

## Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 4,488 patients

Emergency presentations:<sup>2</sup> 4,082 patients

Same period last year	Change since one year ago
4,826	-7%
4,385	-7%

## Murwillumbah District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 350 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,388 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,051 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
336	
7 minutes	8 minutes
15 minutes	28 minutes
1,454	
14 minutes	21 minutes
37 minutes	72 minutes
2,270	
18 minutes	26 minutes
73 minutes	105 minutes
319	
18 minutes	22 minutes
69 minutes	103 minutes

## Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,485 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,825	-7%
88%	

\* 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, January to March 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.

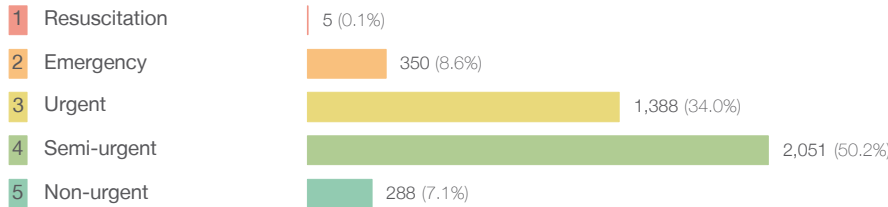
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Murwillumbah District Hospital: Patients presenting to the emergency department July to September 2018

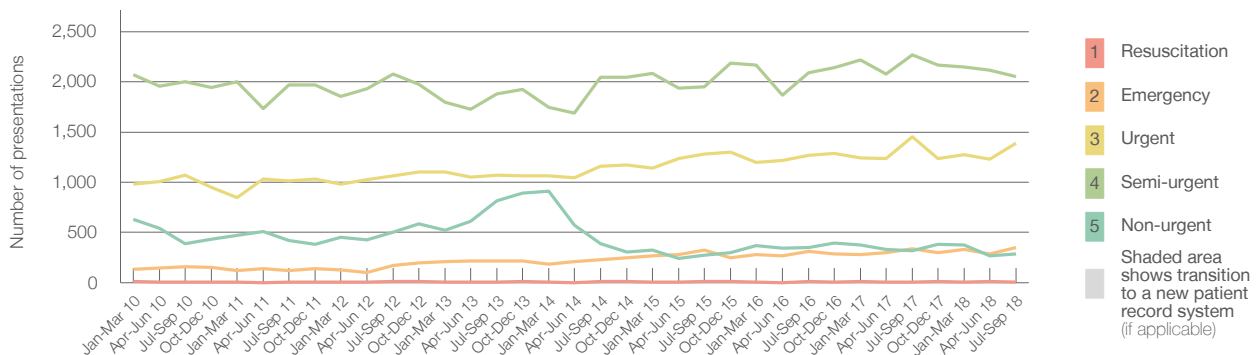
All presentations:<sup>1</sup> 4,488 patients

Emergency presentations<sup>2</sup> by triage category: 4,082 patients



Same period last year	Change since one year ago
4,826	-7%
4,385	-7%
6	-16.7%
336	4.2%
1,454	-4.5%
2,270	-9.6%
319	-9.7%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	7	7	9	7	9	9	10	6	5
Emergency	159	122	173	219	229	326	310	336	350
Urgent	1,070	1,010	1,065	1,069	1,161	1,280	1,271	1,454	1,388
Semi-urgent	2,002	1,971	2,075	1,878	2,047	1,949	2,090	2,270	2,051
Non-urgent	386	423	503	813	391	275	350	319	288
All emergency presentations	3,624	3,533	3,825	3,986	3,837	3,839	4,031	4,385	4,082

## Murwillumbah District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 220 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
236	
11 minutes	1 minute
20 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 July to September 2018

