

Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,360 patients
 Emergency presentations:² 3,950 patients

Same period last year	Change since one year ago
4,092	6.5%
3,697	6.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 296 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,238 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,077 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 333 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
271	
6 minutes	8 minutes
14 minutes	26 minutes
1,214	
12 minutes	20 minutes
34 minutes	67 minutes
1,867	
15 minutes	25 minutes
62 minutes	99 minutes
345	
16 minutes	23 minutes
70 minutes	101 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,359 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
4,088	6.6%
89.4%	

* 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.

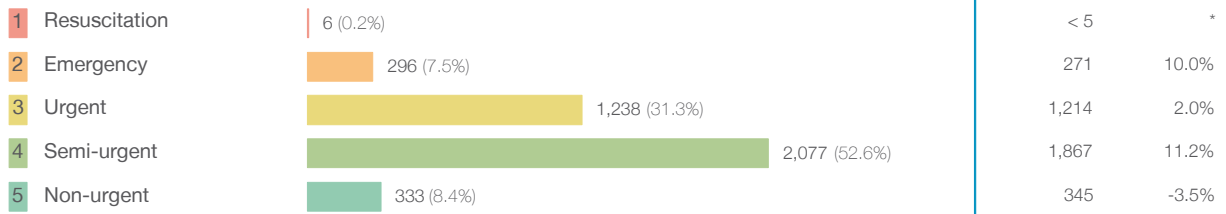
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2017

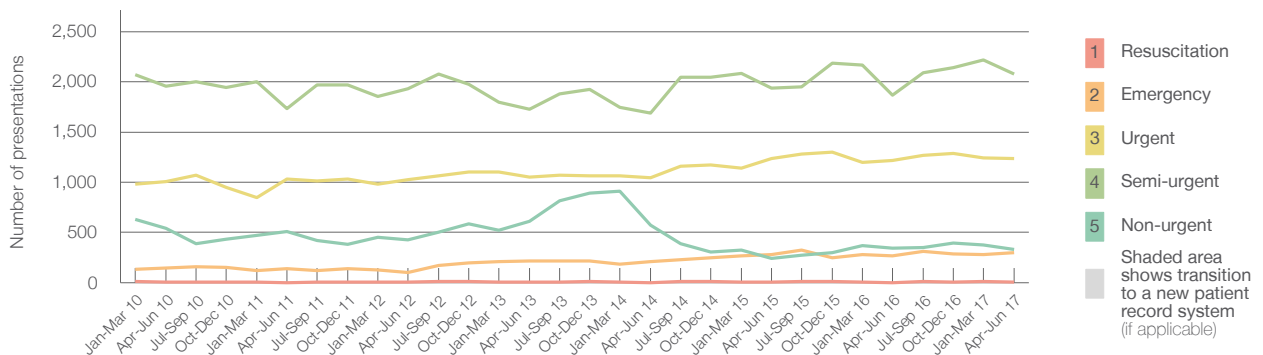
All presentations:¹ 4,360 patients

Emergency presentations² by triage category: 3,950 patients



	Same period last year	Change since one year ago
All presentations	4,092	6.5%
Emergency presentations	3,697	6.8%
1 Resuscitation	< 5	*
2 Emergency	271	10.0%
3 Urgent	1,214	2.0%
4 Semi-urgent	1,867	11.2%
5 Non-urgent	345	-3.5%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	< 5	6	6	< 5	7	< 5	6
Emergency	149	140	104	218	210	281	271	296
Urgent	1,009	1,031	1,024	1,053	1,043	1,233	1,214	1,238
Semi-urgent	1,958	1,734	1,928	1,729	1,689	1,939	1,867	2,077
Non-urgent	539	509	428	611	575	244	345	333
All emergency presentations	3,655	3,414	3,490	3,617	3,517	3,704	3,697	3,950

Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 226 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	202	
Median time	10 minutes	2 minutes
90th percentile time	26 minutes	-3 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

