

Muswellbrook Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,726 patients
Emergency presentations:² 2,576 patients

Same period last year	Change since one year ago
2,489	10%
2,376	8%

Muswellbrook Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 766 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,163 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 447 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
166	
5 minutes	8 minutes
20 minutes	26 minutes
672	
19 minutes	20 minutes
76 minutes	72 minutes
1,062	
32 minutes	26 minutes
87 minutes	104 minutes
476	
33 minutes	23 minutes
84 minutes	104 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,726 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,489	10%
89%	

* 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: October to December 2018*.
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.

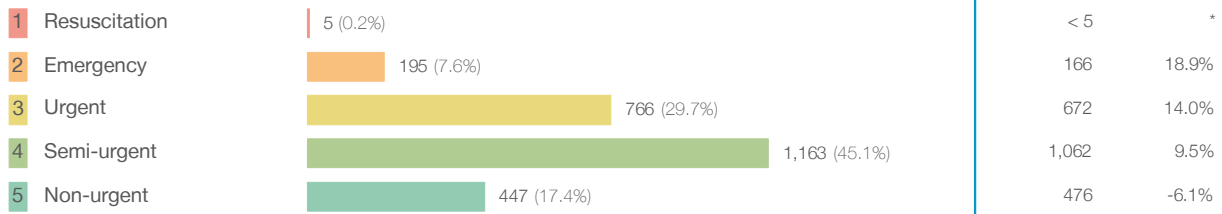
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Muswellbrook Hospital: Patients presenting to the emergency department October to December 2018

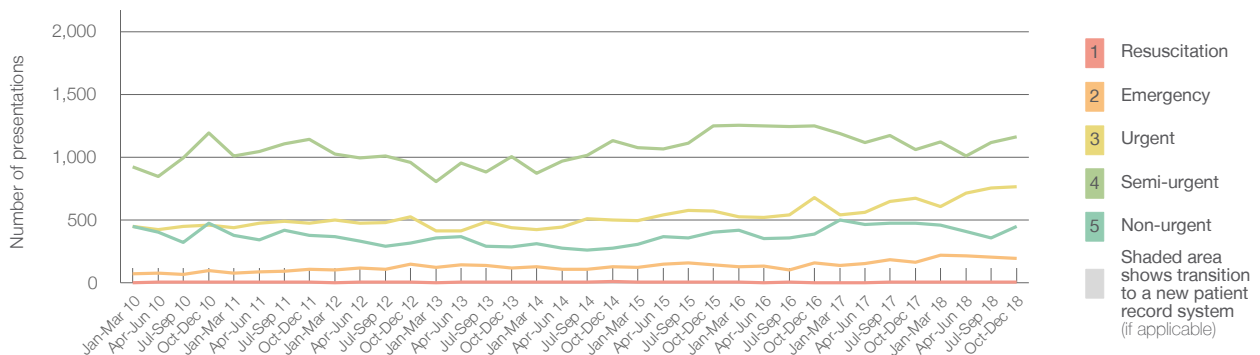
All presentations:¹ 2,726 patients

Emergency presentations² by triage category: 2,576 patients



	Same period last year	Change since one year ago
All presentations	2,489	10%
Emergency presentations	2,376	8%
1 Resuscitation	< 5	*
2 Emergency	166	18.9%
3 Urgent	672	14.0%
4 Semi-urgent	1,062	9.5%
5 Non-urgent	476	-6.1%

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	5	5	7	< 5	< 5	< 5	5
Emergency	95	111	146	119	129	146	160	166	195
Urgent	458	472	524	438	498	572	680	672	766
Semi-urgent	1,191	1,142	960	1,005	1,131	1,247	1,248	1,062	1,163
Non-urgent	474	376	317	287	276	400	387	476	447
All emergency presentations	2,223	2,101	1,952	1,854	2,041	2,365	2,475	2,376	2,576

Muswellbrook Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 341 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	333	
ED Transfer of care time		
Median time	6 minutes	1 minute
90th percentile time	18 minutes	0 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 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: 195

