

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 4,564 patients  
Emergency presentations:<sup>2</sup> 4,121 patients

Same period last year	Change since one year ago
4,506	1.3%
4,015	2.6%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 280 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,242 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,216 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
281	
5 minutes	8 minutes
13 minutes	26 minutes
1,200	
13 minutes	20 minutes
38 minutes	69 minutes
2,167	
18 minutes	26 minutes
70 minutes	101 minutes
367	
24 minutes	23 minutes
84 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
4,495	1.4%
89.2%	

\* 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, July to September 2016*.
- 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.

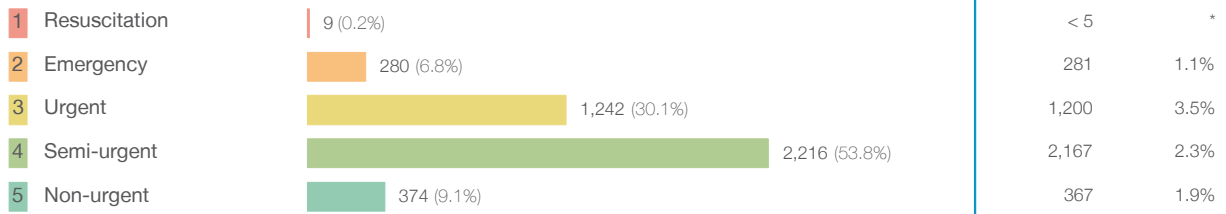
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Murwillumbah District Hospital: Patients presenting to the emergency department January to March 2017

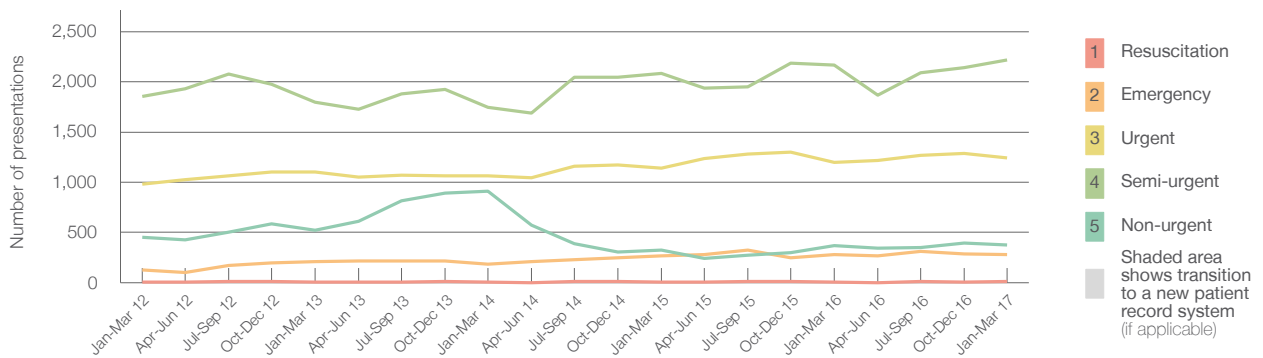
All presentations:<sup>1</sup> 4,564 patients

Emergency presentations<sup>2</sup> by triage category: 4,121 patients



Same period last year	Change since one year ago
4,506	1.3%
4,015	2.6%
< 5	*
281	1.1%
1,200	3.5%
2,167	2.3%
367	1.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	5	< 5	5	6	< 5	9
Emergency	129	216	183	265	281	280
Urgent	982	1,104	1,061	1,142	1,200	1,242
Semi-urgent	1,854	1,798	1,745	2,085	2,167	2,216
Non-urgent	454	519	913	326	367	374
All emergency presentations	3,424	3,637	3,907	3,824	4,015	4,121

## Murwillumbah District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 240 patients<sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
182	
12 minutes	-1 minute
28 minutes	-5 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.

