

Muswellbrook Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,528 patients
Emergency presentations:² 2,438 patients

Same period last year	Change since one year ago
2,606	-3%
2,485	-2%

Muswellbrook Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 202 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 754 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,119 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 358 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
183	
6 minutes	8 minutes
25 minutes	28 minutes
645	
22 minutes	21 minutes
85 minutes	72 minutes
1,175	
34 minutes	26 minutes
98 minutes	105 minutes
476	
37 minutes	22 minutes
101 minutes	103 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,528 patients

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

Same period last year	Change since one year ago
2,606	-3%
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.

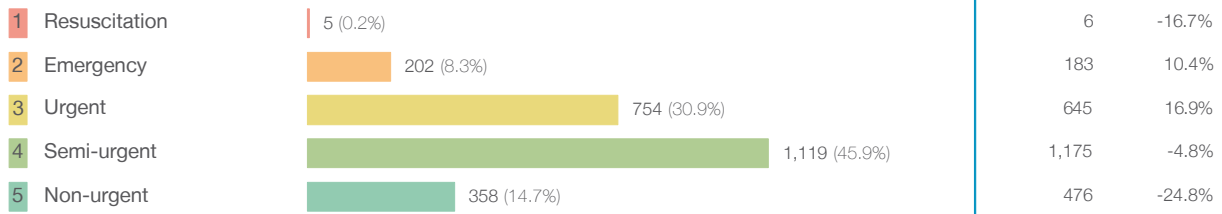
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

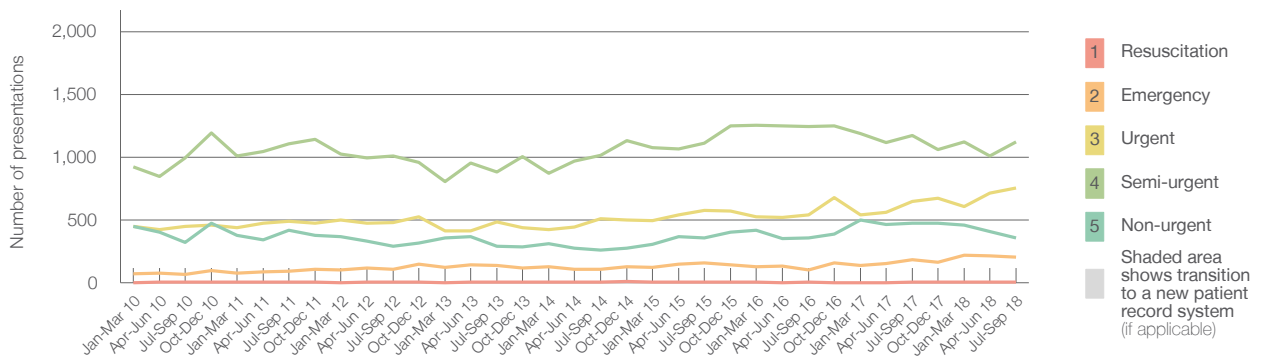
Muswellbrook Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,528 patients

Emergency presentations² by triage category: 2,438 patients



Emergency presentations² 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	< 5	< 5	< 5	< 5	< 5	< 5	5	6	5
Emergency	66	93	107	139	110	157	100	183	202
Urgent	446	487	479	486	510	578	542	645	754
Semi-urgent	996	1,105	1,007	884	1,015	1,113	1,242	1,175	1,119
Non-urgent	322	420	290	289	257	357	356	476	358
All emergency presentations	1,830	2,105	1,883	1,798	1,892	2,205	2,245	2,485	2,438

