

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,482 patients
 Emergency presentations:² 4,094 patients

Same period last year	Change since one year ago
4,564	-1.8%
4,113	-0.5%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 299 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,236 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,164 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
285	
7 minutes	8 minutes
15 minutes	23 minutes
1,288	
12 minutes	20 minutes
33 minutes	65 minutes
2,139	
15 minutes	26 minutes
60 minutes	99 minutes
396	
18 minutes	23 minutes
92 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,480 patients

Percentage of patients who spent four hours or less in the ED 90.1%

Same period last year	Change since one year ago
4,563	-1.8%
89.3%	

* 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.

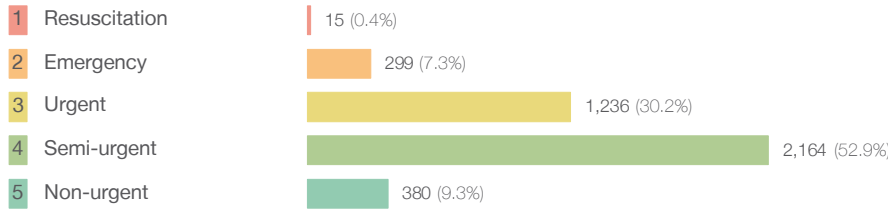
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2017

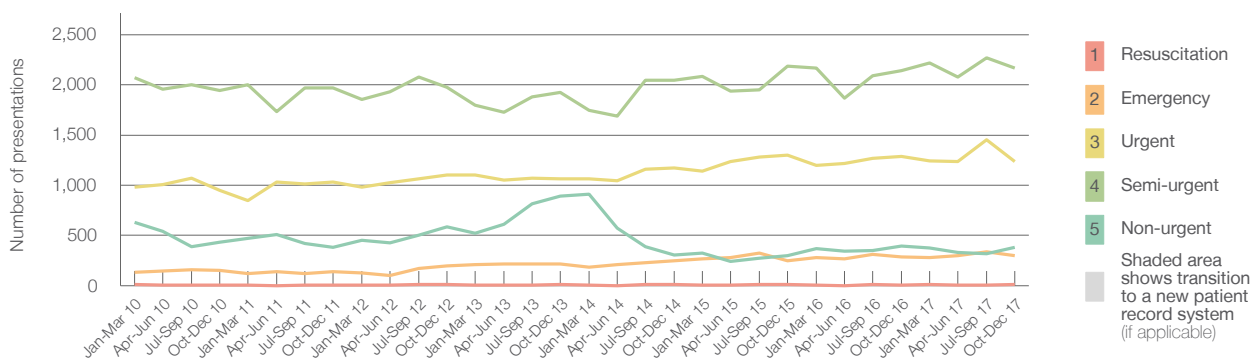
All presentations:¹ 4,482 patients

Emergency presentations² by triage category: 4,094 patients



	Same period last year	Change since one year ago
All presentations	4,564	-1.8%
Emergency presentations	4,113	-0.5%
1 Resuscitation	5	200.0%
2 Emergency	285	4.9%
3 Urgent	1,288	-4.0%
4 Semi-urgent	2,139	1.2%
5 Non-urgent	396	-4.0%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	5	< 5	13	14	12	11	5	15
Emergency	155	143	194	214	249	249	285	299
Urgent	946	1,035	1,099	1,061	1,171	1,297	1,288	1,236
Semi-urgent	1,945	1,971	1,977	1,922	2,044	2,189	2,139	2,164
Non-urgent	435	381	588	891	306	301	396	380
All emergency presentations	3,486	3,530	3,871	4,102	3,782	4,047	4,113	4,094

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 187 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	189	
ED Transfer of care time		
Median time	11 minutes	-2 minutes
90th percentile time	22 minutes	-4 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 October to December 2017