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 280

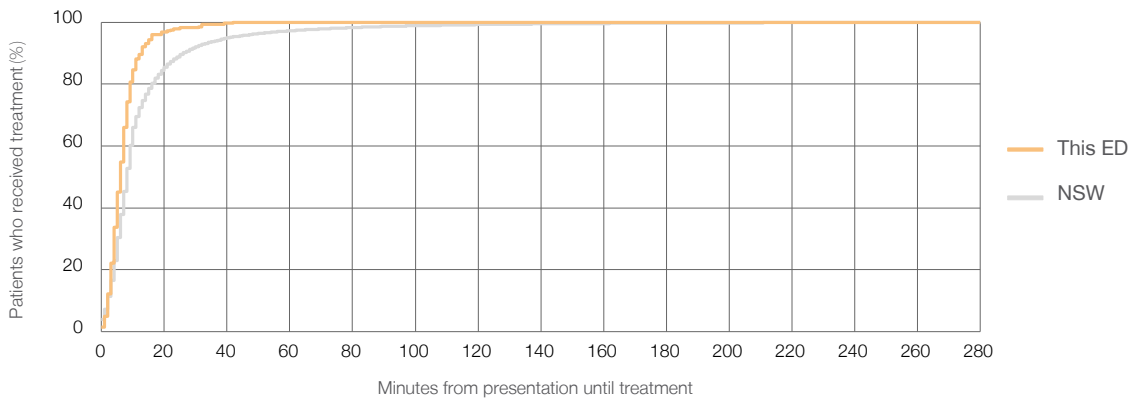
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 279

Median time to start treatment<sup>4</sup> 6 minutes

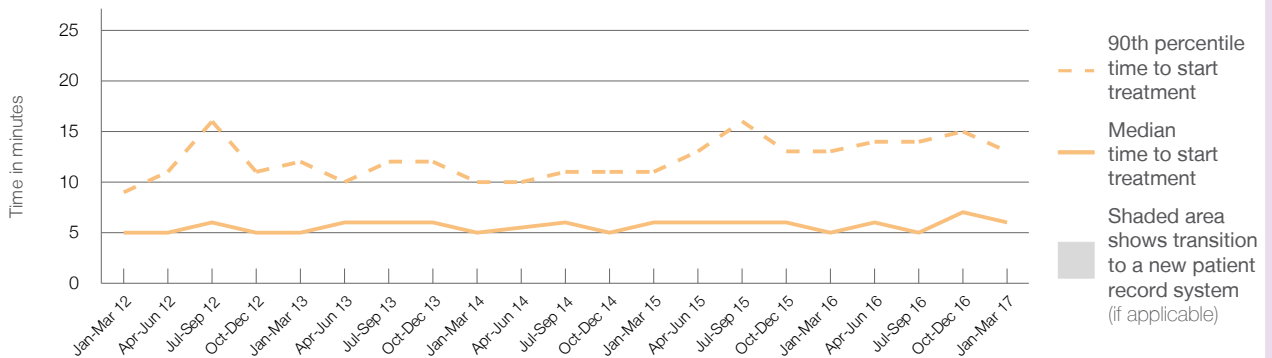
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
281	
275	
5 minutes	8 minutes
13 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	6	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	9	12	10	11	13	13

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,242

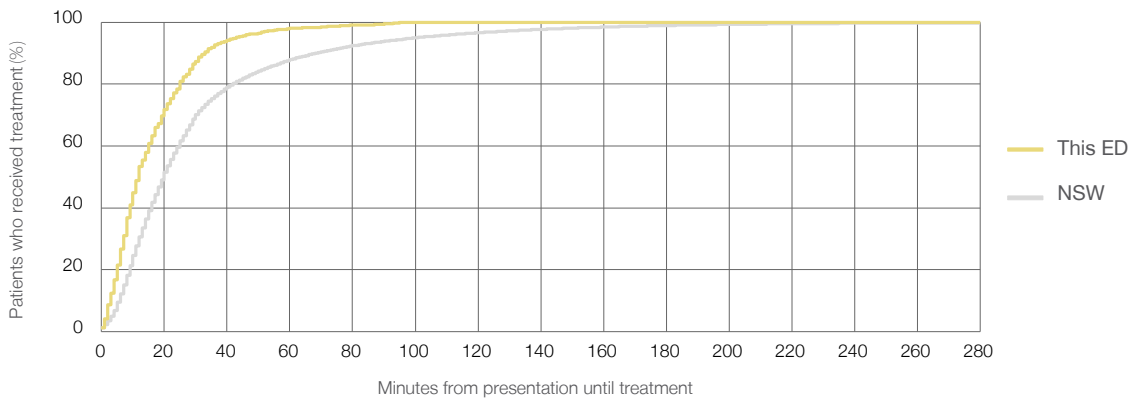
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,232