Muswellbrook Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 360 patients

ED Transfer of care time



(†) 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 July to September 2018

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

Number of triage 2 patients: 202

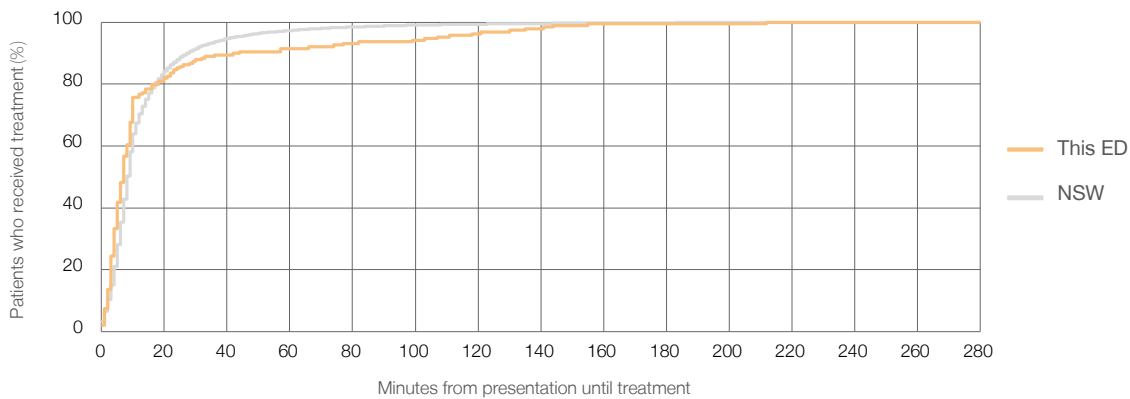
Number of triage 2 patients used to calculate waiting time:³ 189

Median time to start treatment⁴ 7 minutes

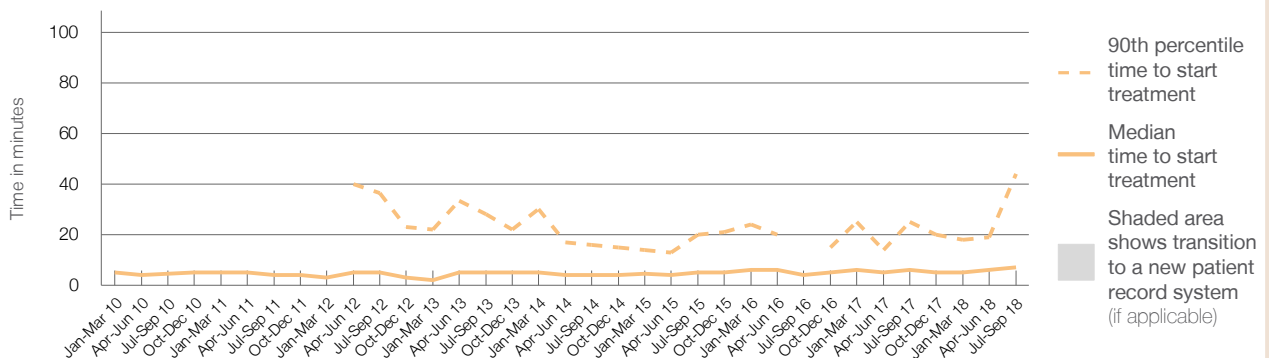
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
183	
178	
6 minutes	8 minutes
25 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^{†‡}



	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 ⁴ (minutes)	5	4	5	5	4	5	4	6	7
90th percentile time to start treatment ⁵ (minutes)	*	*	37	28	16	20	*	25	44

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Muswellbrook 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: 754

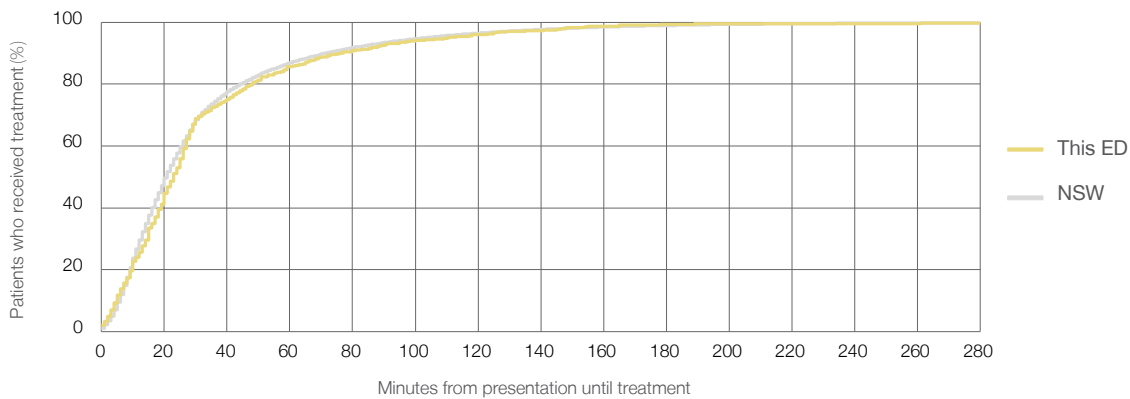
Number of triage 3 patients used to calculate waiting time:³ 715