April to June 2017

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

Number of triage 2 patients: 296

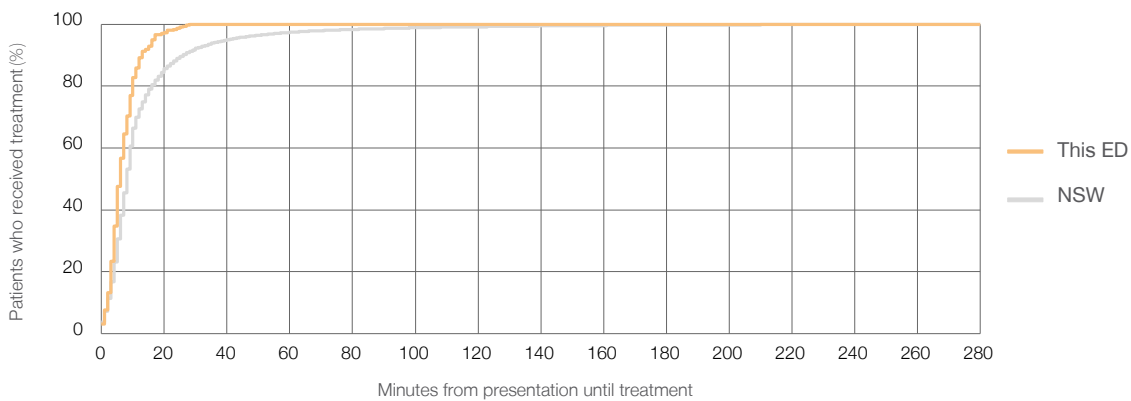
Number of triage 2 patients used to calculate waiting time:³ 296

Median time to start treatment⁴ ■ 6 minutes

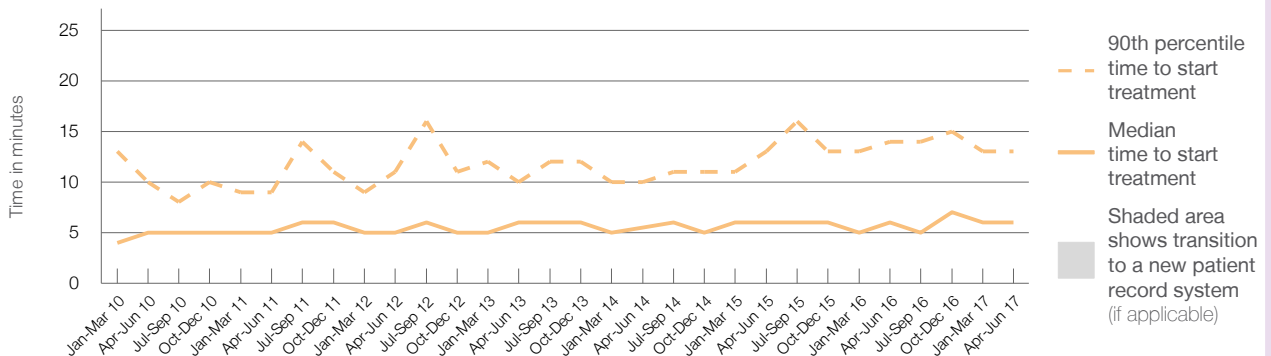
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
271	269
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	5	5	5	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10	9	11	10	10	13	14	13

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,238

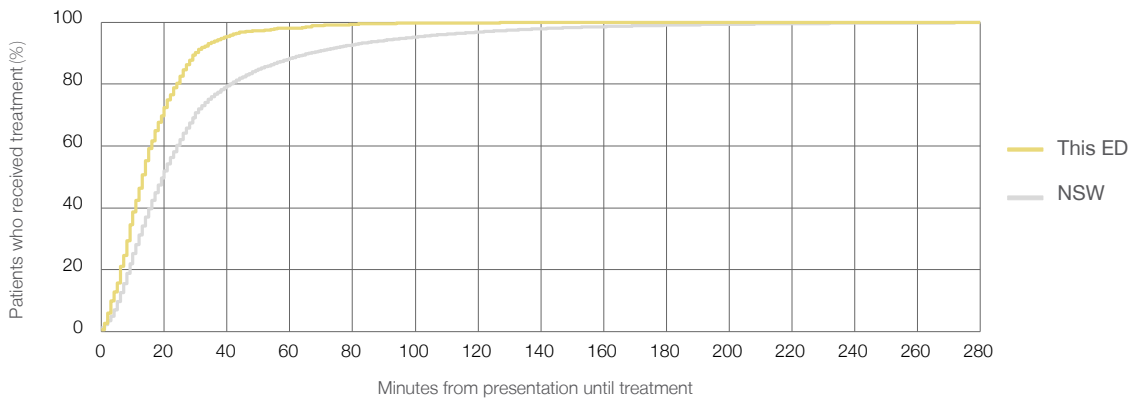
Number of triage 3 patients used to calculate waiting time:³ 1,236