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

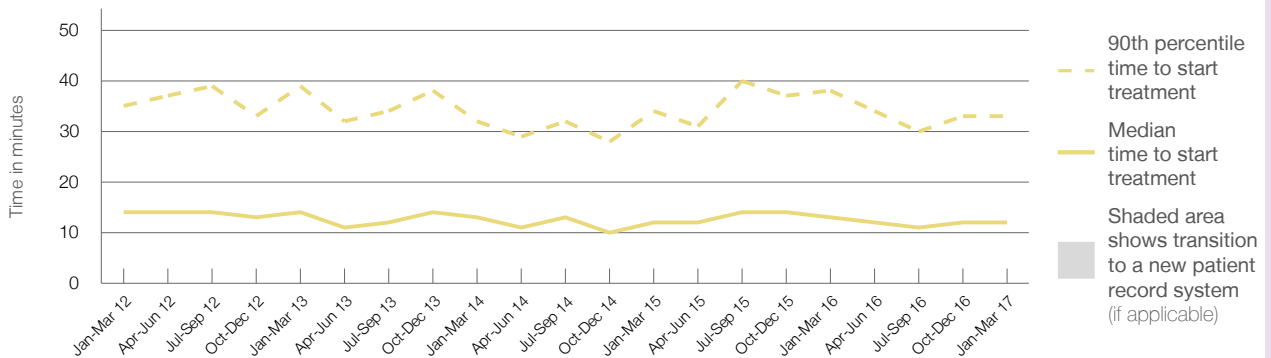
90th percentile time to start treatment<sup>5</sup> 33 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,200	1,182
Median time to start treatment <sup>4</sup>	13 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup>	38 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	14	14	13	12	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)	35	39	32	34	38	33

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,216

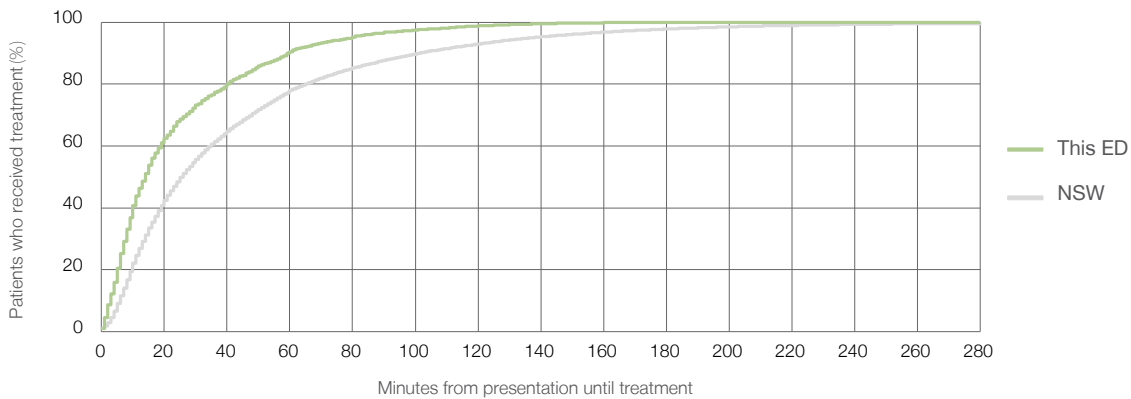
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,169