Median time to start treatment⁴ 23 minutes

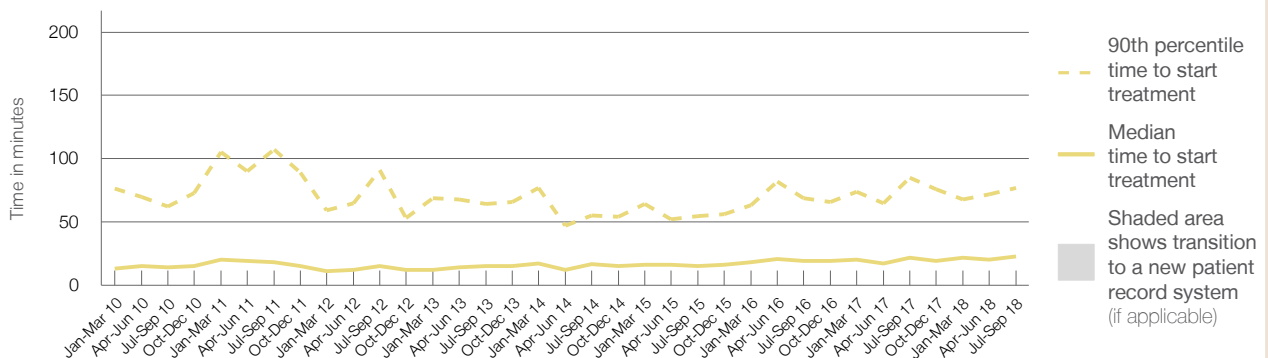
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
645	
606	
22 minutes	21 minutes
85 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^{†‡}



	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 ⁴ (minutes)	14	18	15	15	17	15	19	22	23
90th percentile time to start treatment ⁵ (minutes)	62	107	91	64	55	55	69	85	77

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Muswellbrook 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: 1,119

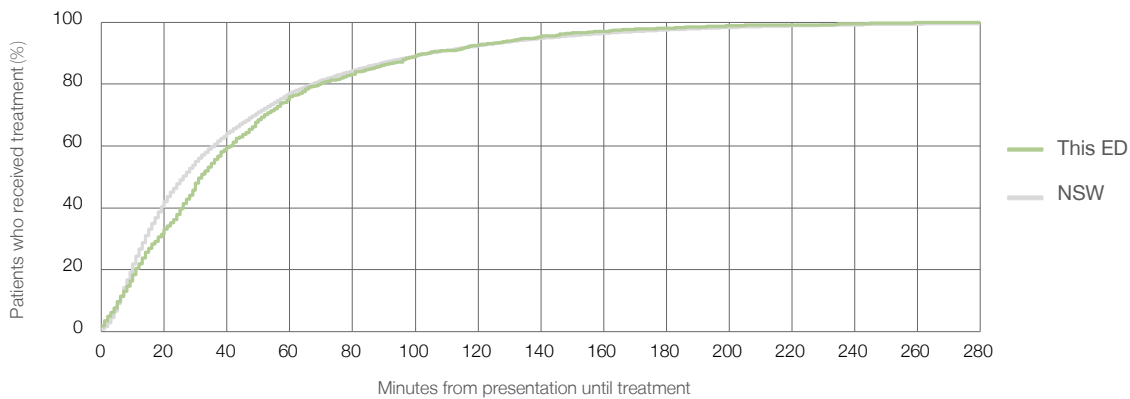
Number of triage 4 patients used to calculate waiting time:³ 987

Median time to start treatment⁴ 32 minutes

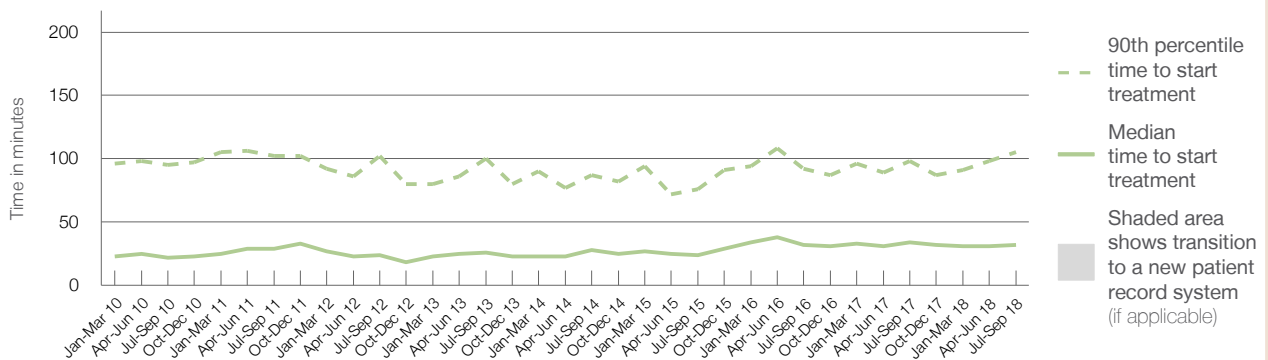
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,175	1,081
34 minutes	26 minutes
98 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^{†‡}



