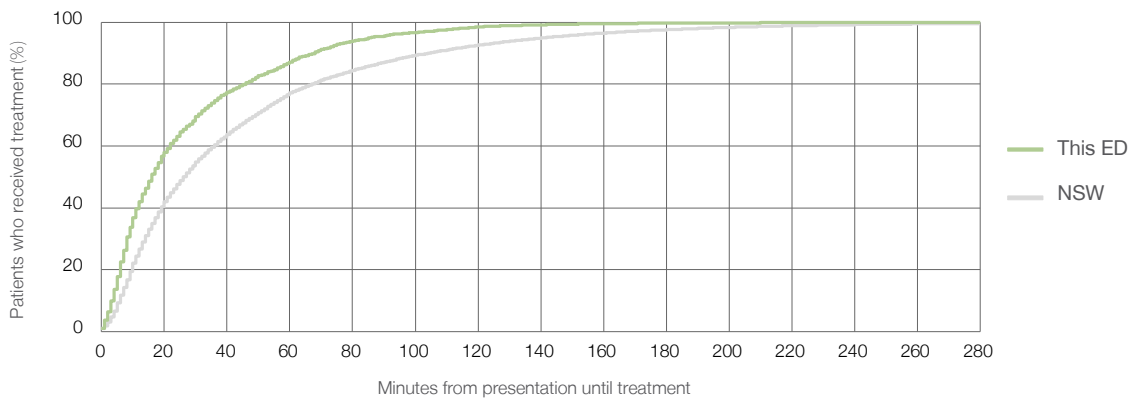
Number of triage 4 patients used to calculate waiting time:³ 2,161

Median time to start treatment⁴ 16 minutes

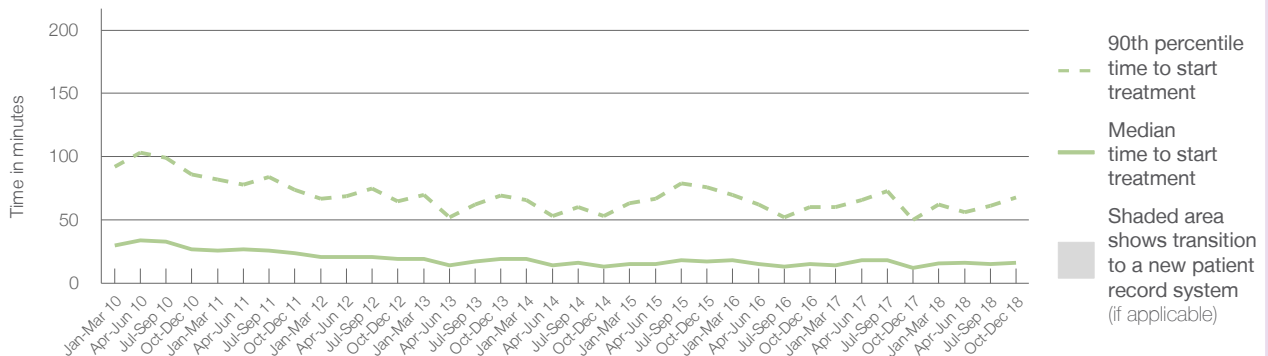
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,165	2,127
12 minutes	26 minutes
50 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	24	19	19	13	17	15	12	16
90th percentile time to start treatment ⁵ (minutes)	86	74	65	70	53	76	60	50	68