Median time to start treatment<sup>4</sup>  14 minutes

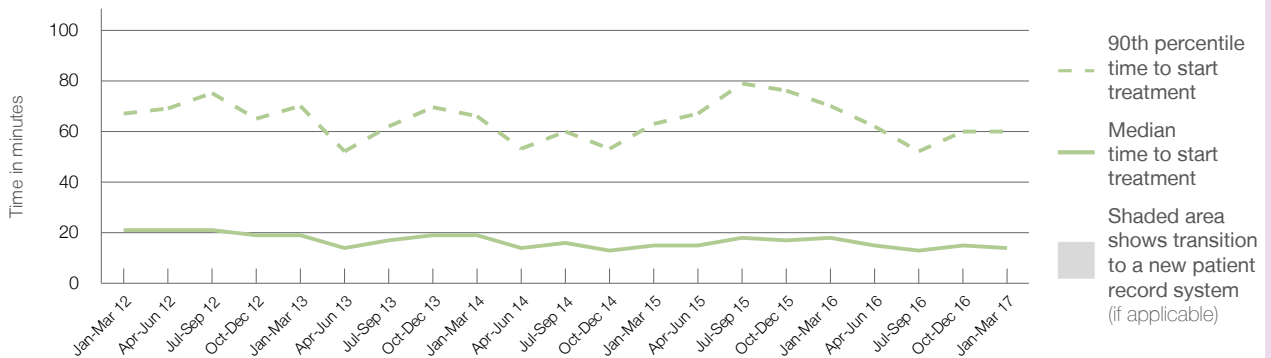
90th percentile time to start treatment<sup>5</sup>  60 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,167	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	2,088	
Median time to start treatment <sup>4</sup>	18 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	70 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	21	19	19	15	18	14
90th percentile time to start treatment <sup>5</sup> (minutes)	67	70	66	63	70	60

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## Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 374

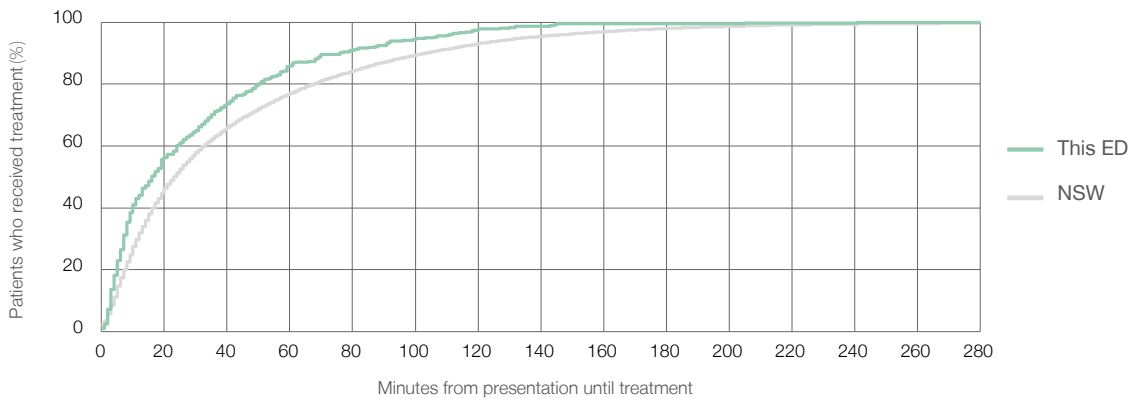
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 356

Median time to start treatment<sup>4</sup> 16 minutes

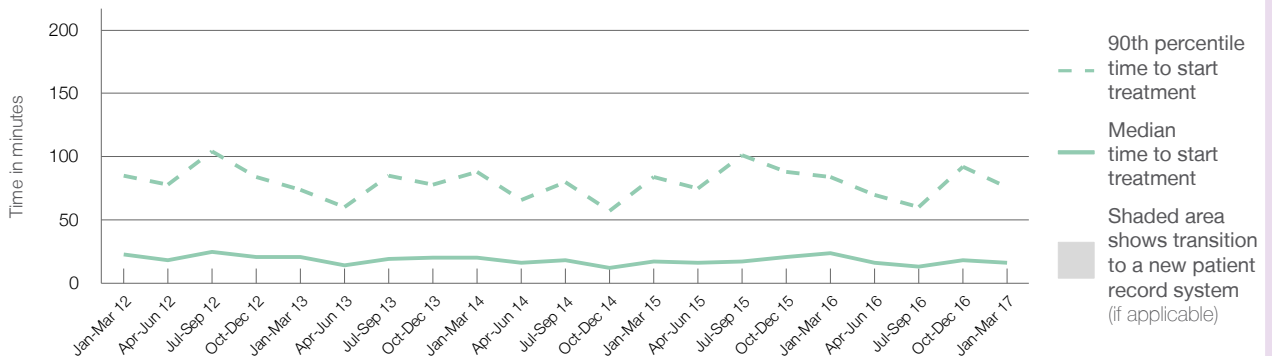
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
367	
346	
24 minutes	23 minutes
84 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	21	20	17	24	16
90th percentile time to start treatment <sup>5</sup> (minutes)	85	74	88	84	84	76