	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 ⁴ (minutes)	22	29	24	26	28	24	32	34	32
90th percentile time to start treatment ⁵ (minutes)	95	102	102	100	87	76	92	98	105

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Muswellbrook 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: 358

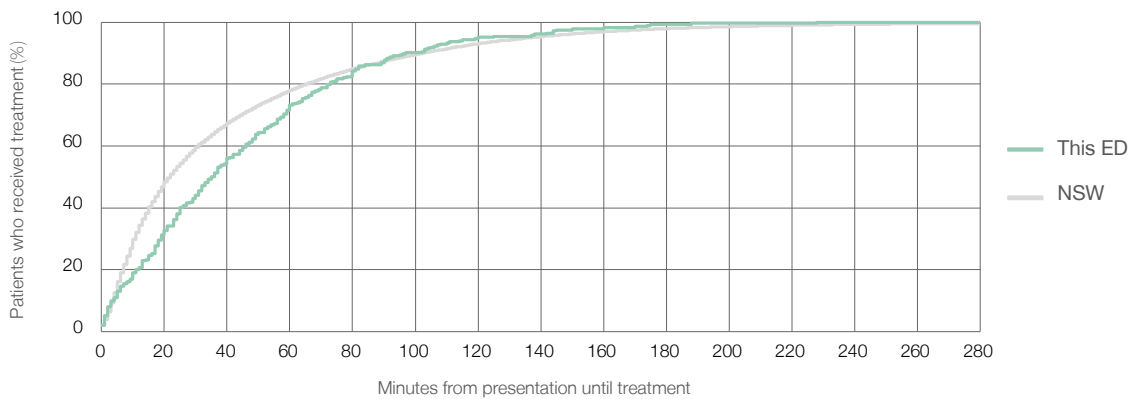
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 36 minutes

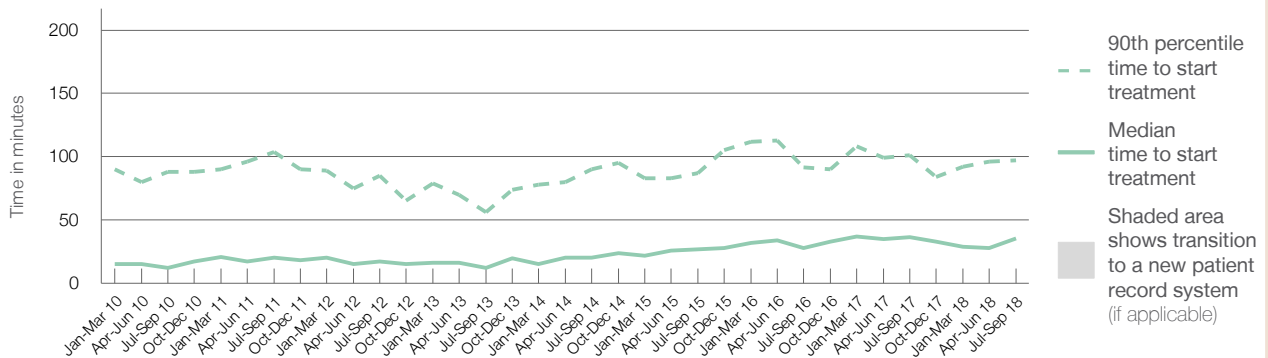
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
476	
402	
37 minutes	22 minutes
101 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^{†‡}



	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 ⁴ (minutes)	12	20	17	12	20	27	28	37	36
90th percentile time to start treatment ⁵ (minutes)	88	104	85	56	90	87	92	101	97

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Muswellbrook Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,528 patients