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 396

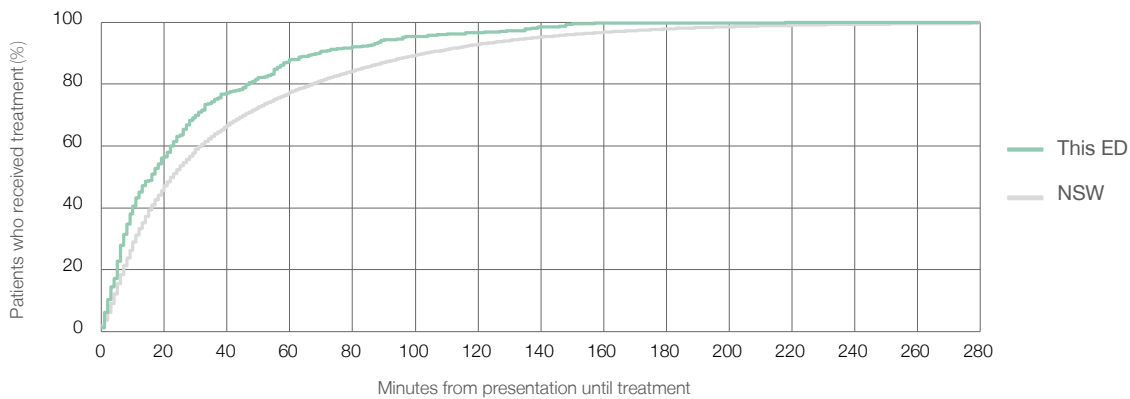
Number of triage 5 patients used to calculate waiting time:³ 373

Median time to start treatment⁴ 16 minutes

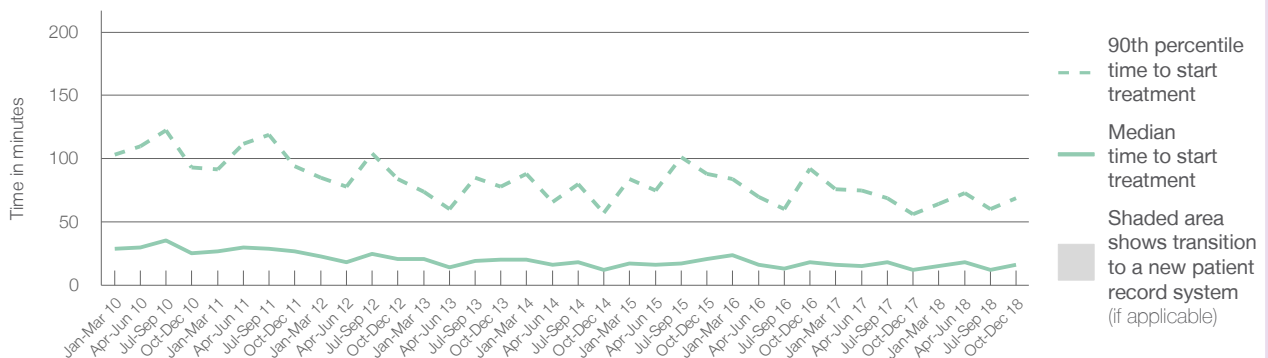
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
380	359
12 minutes	23 minutes
56 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	27	21	20	12	21	18	12	16
90th percentile time to start treatment ⁵ (minutes)	93	94	84	78	57	88	92	56	69

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Murwillumbah District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,783 patients

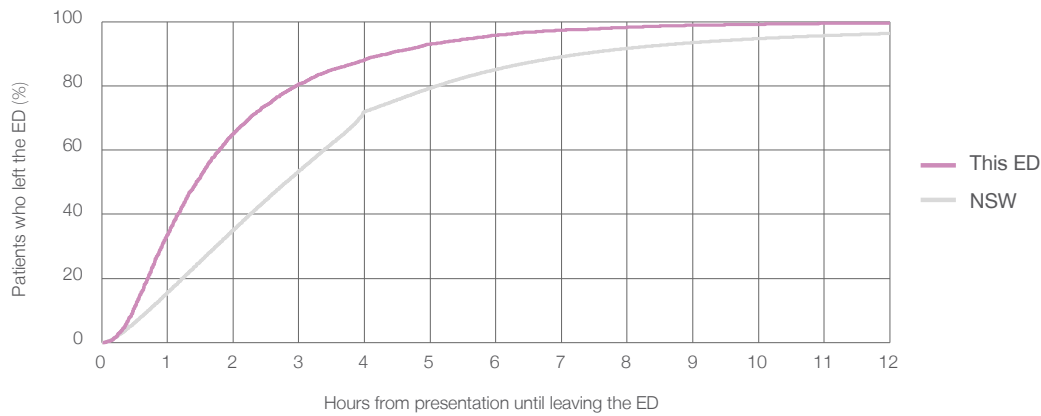
Presentations used to calculate time to leaving the ED:⁶ 4,780 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