Median time to start treatment⁴ 13 minutes

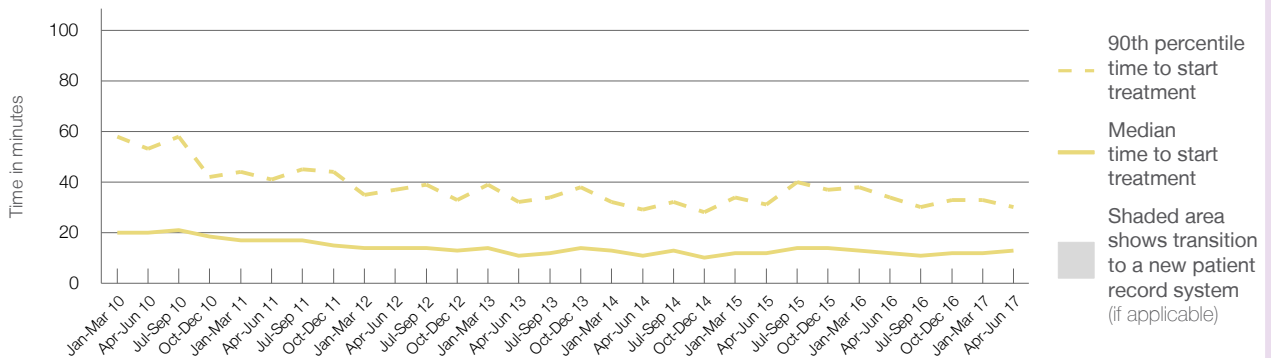
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,214	
1,202	
12 minutes	20 minutes
34 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	17	14	11	11	12	12	13
90th percentile time to start treatment ⁵ (minutes)	53	41	37	32	29	31	34	30

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,077

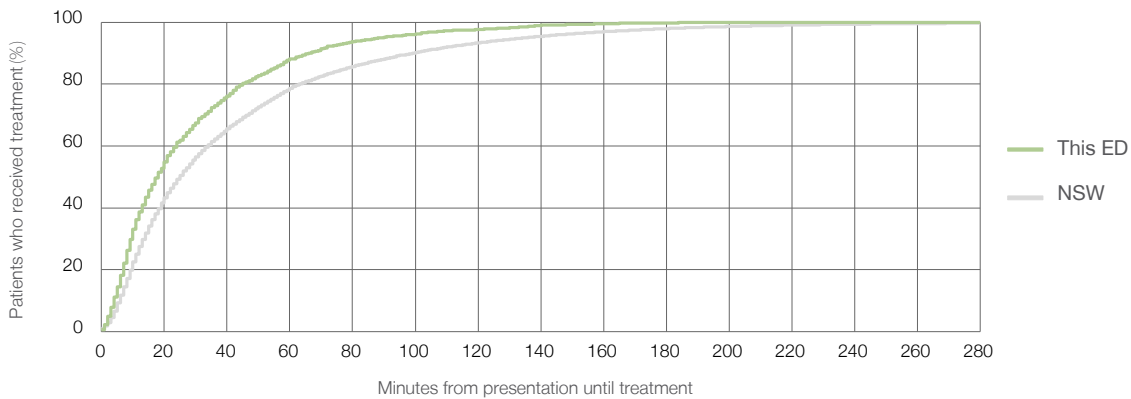
Number of triage 4 patients used to calculate waiting time:³ 2,039