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

Number of triage 2 patients: 299

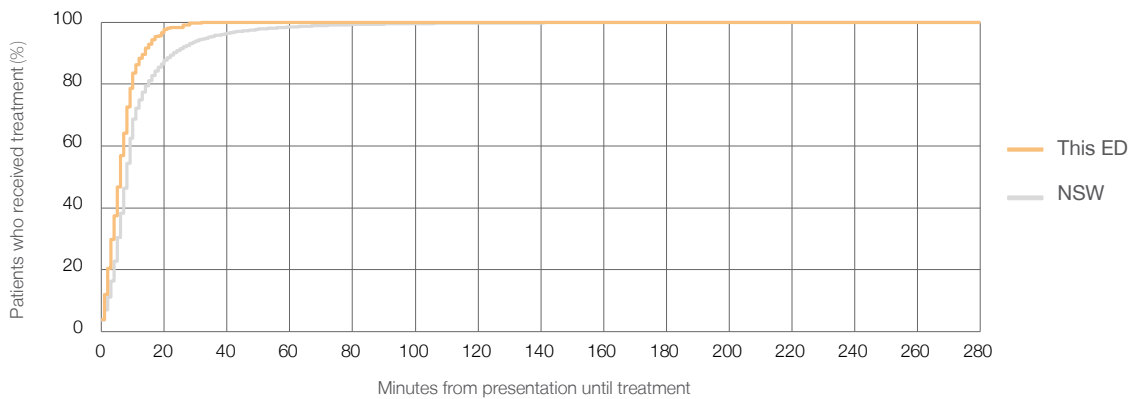
Number of triage 2 patients used to calculate waiting time:³ 299

Median time to start treatment⁴ 6 minutes

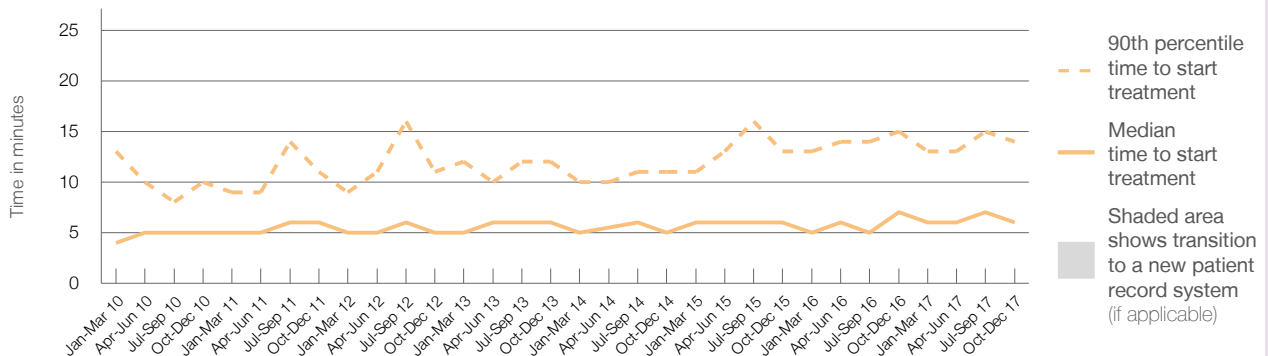
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
285	
284	
7 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,236

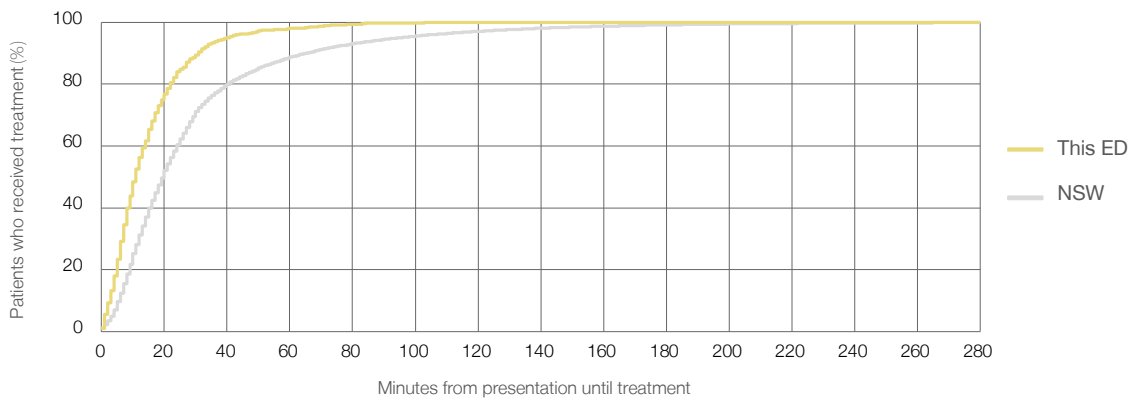
Number of triage 3 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴ 11 minutes