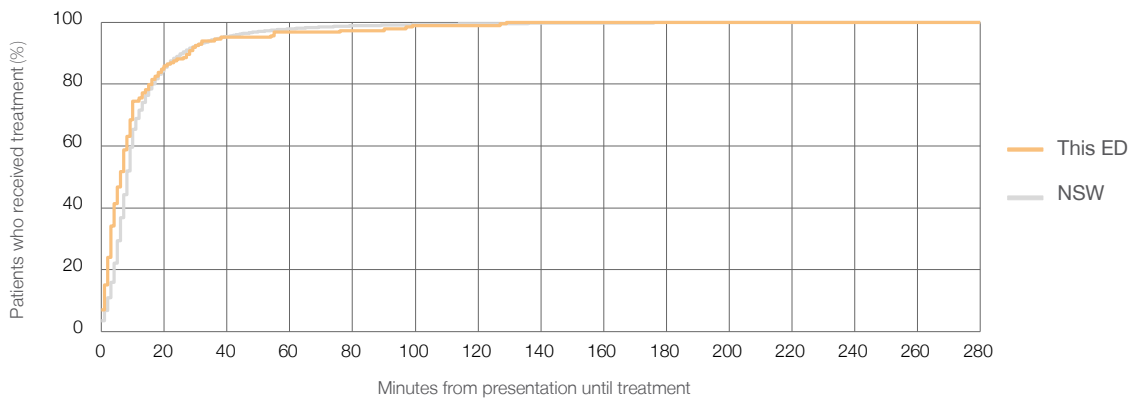
Number of triage 2 patients used to calculate waiting time:³ 184

Median time to start treatment⁴ 6 minutes

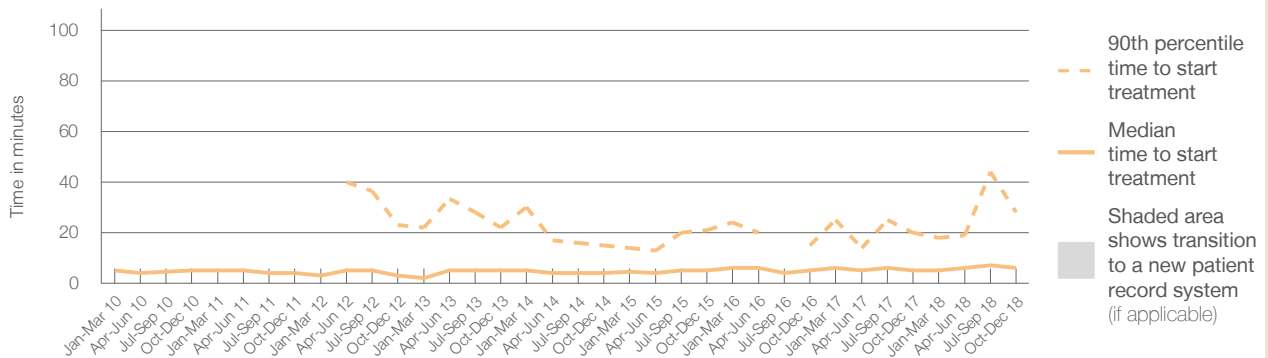
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
166	158
5 minutes	8 minutes
20 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	4	3	5	4	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	*	51	23	22	15	21	15	20	28

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Muswellbrook 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: 766

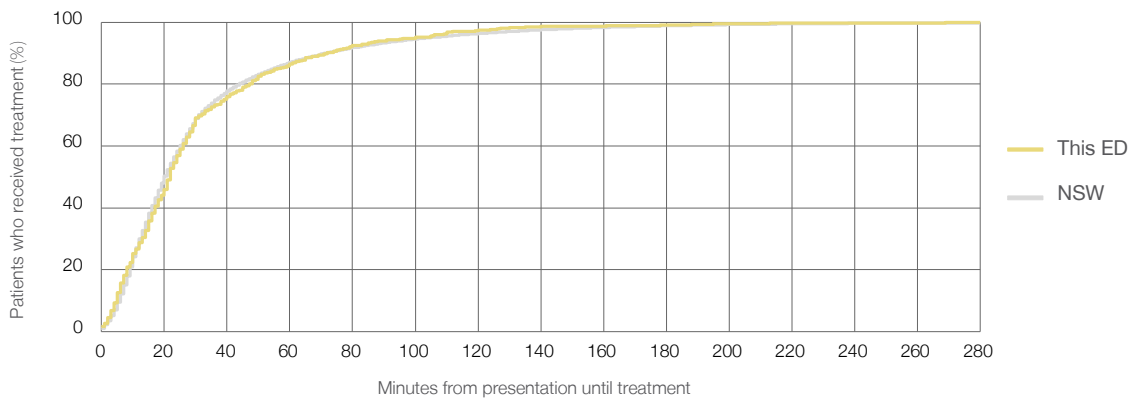
Number of triage 3 patients used to calculate waiting time:³ 711