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

January to March 2017

All presentations:<sup>1</sup> 4,564 patients

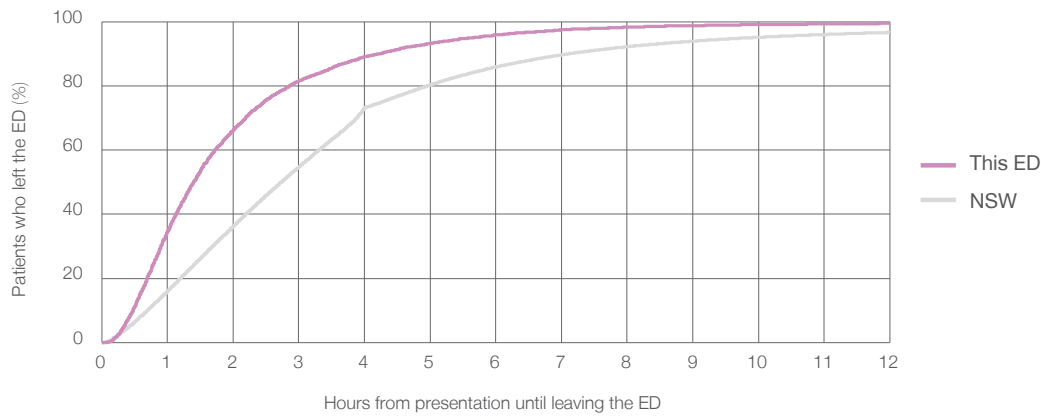
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

Median time spent in the ED<sup>8</sup> 1 hours and 24 minutes

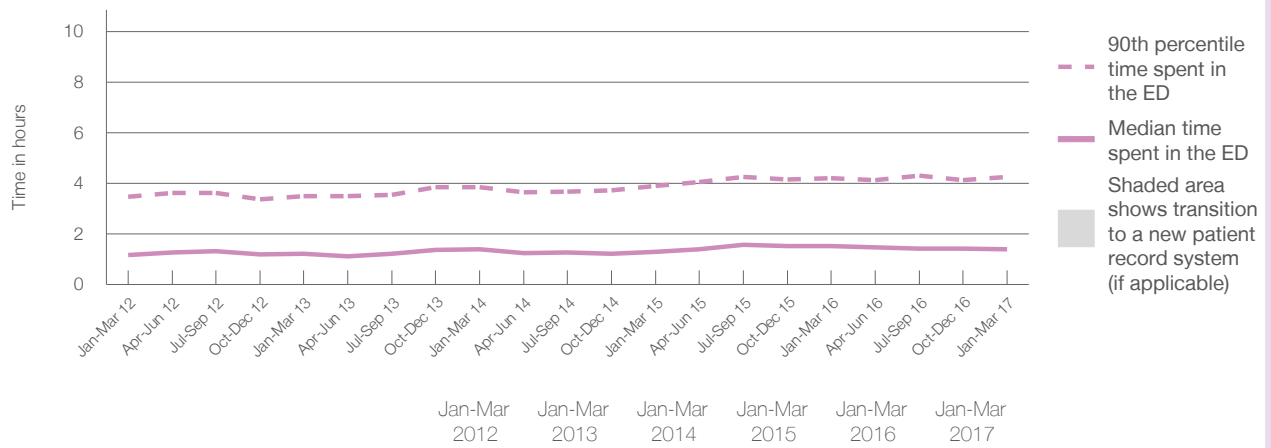
90th percentile time spent in the ED<sup>9</sup> 4 hours and 15 minutes

Same period last year	NSW (this period)
4,506	
4,495	
1 hours and 32 minutes	2 hours and 44 minutes
4 hours and 12 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m