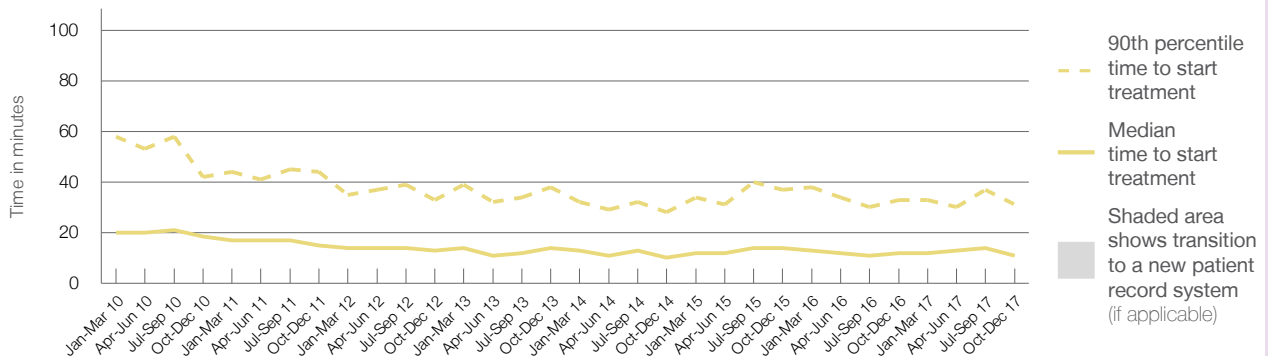
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,288	1,276
12 minutes	20 minutes
33 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,164

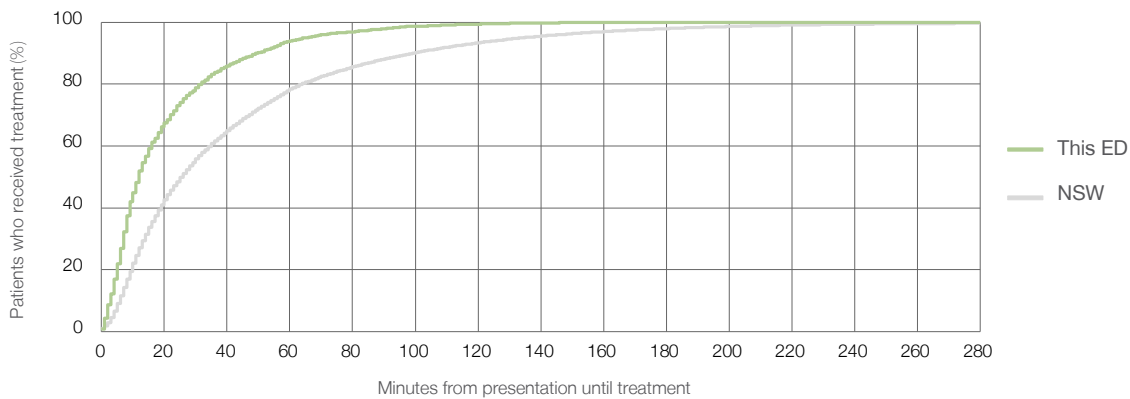
Number of triage 4 patients used to calculate waiting time:³ 2,126

