

Muswellbrook District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,440 patients
 Emergency presentations:² 2,295 patients

Same period last year	Change since one year ago
2,380	2.5%
2,256	1.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 154 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 561 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,116 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 464 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
131	
6 minutes	8 minutes
20 minutes	26 minutes
522	
21 minutes	20 minutes
82 minutes	67 minutes
1,251	
38 minutes	25 minutes
108 minutes	99 minutes
352	
34 minutes	23 minutes
113 minutes	101 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,440 patients

Percentage of patients who spent four hours or less in the ED 89.4%

Same period last year	Change since one year ago
2,380	2.5%
89.7%	

* 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.

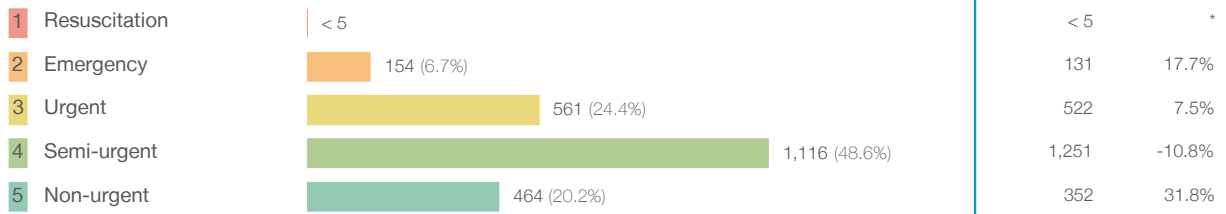
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Muswellbrook District Hospital: Patients presenting to the emergency department

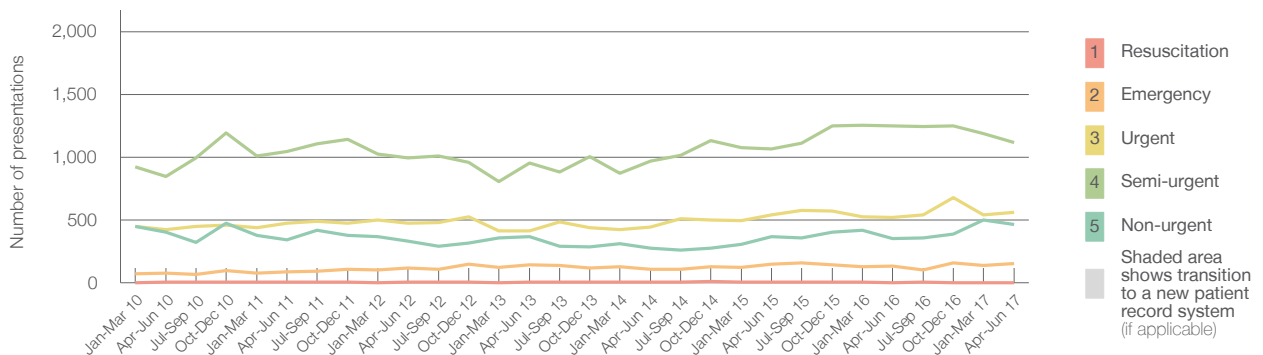
April to June 2017

All presentations:¹ 2,440 patients

Emergency presentations² by triage category: 2,295 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



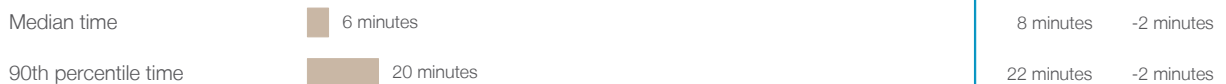
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	5	< 5	6	< 5	5	< 5	< 5	< 5
Emergency	74	88	116	142	106	153	131	154
Urgent	425	473	472	411	443	538	522	561
Semi-urgent	847	1,043	992	952	968	1,064	1,251	1,116
Non-urgent	402	340	332	366	275	364	352	464
All emergency presentations	1,753	1,944	1,918	1,871	1,797	2,119	2,256	2,295

Muswellbrook District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 365 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 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: 154