Median time to start treatment⁴ 22 minutes

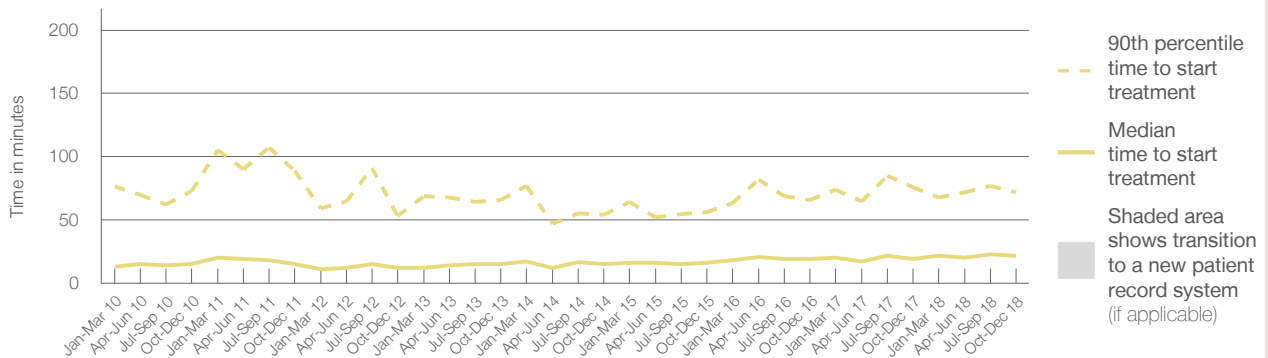
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
672	
636	
19 minutes	20 minutes
76 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)	15	15	12	15	15	16	19	19	22
90th percentile time to start treatment ⁵ (minutes)	73	89	53	66	54	56	66	76	72

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Muswellbrook 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: 1,163

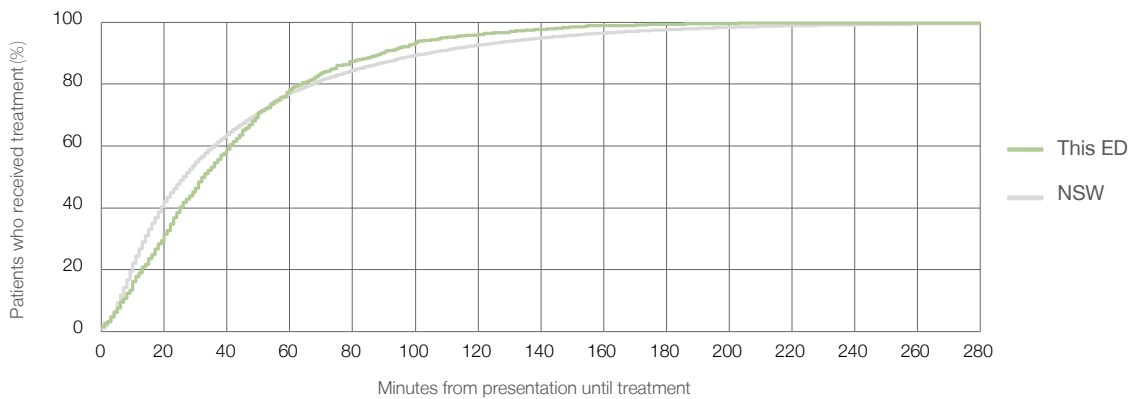
Number of triage 4 patients used to calculate waiting time:³ 1,055

Median time to start treatment⁴ 33 minutes

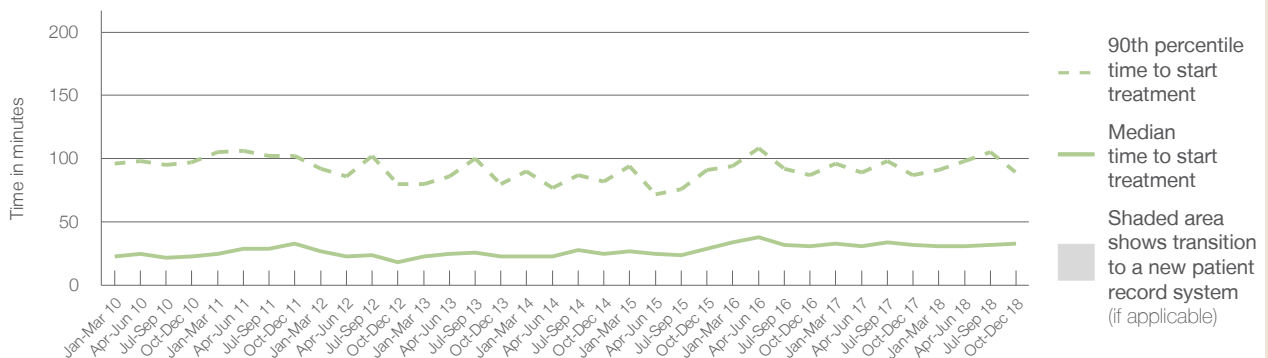
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,062	977
32 minutes	26 minutes
87 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)	23	33	18	23	25	29	31	32	33
90th percentile time to start treatment ⁵ (minutes)	97	102	80	80	82	91	87	87	89