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

By mode of separation

January to March 2017

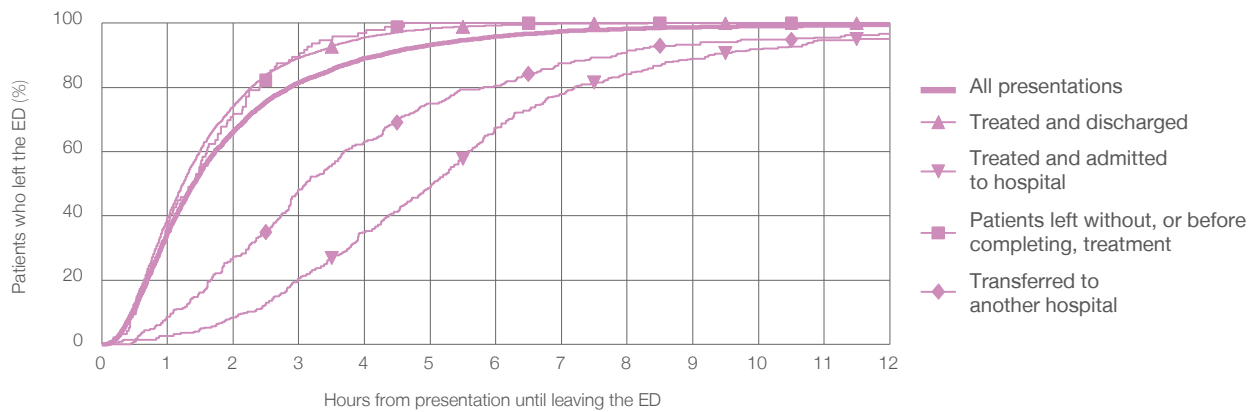
All presentations:<sup>1</sup> 4,564 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

Treated and discharged	3,843 (84.2%)
Treated and admitted to hospital	347 (7.6%)
Patient left without, or before completing, treatment	96 (2.1%)
Transferred to another hospital	272 (6.0%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,495	1.4%
3,697	3.9%
412	-15.8%
124	-22.6%
251	8.4%
22	-72.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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	39.4%	74.2%	89.1%	95.6%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.6%	8.4%	20.5%	35.0%	67.3%	84.1%	91.9%	95.1%
Patient left without, or before completing, treatment	37.5%	71.9%	89.6%	96.9%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.2%	48.2%	63.2%	80.5%	91.5%	94.9%	96.7%
All presentations	34.8%	66.4%	81.5%	89.1%	95.8%	98.3%	99.1%	99.4%

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## Murwillumbah District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 4,564 patients

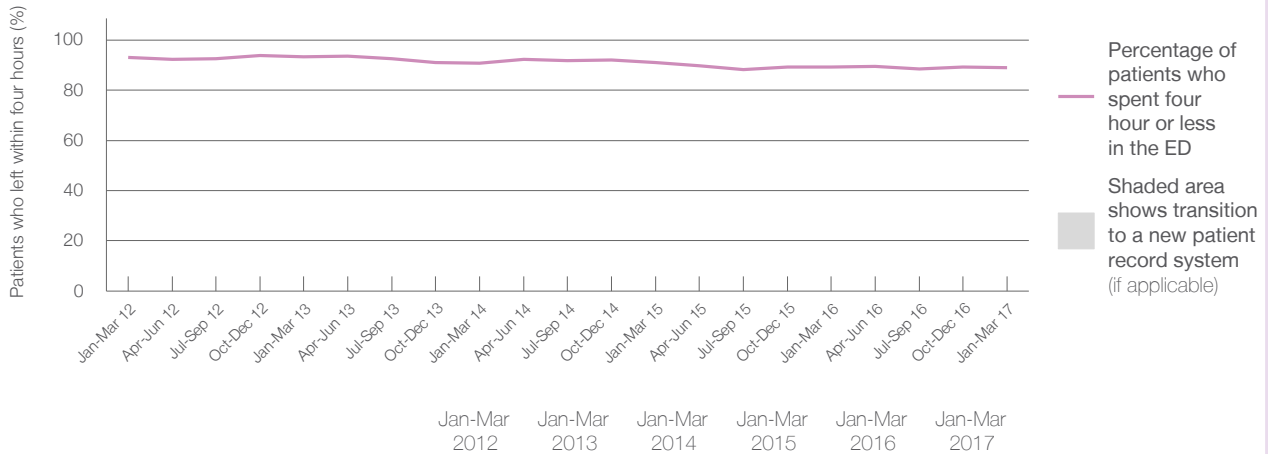
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

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: <sup>1</sup> 4,564 patients	4,506	1.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,559 patients	4,495	1.4%
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 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	93.0%	93.3%	90.7%	90.9%	89.2%	89.1%
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\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).