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

Number of triage 2 patients: 350

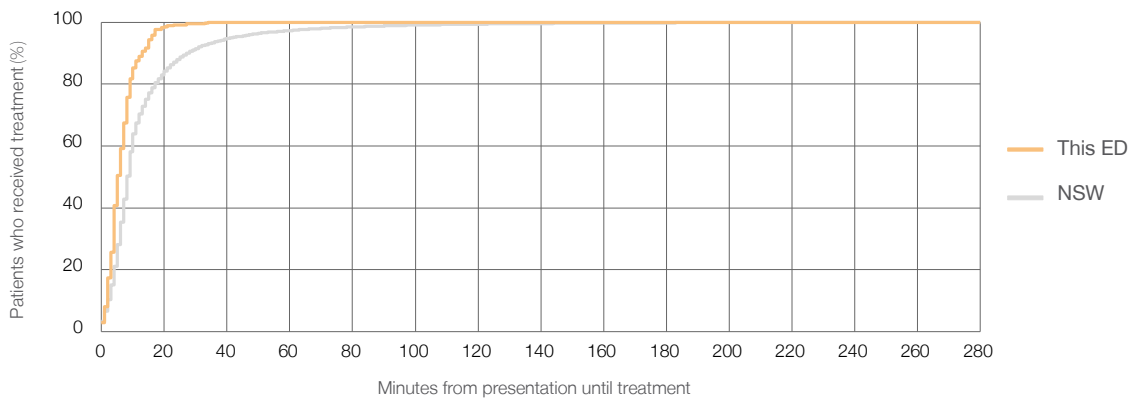
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 350

Median time to start treatment<sup>4</sup>  5 minutes

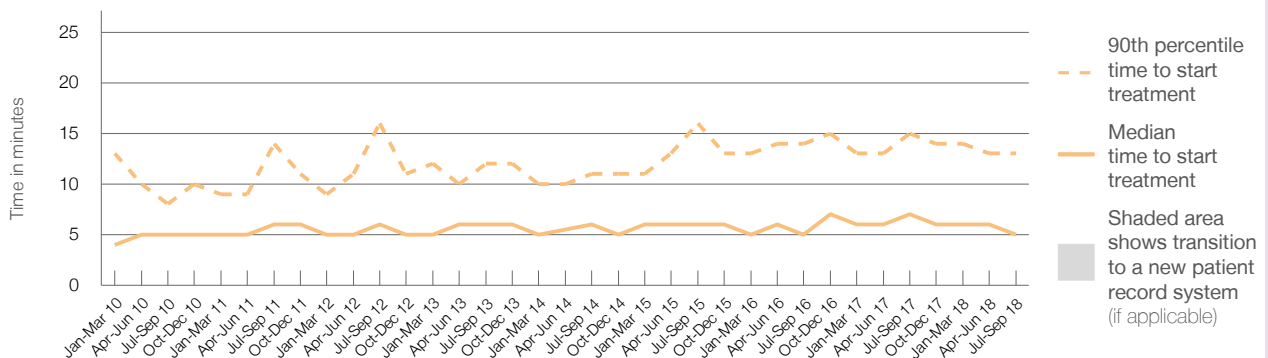
90th percentile time to start treatment<sup>5</sup>  13 minutes

Same period last year	NSW (this period)
336	336
7 minutes	8 minutes
15 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	5	6	6	6	6	6	5	7	5
90th percentile time to start treatment <sup>5</sup> (minutes)	8	14	16	12	11	16	14	15	13

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,388

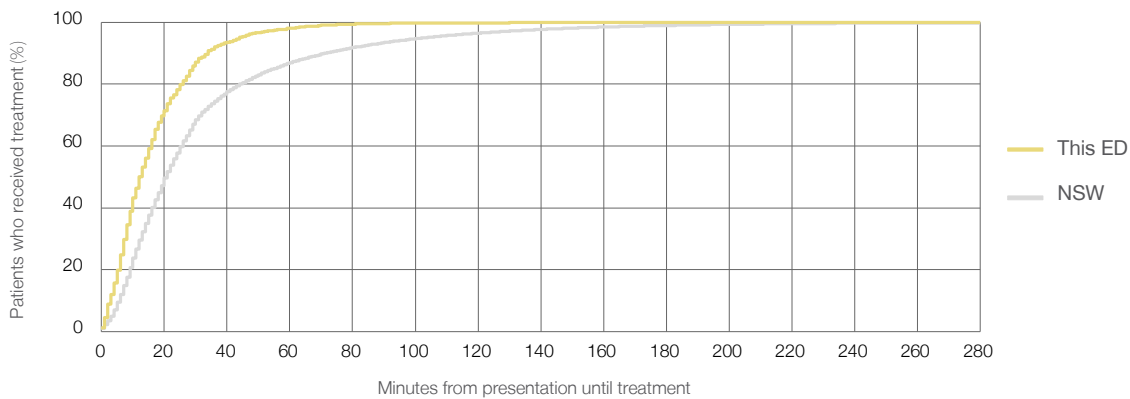
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,381