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Muswellbrook 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: 447

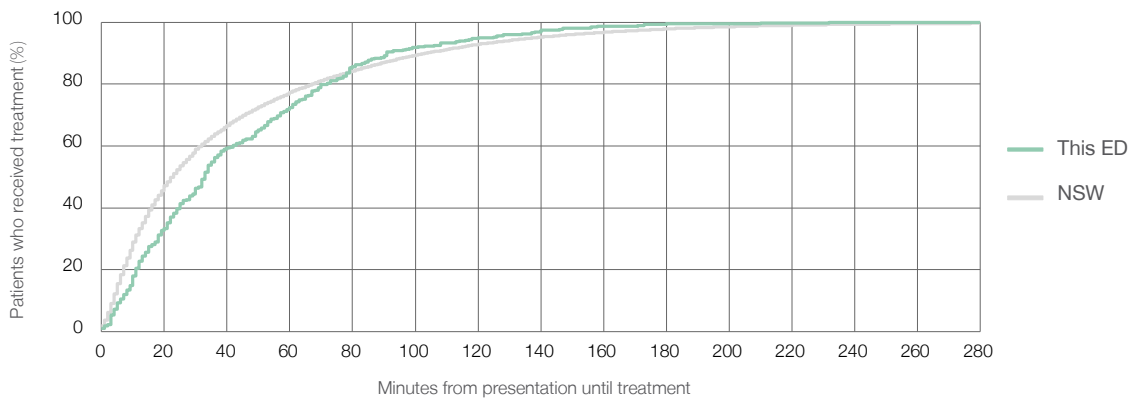
Number of triage 5 patients used to calculate waiting time:³ 377

Median time to start treatment⁴ 33 minutes

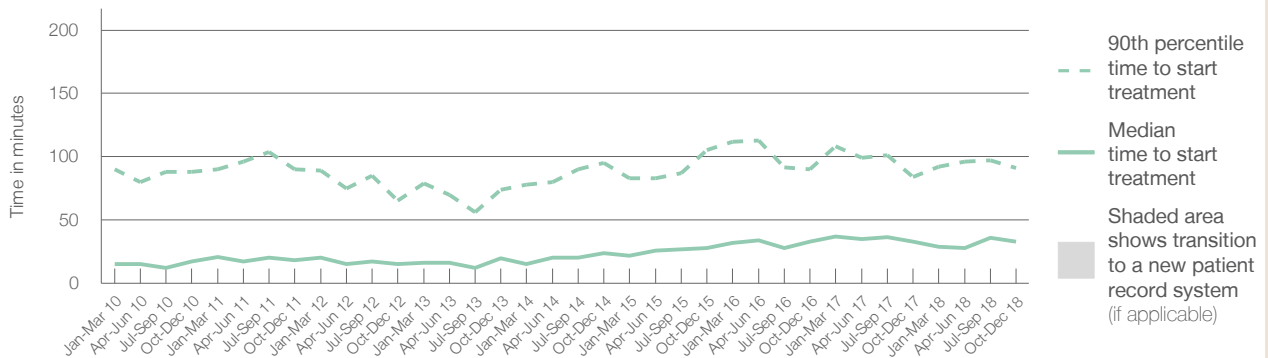
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
476	395
33 minutes	23 minutes
84 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)	17	18	15	20	24	28	33	33	33
90th percentile time to start treatment ⁵ (minutes)	88	90	66	74	95	105	90	84	91

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Muswellbrook Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,726 patients