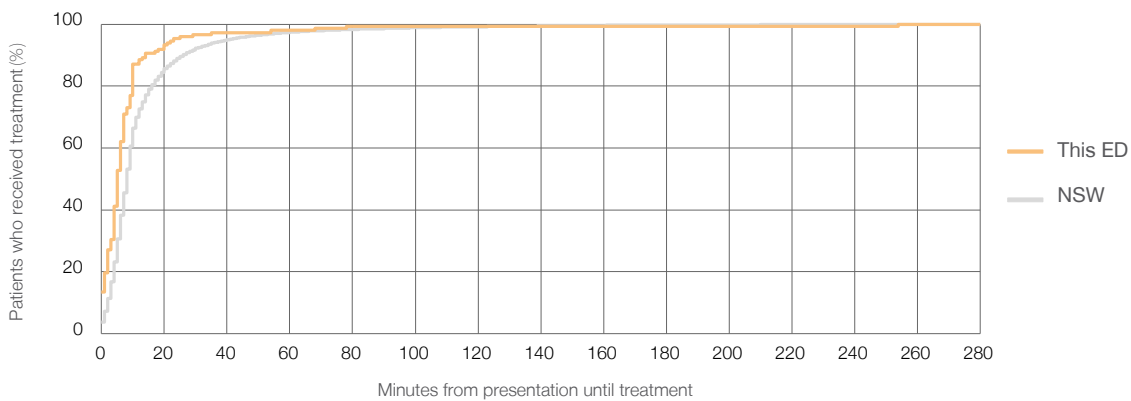
Number of triage 2 patients used to calculate waiting time:³ 148

Median time to start treatment⁴ 5 minutes

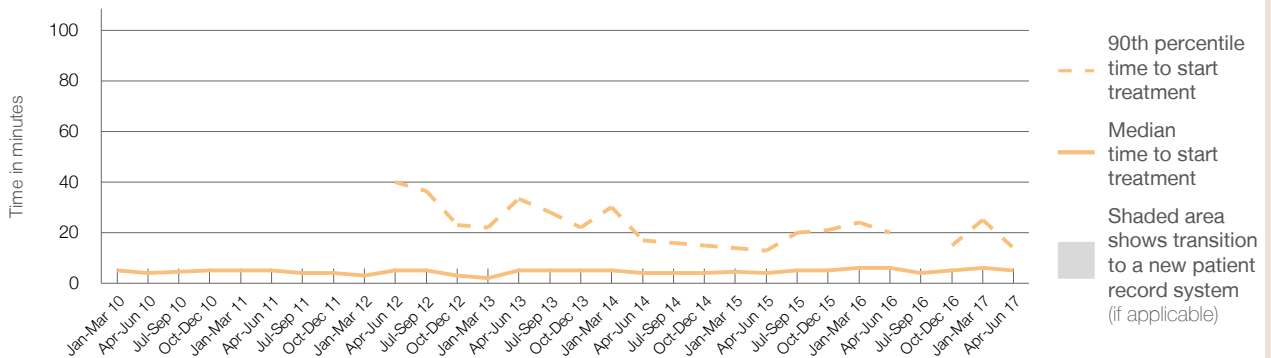
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
131	
124	
6 minutes	8 minutes
20 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)	4	5	5	5	4	4	6	5
90th percentile time to start treatment ⁵ (minutes)	*	*	40	34	17	13	20	14

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Muswellbrook 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: 561

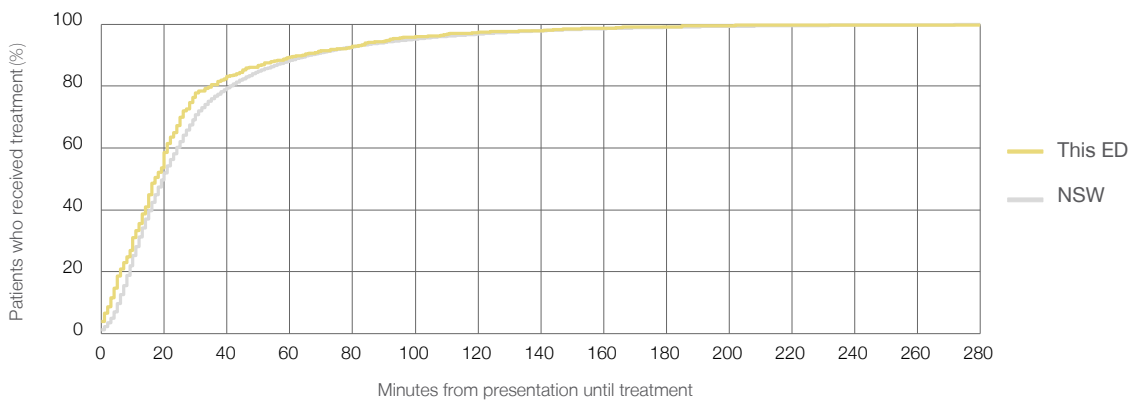
Number of triage 3 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 17 minutes