Median time to start treatment<sup>4</sup>  12 minutes

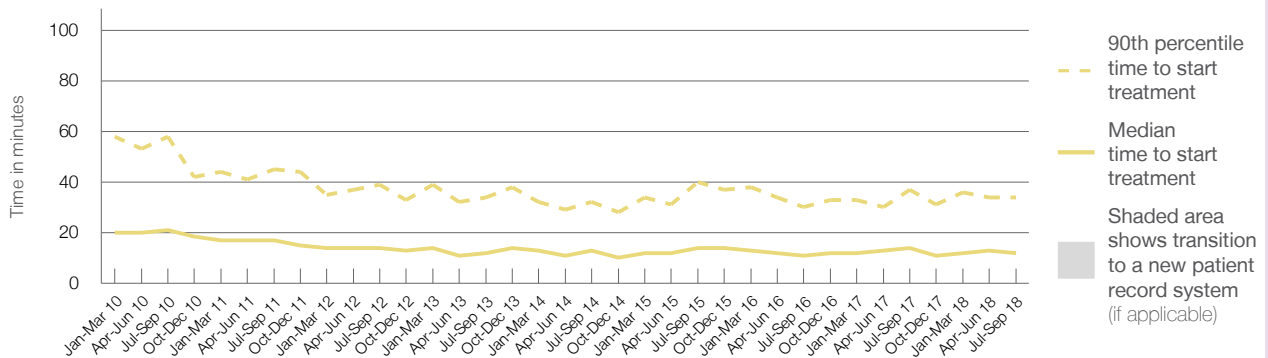
90th percentile time to start treatment<sup>5</sup>  34 minutes

Same period last year	NSW (this period)
1,454	1,446
14 minutes	21 minutes
37 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	21	17	14	12	13	14	11	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	58	45	39	34	32	40	30	37	34

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,051

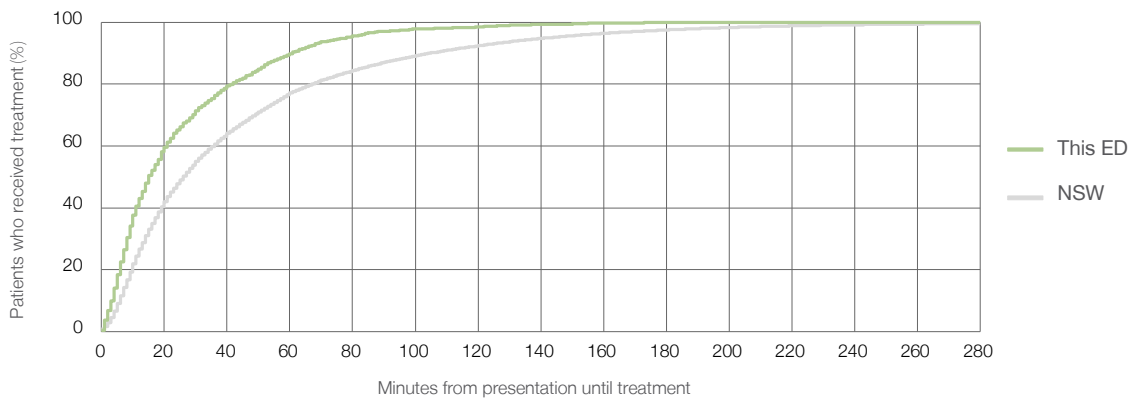
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,012

Median time to start treatment<sup>4</sup>  15 minutes

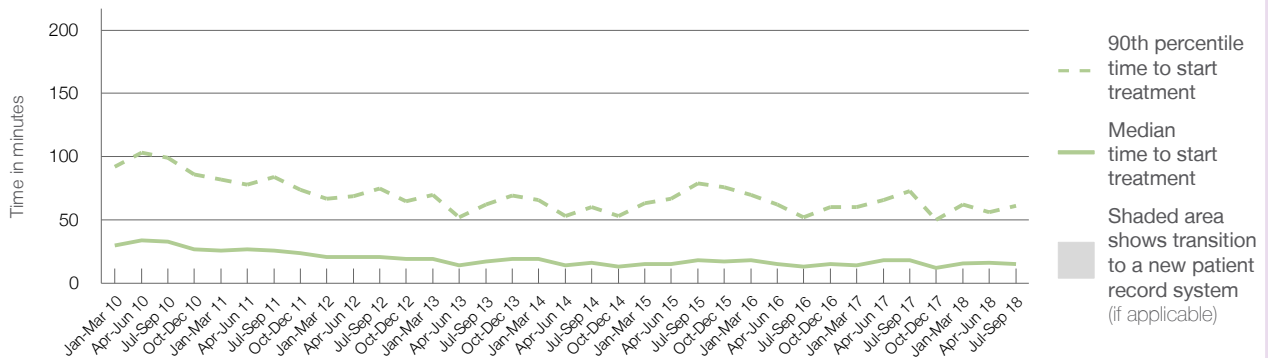
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
2,270	2,212
18 minutes	26 minutes
73 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	33	26	21	17	16	18	13	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	99	84	75	62	60	79	52	73	61