Median time to start treatment⁴ 12 minutes

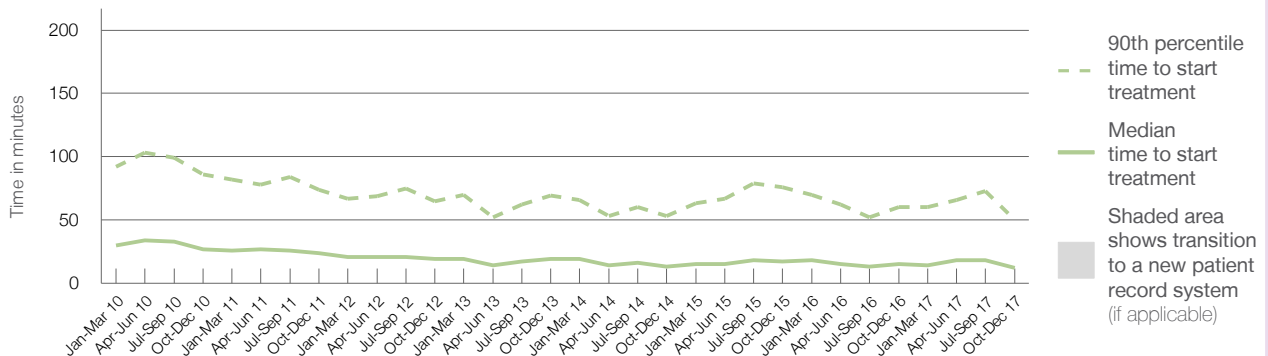
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
2,139	
2,086	
15 minutes	26 minutes
60 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 380

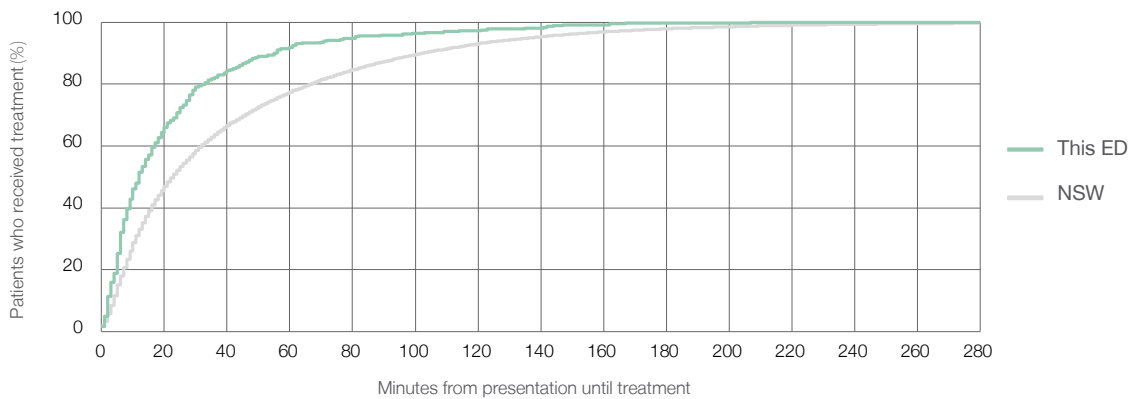
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 12 minutes

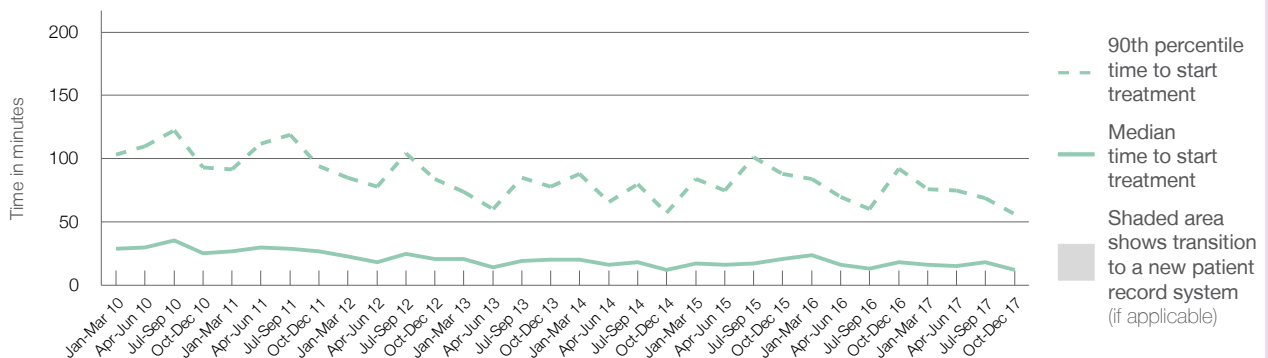
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
396	371
18 minutes	23 minutes
92 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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Murwillumbah District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,482 patients