Median time to start treatment⁴ 18 minutes

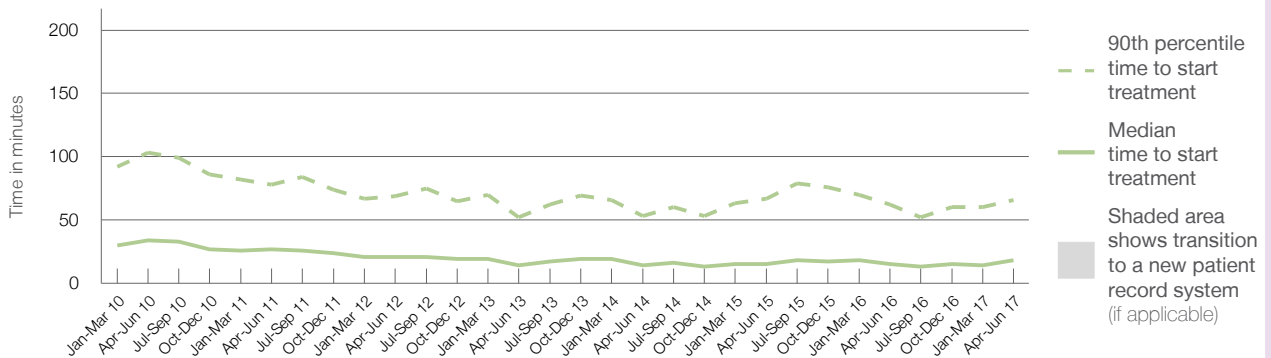
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,867	1,823
15 minutes	25 minutes
62 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	34	27	21	14	14	15	15	18
90th percentile time to start treatment ⁵ (minutes)	103	78	69	52	53	67	62	66

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

April to June 2017

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

Number of triage 5 patients: 333

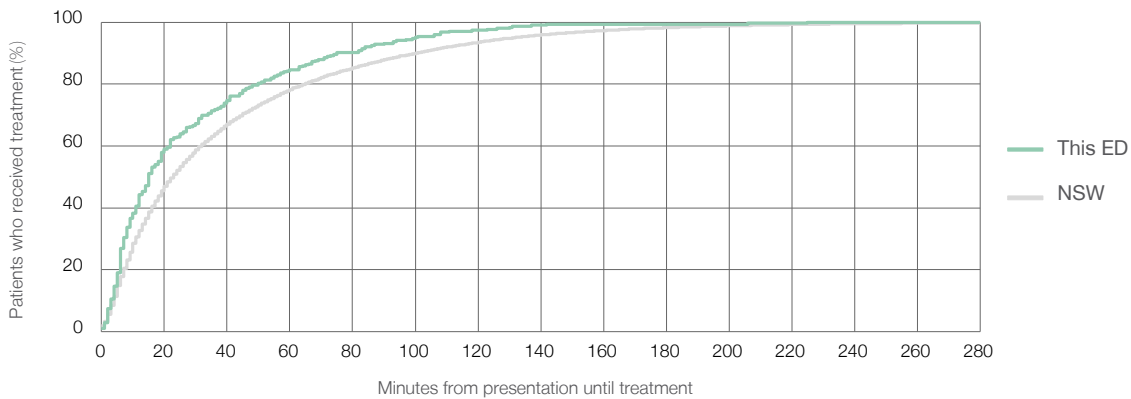
Number of triage 5 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 15 minutes

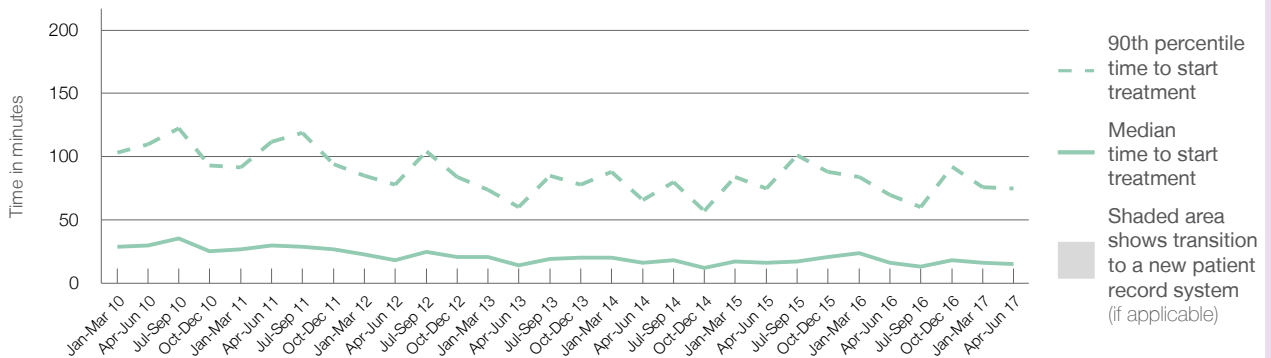
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
345	
315	
16 minutes	23 minutes
70 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	30	30	18	14	16	16	16	15
90th percentile time to start treatment ⁵ (minutes)	110	112	78	60	66	75	70	75