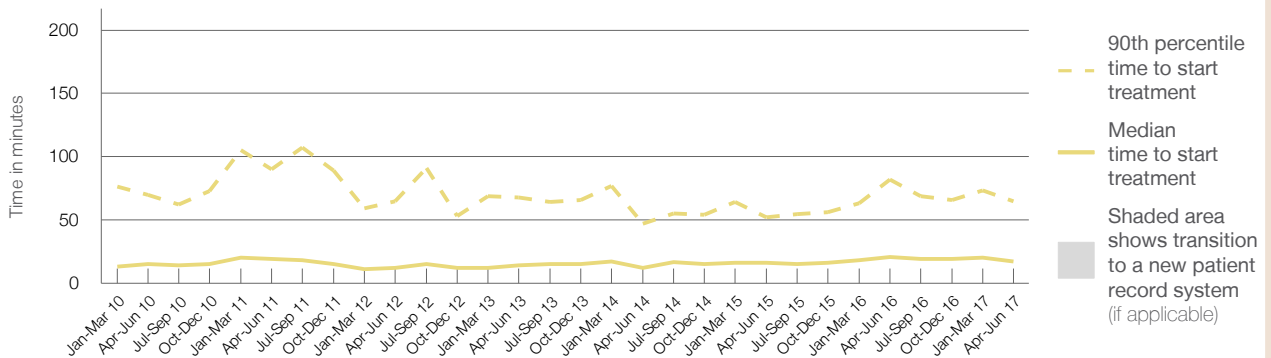
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
522	499
21 minutes	20 minutes
82 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)	15	19	12	14	12	16	21	17
90th percentile time to start treatment ⁵ (minutes)	70	90	65	68	47	52	82	65

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Muswellbrook 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: 1,116

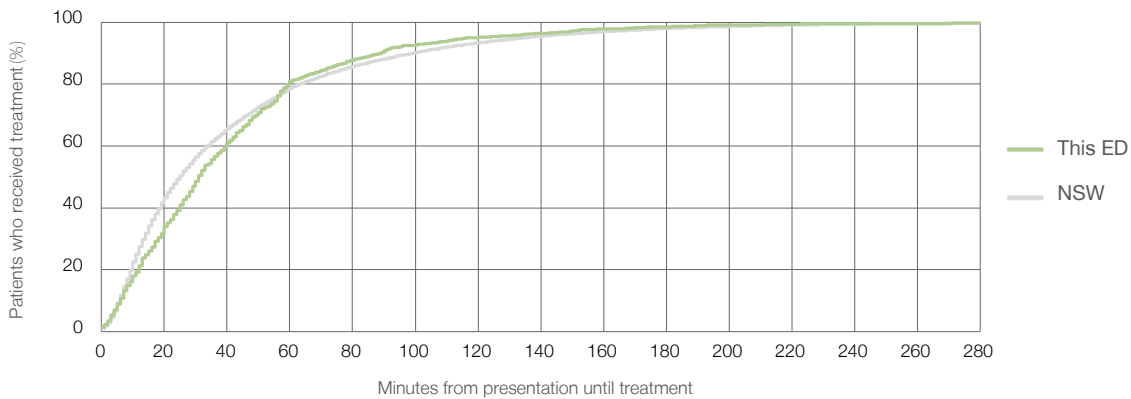
Number of triage 4 patients used to calculate waiting time:³ 1,018