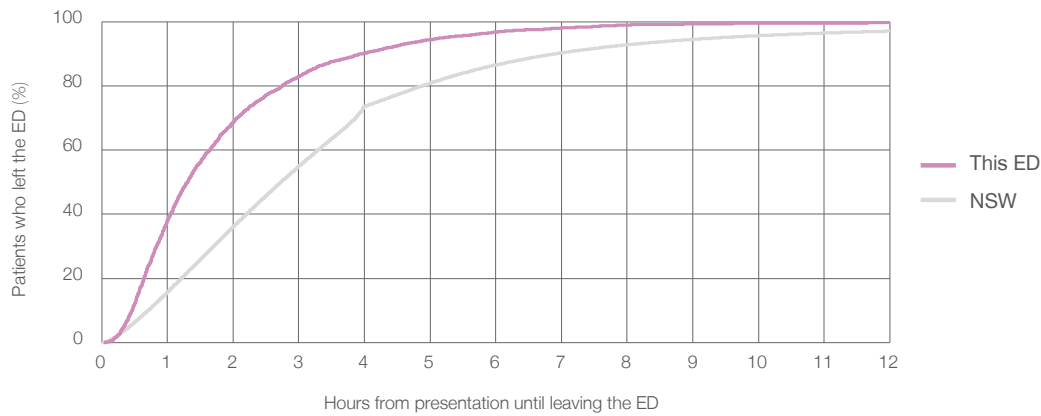
Presentations used to calculate time to leaving the ED:⁶ 4,480 patients

Median time spent in the ED⁸ 1 hours and 18 minutes

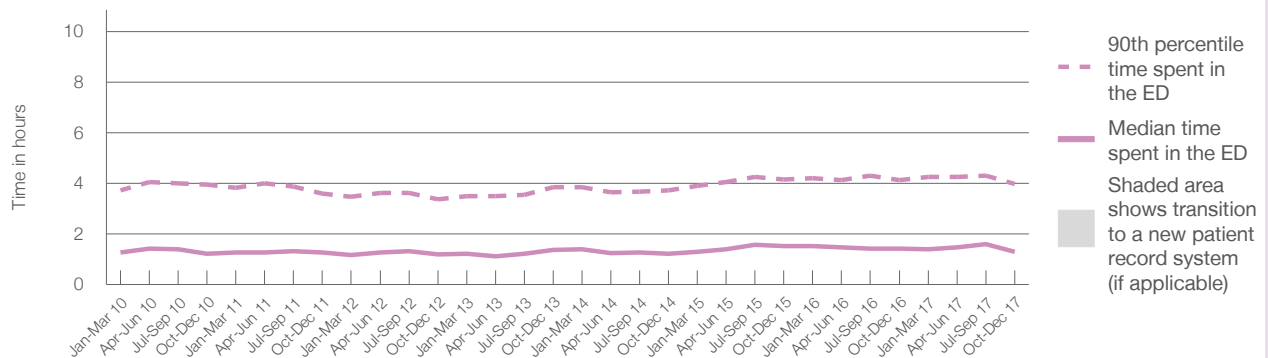
90th percentile time spent in the ED⁹ 3 hours and 59 minutes

Same period last year	NSW (this period)
4,564	
4,563	
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 8 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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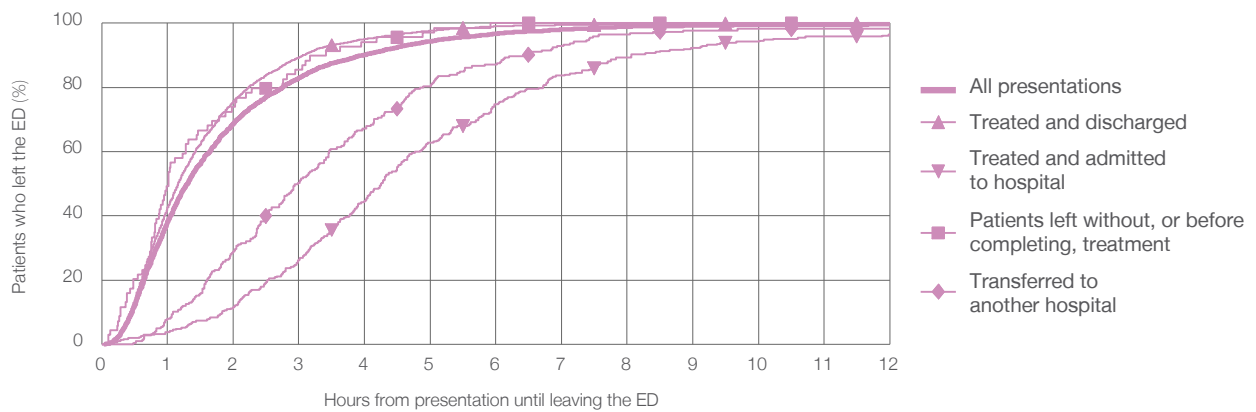
Murwillumbah District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 4,482 patients