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Murwillumbah District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,360 patients

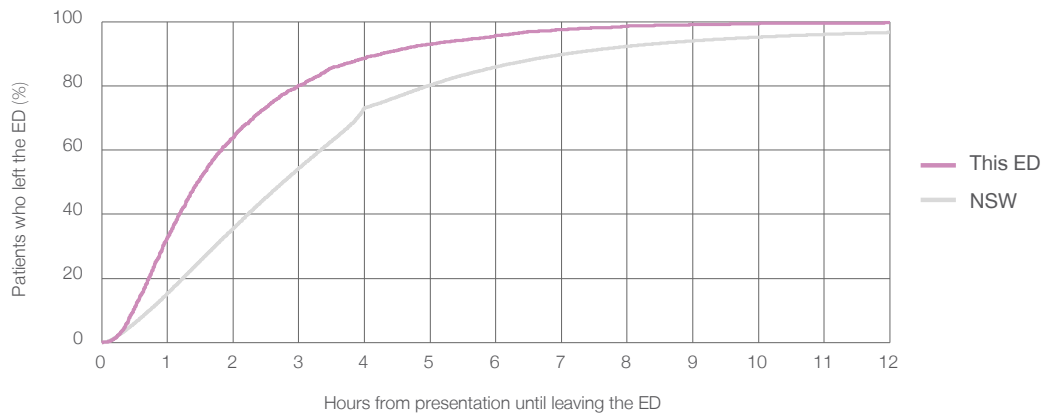
Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

Median time spent in the ED⁸ 1 hours and 28 minutes

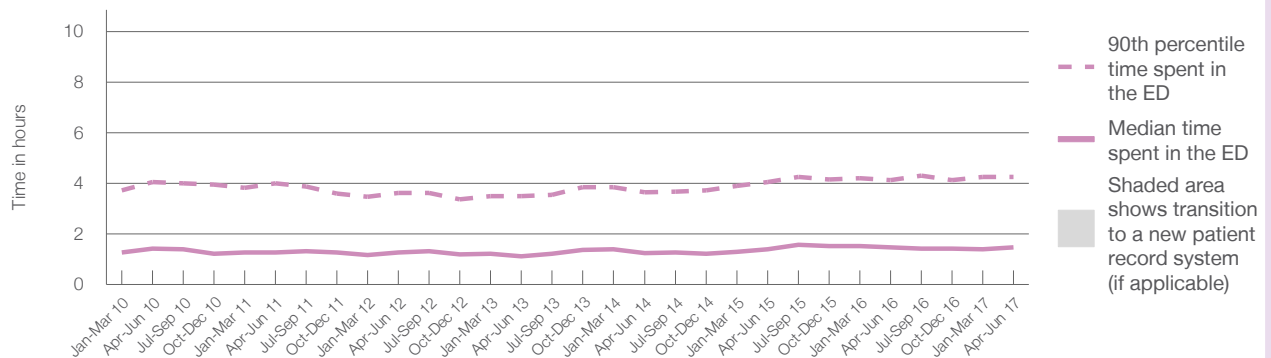
90th percentile time spent in the ED⁹ 4 hours and 16 minutes

Same period last year	NSW (this period)
4,092	4,088
1 hours and 28 minutes	2 hours and 46 minutes
4 hours and 8 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m	1h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 3m	4h 1m	3h 37m	3h 30m	3h 39m	4h 4m	4h 8m	4h 16m