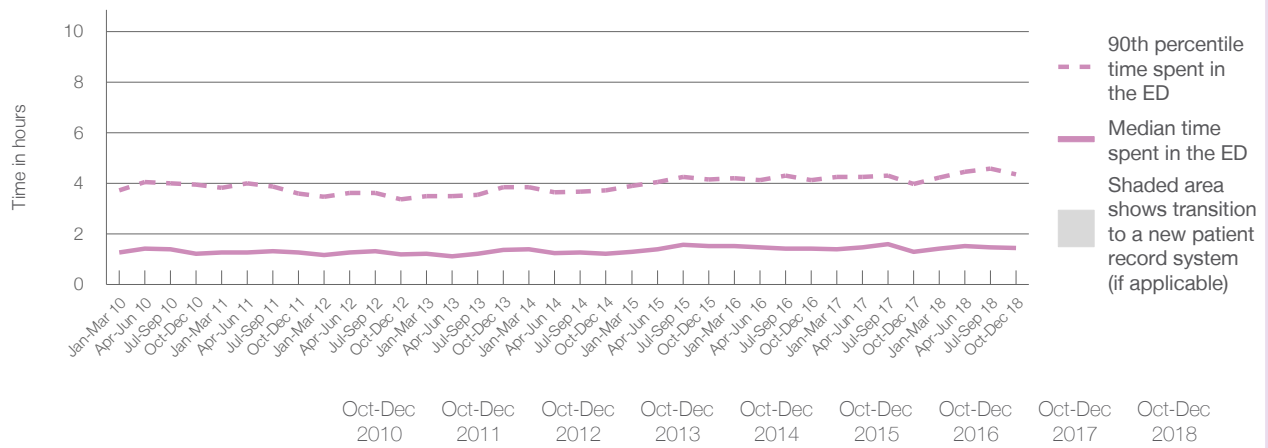
90th percentile time spent in the ED⁹ 4 hours and 21 minutes

Same period last year	NSW (this period)
4,478	4,478
1 hours and 18 minutes	2 hours and 49 minutes
3 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 14m	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m	1h 18m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 57m	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m	3h 59m	4h 21m

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

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Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