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 288

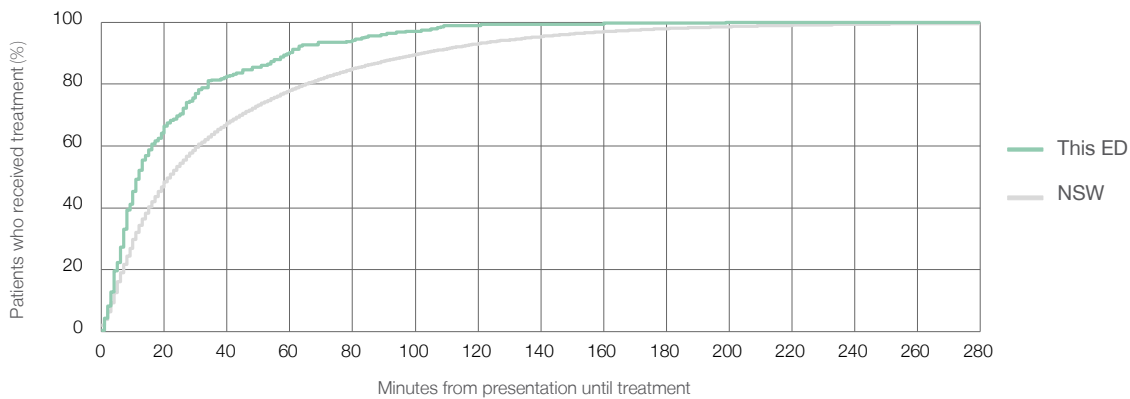
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 274

Median time to start treatment<sup>4</sup>  12 minutes

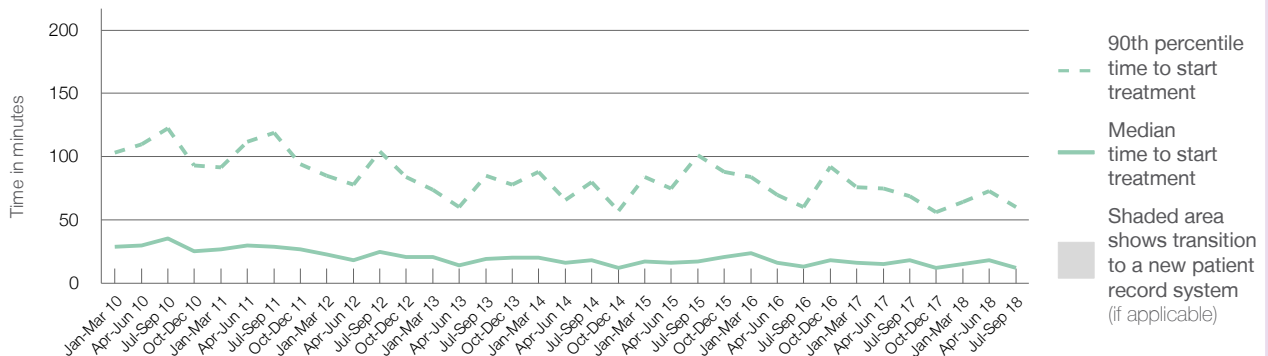
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
319	
298	
18 minutes	22 minutes
69 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	36	29	25	19	18	17	13	18	12
90th percentile time to start treatment <sup>5</sup> (minutes)	123	119	104	85	80	101	60	69	60

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## Murwillumbah District Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 4,488 patients