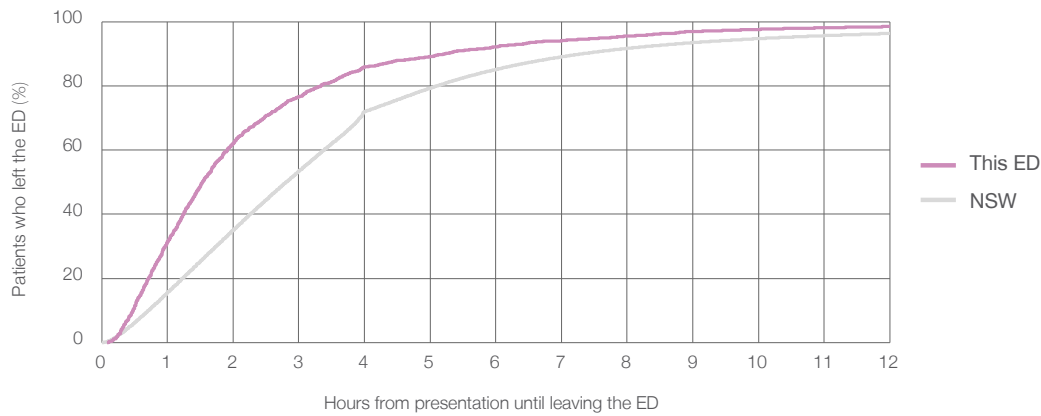
Presentations used to calculate time to leaving the ED:⁶ 2,726 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

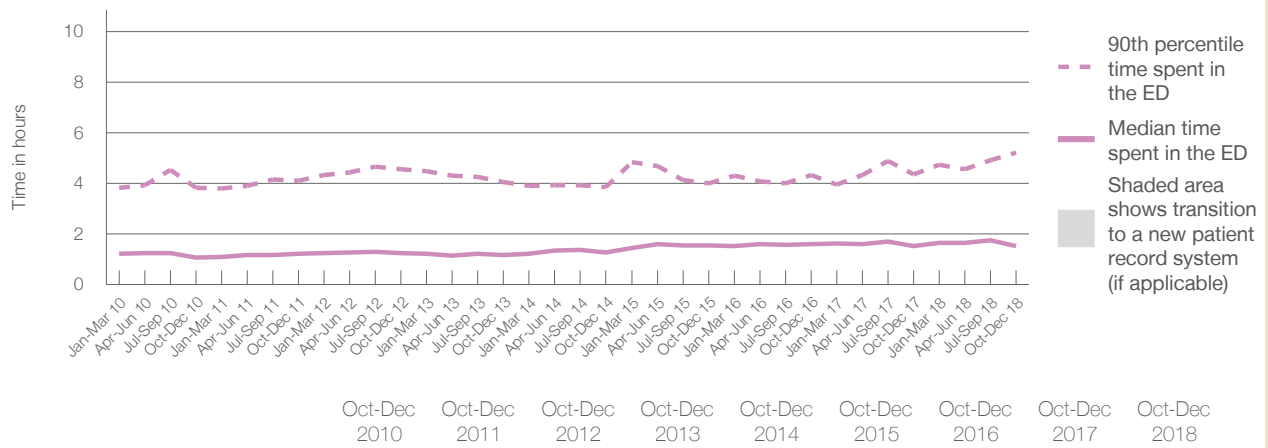
90th percentile time spent in the ED⁹ 5 hours and 13 minutes

Same period last year	NSW (this period)
2,489	2,489
1 hours and 31 minutes	2 hours and 49 minutes
4 hours and 22 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 5m	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m	1h 31m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 50m	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m	4h 22m	5h 13m

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Muswellbrook Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