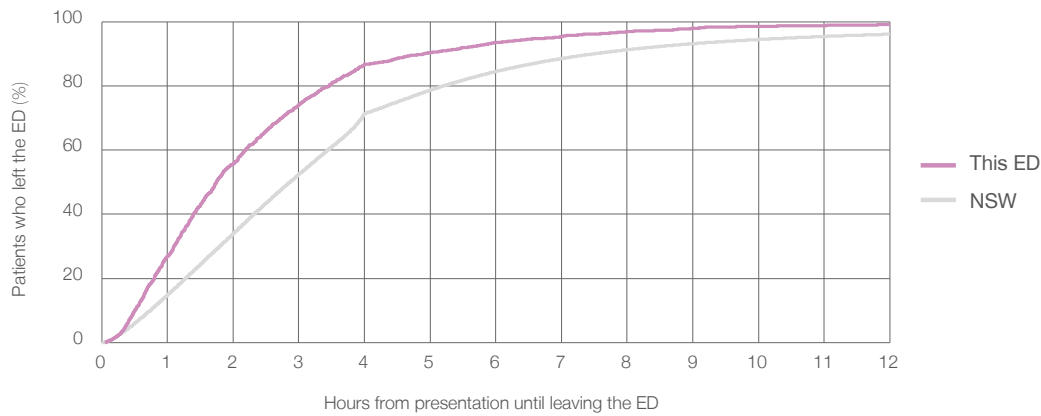
Presentations used to calculate time to leaving the ED:⁶ 2,528 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

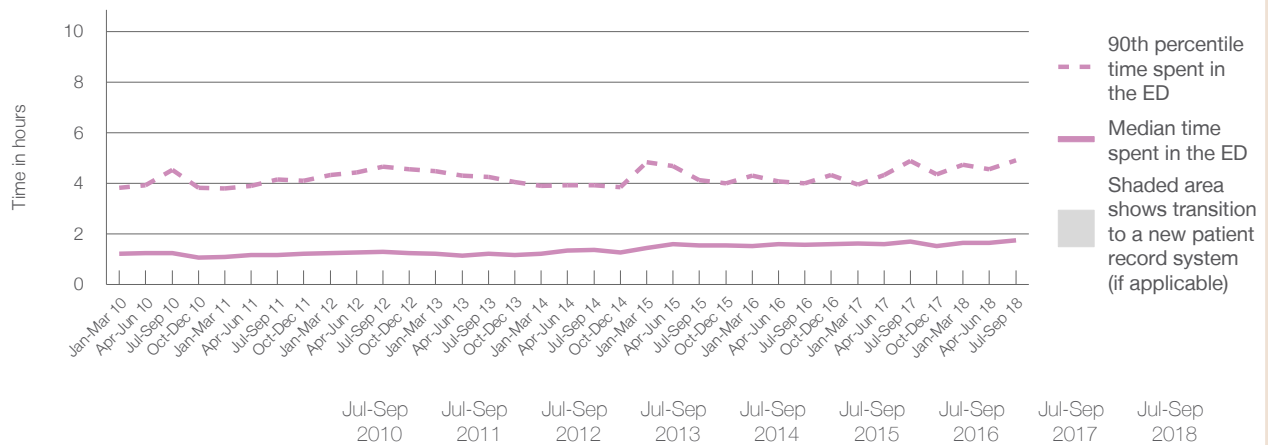
90th percentile time spent in the ED⁹ 4 hours and 55 minutes

Same period last year	NSW (this period)
2,606	2,606
1 hours and 42 minutes	2 hours and 52 minutes
4 hours and 54 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^{†‡}



	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 ⁸ (hours, minutes)	1h 15m	1h 11m	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m	1h 42m	1h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 32m	4h 10m	4h 40m	4h 15m	3h 56m	4h 8m	4h 0m	4h 54m	4h 55m

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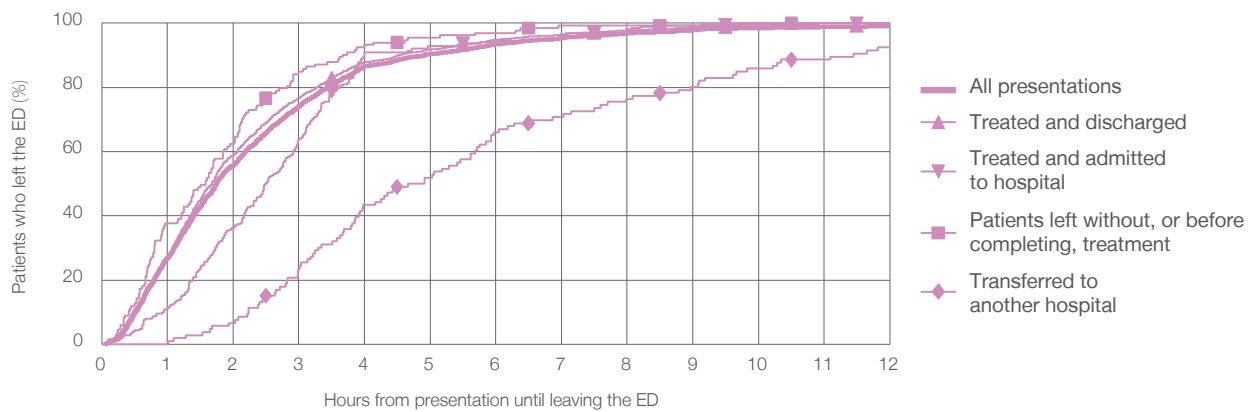
Muswellbrook Hospital: Time patients spent in the ED By mode of separation July to September 2018