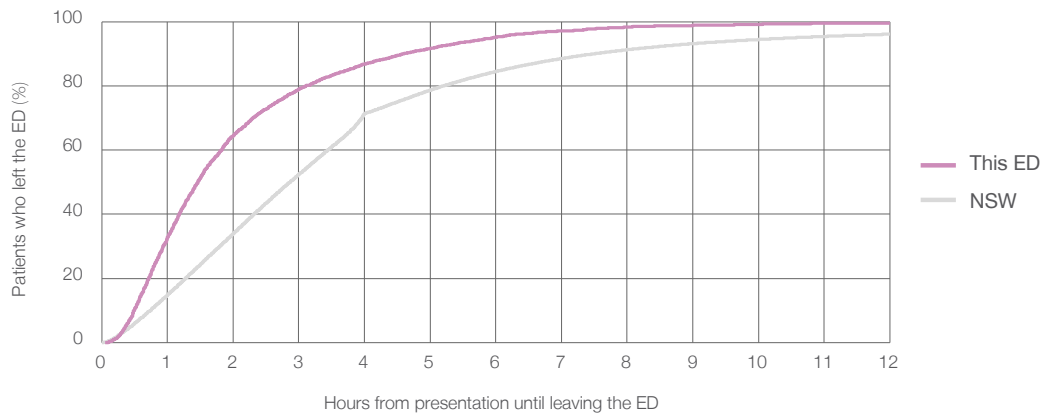
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,485 patients

Median time spent in the ED<sup>8</sup> 1 hours and 28 minutes

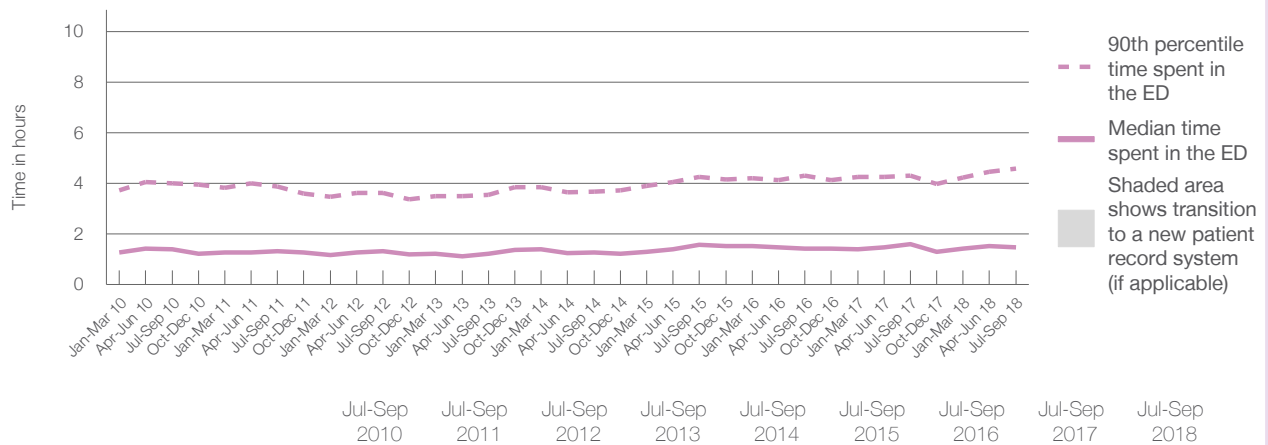
90th percentile time spent in the ED<sup>9</sup> 4 hours and 36 minutes

Same period last year	NSW (this period)
4,826	4,825
1 hours and 37 minutes	2 hours and 52 minutes
4 hours and 18 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 24m	1h 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m	1h 28m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 1m	3h 53m	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m	4h 36m

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**Murwillumbah District Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