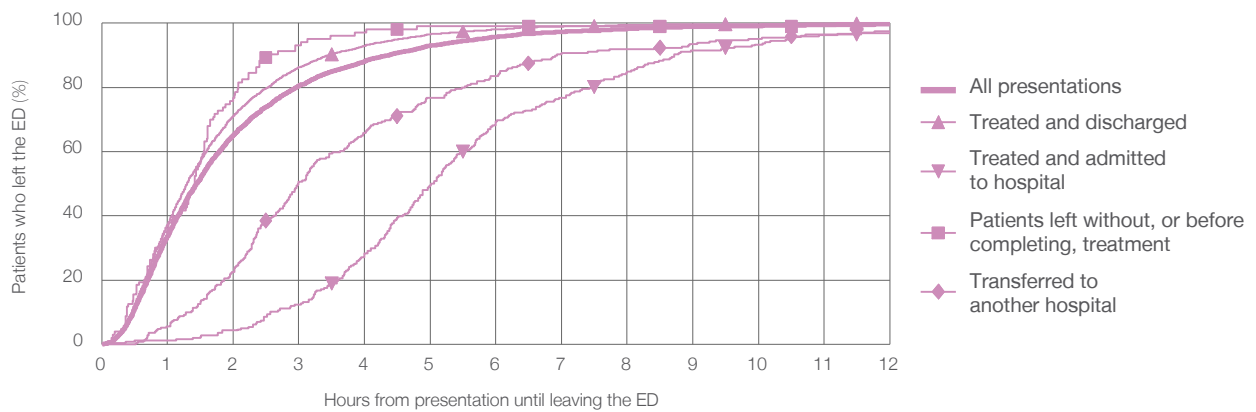
October to December 2018

All presentations:¹ 4,783 patients

Presentations used to calculate time to leaving the ED:⁶ 4,780 patients

		Same period last year	Change since one year ago
		4,478	7%
Treated and discharged	4,165 (87.1%)	3,901	6.8%
Treated and admitted to hospital	259 (5.4%)	279	-7.2%
Patient left without, or before completing, treatment	103 (2.2%)	69	49.3%
Transferred to another hospital	249 (5.2%)	225	10.7%
Other	7 (0.1%)	4	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	37.4%	71.3%	86.3%	93.0%	98.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.2%	4.3%	12.4%	28.3%	69.4%	84.9%	93.4%	96.9%
Patient left without, or before completing, treatment	35.9%	76.7%	93.2%	97.1%	99.0%	99.0%	99.0%	100%
Transferred to another hospital	5.6%	22.5%	50.6%	65.9%	83.5%	92.0%	95.2%	97.6%
All presentations	33.7%	65.2%	80.6%	88.2%	95.8%	98.2%	99.2%	99.6%

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Murwillumbah District Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 4,783 patients

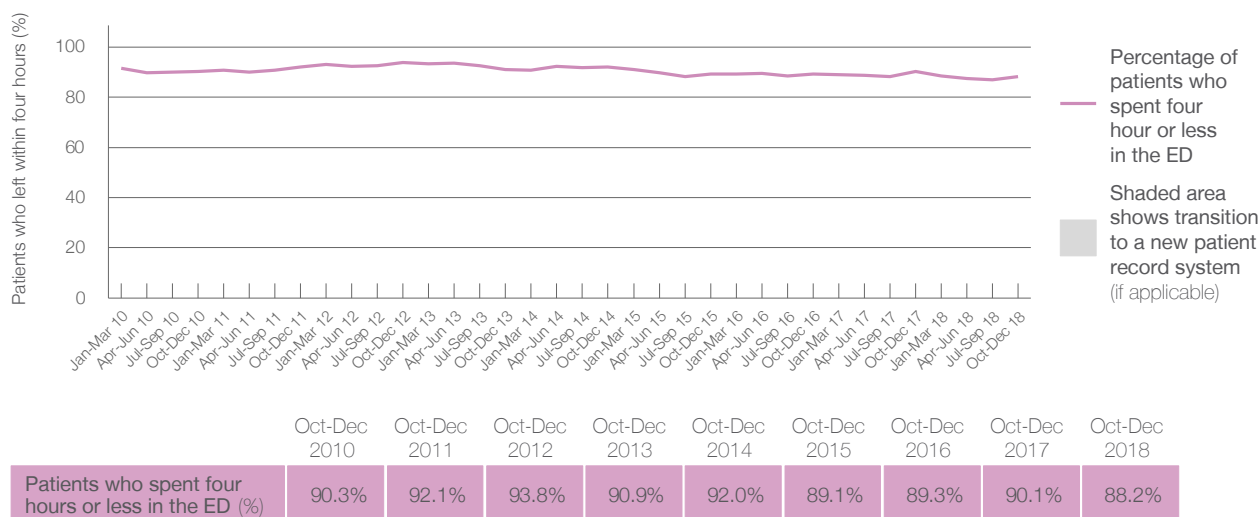
Presentations used to calculate time to leaving the ED: ⁶ 4,780 patients

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	4,478	7%
Presentations used to calculate time to leaving the ED	4,478	7%
Percentage of patients who spent four hours or less in the ED	90.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).