All presentations:¹ 2,528 patients

Presentations used to calculate time to leaving the ED:⁶ 2,528 patients

		Same period last year	Change since one year ago
Treated and discharged	1,913 (75.7%)	1,984	-3.6%
Treated and admitted to hospital	253 (10.0%)	300	-15.7%
Patient left without, or before completing, treatment	133 (5.3%)	127	4.7%
Transferred to another hospital	106 (4.2%)	110	-3.6%
Other	123 (4.9%)	85	44.7%

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



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

Treated and discharged	27.3%	59.0%	76.6%	87.9%	94.8%	97.8%	99.1%	99.3%
Treated and admitted to hospital	11.1%	36.4%	64.0%	90.9%	94.5%	98.0%	99.6%	100%
Patient left without, or before completing, treatment	37.6%	62.4%	85.0%	93.2%	97.0%	99.2%	100%	100%
Transferred to another hospital	0%	6.6%	23.6%	43.4%	66.0%	76.4%	85.8%	92.5%
All presentations	26.9%	55.7%	74.2%	86.7%	93.5%	96.8%	98.6%	99.1%

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

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Muswellbrook 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: ¹ 2,528 patients

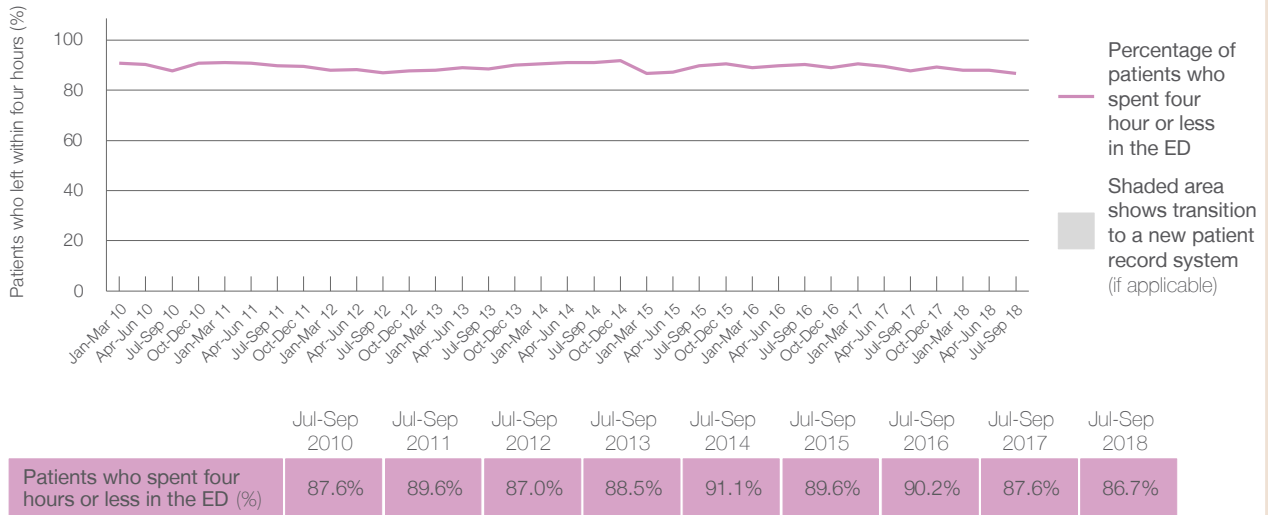
Presentations used to calculate time to leaving the ED: ⁶ 2,528 patients

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 2,528 patients	2,606	-3%
Presentations used to calculate time to leaving the ED: ⁶ 2,528 patients	2,606	-3%
Percentage of patients who spent four hours or less in the ED	87.6%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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).