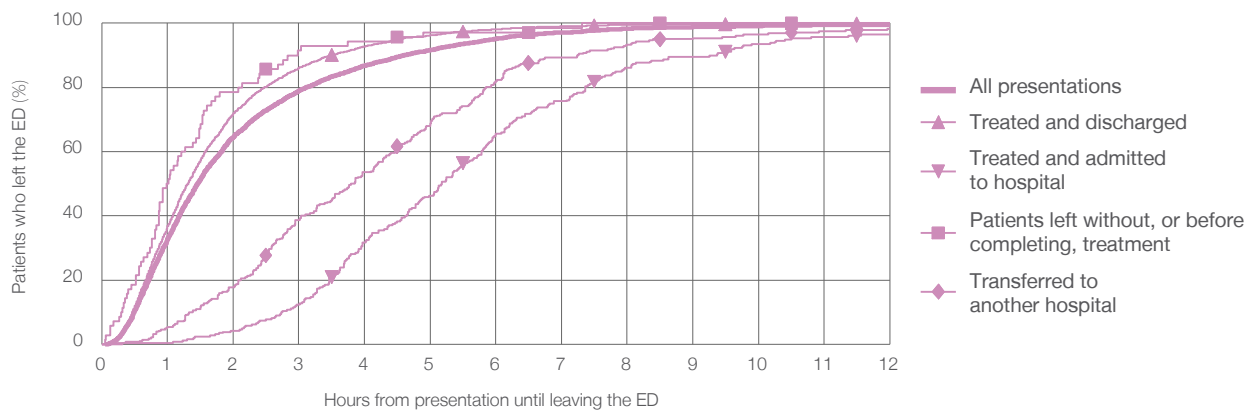
All presentations:<sup>1</sup> 4,488 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,485 patients

Treated and discharged	3,873 (86.3%)
Treated and admitted to hospital	259 (5.8%)
Patient left without, or before completing, treatment	70 (1.6%)
Transferred to another hospital	282 (6.3%)
Other	4 (0.1%)

Same period last year	Change since one year ago
4,825	-7%
4,192	-7.6%
293	-11.6%
106	-34.0%
233	21.0%
2	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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

Treated and discharged	36.8%	71.9%	86.1%	92.8%	98.1%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.4%	4.2%	12.4%	31.7%	65.6%	86.1%	93.4%	96.5%
Patient left without, or before completing, treatment	50.0%	78.6%	91.4%	94.3%	97.1%	100%	100%	100%
Transferred to another hospital	5.3%	17.7%	38.7%	53.5%	81.9%	93.3%	96.5%	98.2%
All presentations	32.9%	64.7%	78.9%	86.8%	95.2%	98.3%	99.2%	99.6%

(†) 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  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 4,488 patients

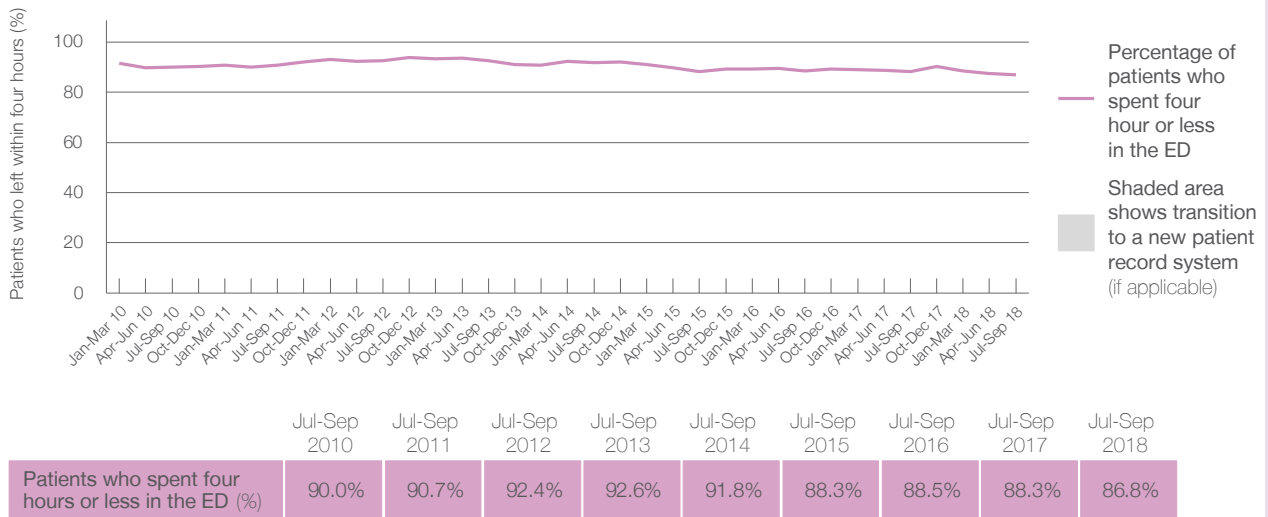
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,485 patients

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	4,826	-7%
Presentations used to calculate time to leaving the ED	4,825	-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, January 2010 to September 2018 <sup>†‡</sup>



\* 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, January to March 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).