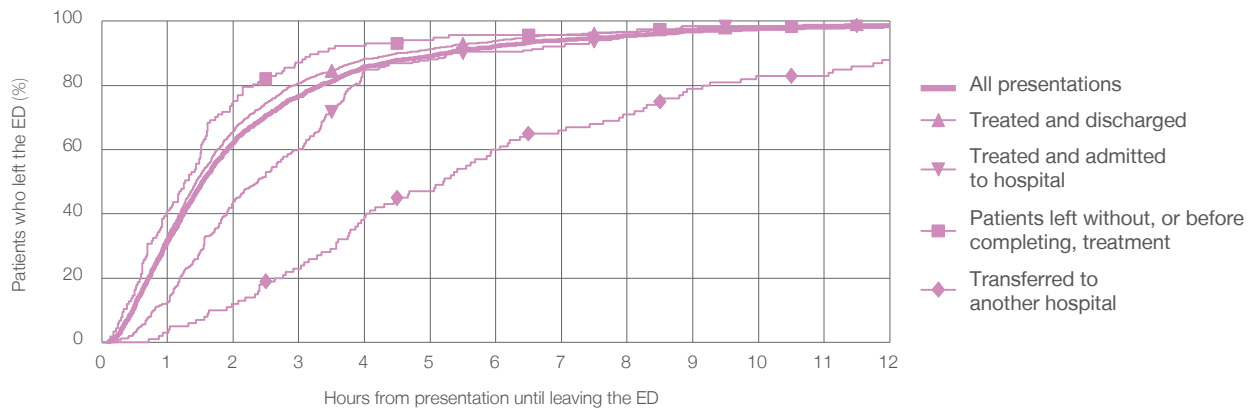
All presentations:¹ 2,726 patients

Presentations used to calculate time to leaving the ED:⁶ 2,726 patients

Treated and discharged	2,126 (78.0%)
Treated and admitted to hospital	251 (9.2%)
Patient left without, or before completing, treatment	117 (4.3%)
Transferred to another hospital	100 (3.7%)
Other	132 (4.8%)

	Same period last year	Change since one year ago
	2,489	10%
Treated and discharged	1,887	12.7%
Treated and admitted to hospital	278	-9.7%
Patient left without, or before completing, treatment	128	-8.6%
Transferred to another hospital	109	-8.3%
Other	87	51.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	33.3%	65.8%	80.8%	88.2%	93.9%	96.8%	98.3%	99.1%
Treated and admitted to hospital	12.4%	43.8%	60.2%	84.9%	90.4%	95.6%	98.4%	98.4%
Patient left without, or before completing, treatment	41.0%	75.2%	87.2%	92.3%	95.7%	96.6%	98.3%	98.3%
Transferred to another hospital	3.0%	12.0%	23.0%	39.0%	60.0%	71.0%	83.0%	88.0%
All presentations	31.5%	62.3%	76.7%	85.9%	92.2%	95.5%	97.6%	98.4%

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Muswellbrook 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 2,726 patients

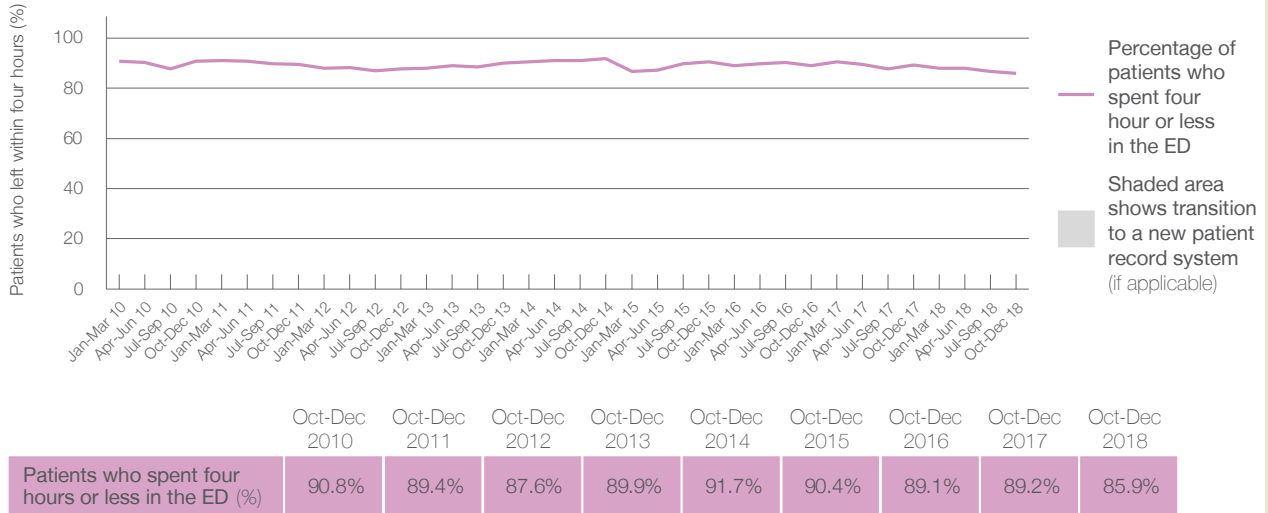
Presentations used to calculate time to leaving the ED: ⁶ 2,726 patients

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	2,489	10%
Presentations used to calculate time to leaving the ED	2,489	10%
Percentage of patients who spent four hours or less in the ED	89.2%	

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).