Presentations used to calculate time to leaving the ED:⁶ 4,480 patients

		Same period last year	Change since one year ago
Treated and discharged	3,869 (86.3%)	3,813	1.5%
Treated and admitted to hospital	312 (7.0%)	380	-17.9%
Patient left without, or before completing, treatment	69 (1.5%)	106	-34.9%
Transferred to another hospital	225 (5.0%)	262	-14.1%
Other	7 (0.2%)	3	133.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	42.7%	75.7%	89.4%	95.1%	99.0%	99.8%	99.9%	100%
Treated and admitted to hospital	3.8%	11.5%	26.3%	44.6%	74.7%	89.4%	94.2%	96.5%
Patient left without, or before completing, treatment	49.3%	73.9%	85.5%	94.2%	100%	100%	100%	100%
Transferred to another hospital	8.0%	28.9%	50.2%	67.1%	87.1%	96.4%	98.2%	98.2%
All presentations	38.3%	68.8%	83.0%	90.1%	96.7%	98.9%	99.5%	99.7%

(†) 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.

Murwillumbah District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 4,482 patients

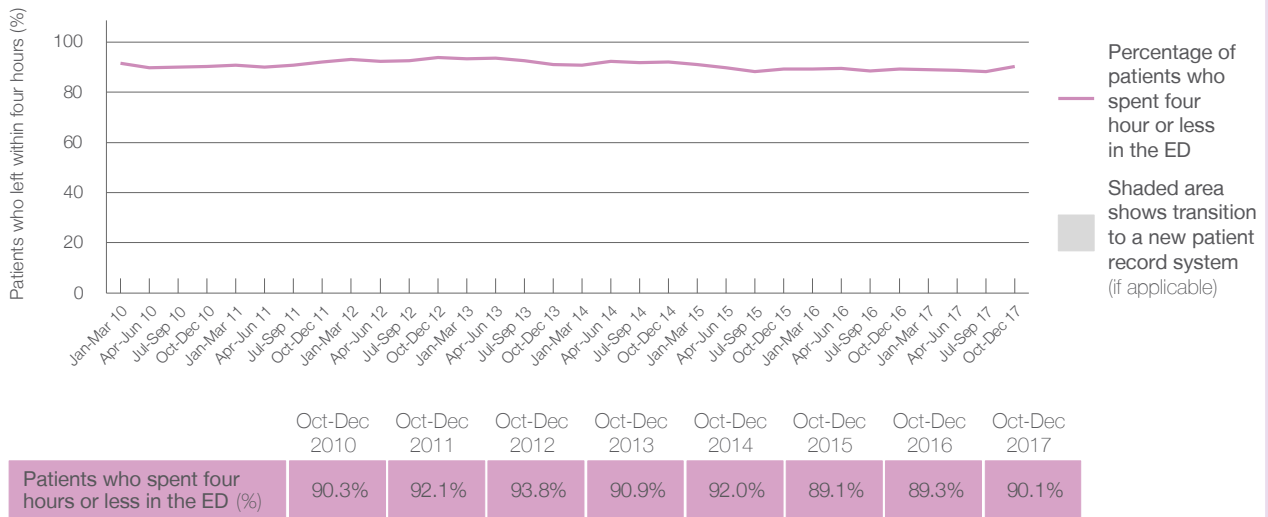
Presentations used to calculate time to leaving the ED: ⁶ 4,480 patients

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	4,564	-1.8%
Presentations used to calculate time to leaving the ED	4,563	-1.8%
Percentage of patients who spent four hours or less in the ED	89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).