(†) 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

April to June 2017

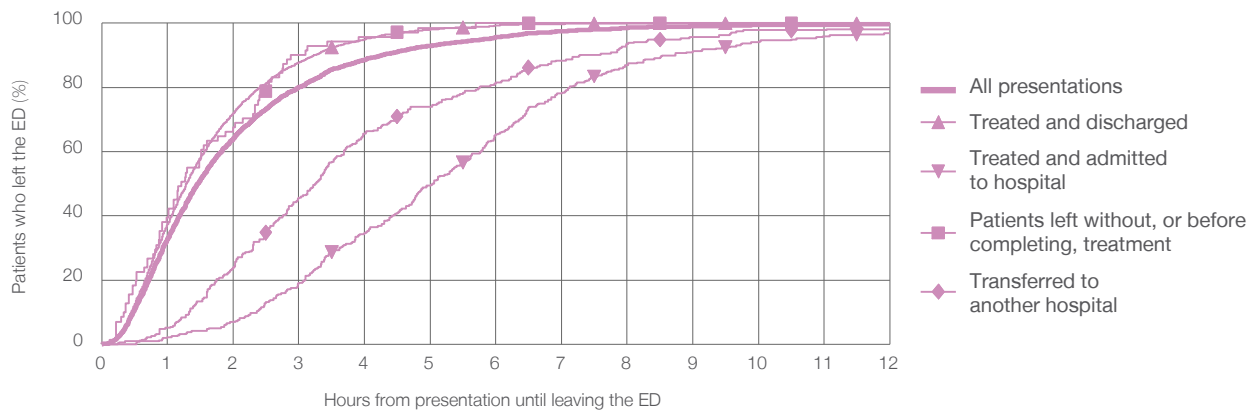
All presentations:¹ 4,360 patients

Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

Mode of separation	Count	Percentage
Treated and discharged	3,688	84.6%
Treated and admitted to hospital	320	7.3%
Patient left without, or before completing, treatment	71	1.6%
Transferred to another hospital	276	6.3%
Other	5	0.1%

Mode of separation	Same period last year	Change since one year ago
All presentations	4,088	6.6%
Treated and discharged	3,339	10.5%
Treated and admitted to hospital	373	-14.2%
Patient left without, or before completing, treatment	100	-29.0%
Transferred to another hospital	273	1.1%
Other	7	-28.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.4%	72.0%	87.8%	94.9%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.2%	6.9%	19.1%	34.7%	65.3%	86.9%	94.1%	96.9%
Patient left without, or before completing, treatment	39.4%	67.6%	90.1%	95.8%	100%	100%	100%	100%
Transferred to another hospital	5.1%	23.9%	45.7%	65.6%	81.5%	93.5%	97.8%	98.2%
All presentations	32.8%	64.1%	80.1%	88.6%	95.7%	98.6%	99.4%	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 April to June 2017

All presentations at the emergency department:¹ 4,360 patients

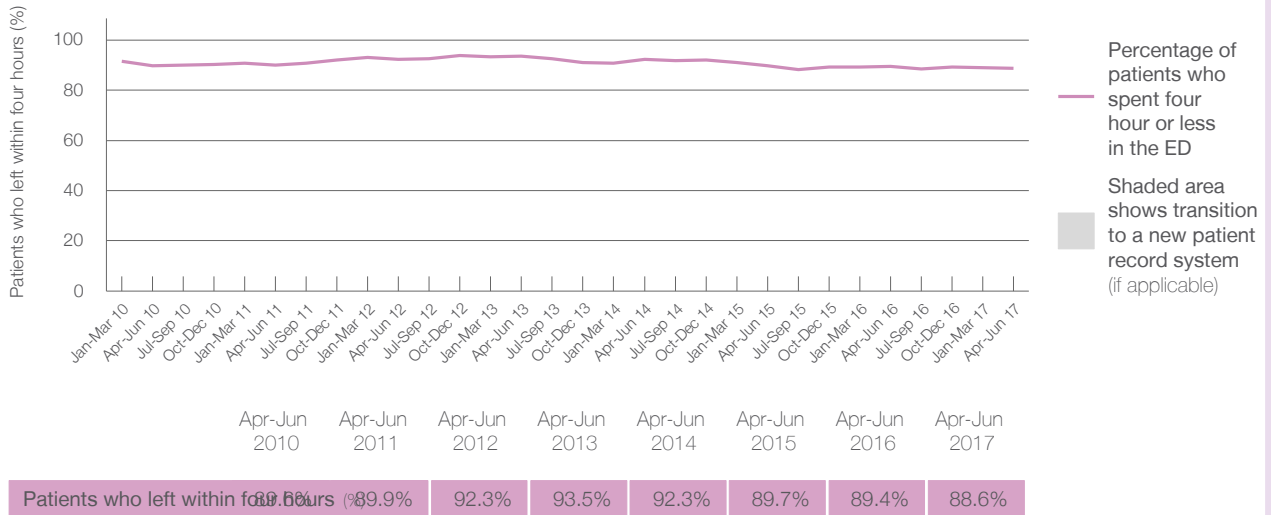
Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

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	4,092	6.5%
Presentations used to calculate time to leaving the ED: ⁶	4,088	6.6%
Percentage of patients who spent four hours or less in the ED	89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).