Median time to start treatment⁴ 31 minutes

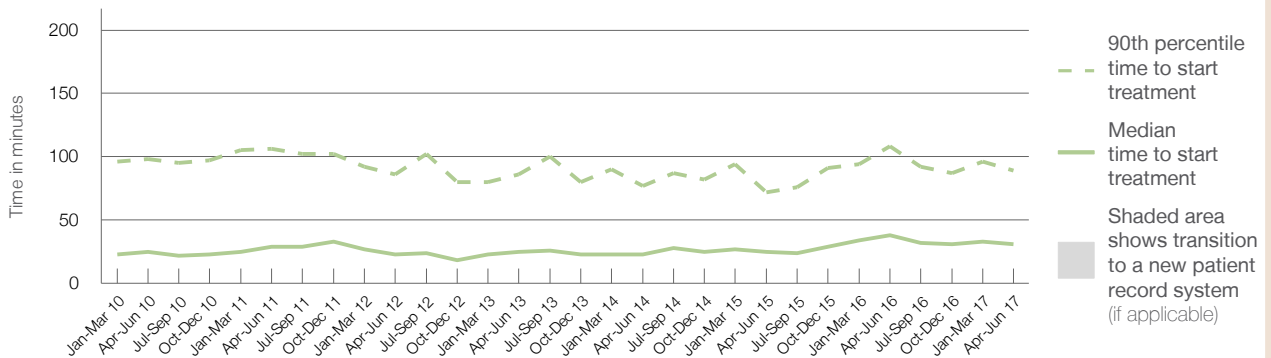
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,251	1,137
38 minutes	25 minutes
108 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)	25	29	23	25	23	25	38	31
90th percentile time to start treatment ⁵ (minutes)	98	106	86	86	77	72	108	89

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Muswellbrook 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: 464

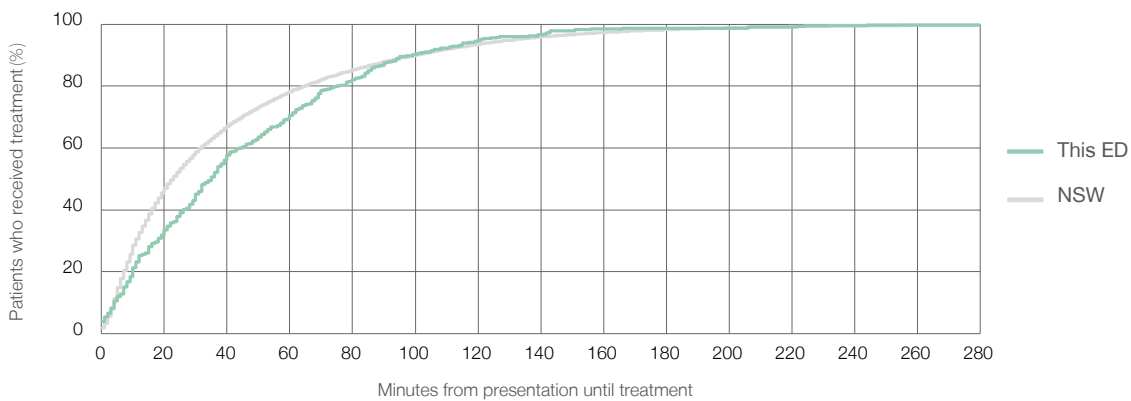
Number of triage 5 patients used to calculate waiting time:³ 405

Median time to start treatment⁴ 35 minutes

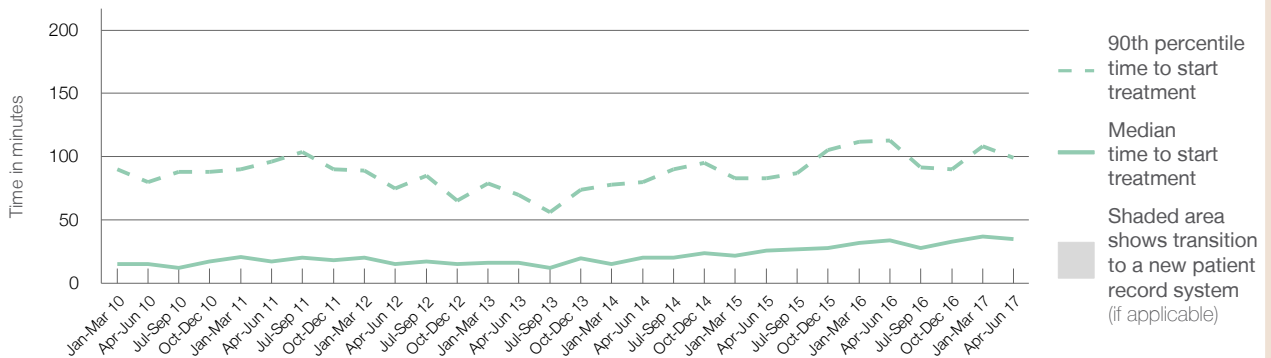
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
352	
301	
34 minutes	23 minutes
113 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)	15	17	15	16	20	26	34	35
90th percentile time to start treatment ⁵ (minutes)	80	96	75	70	80	83	113	99

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Muswellbrook District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,440 patients

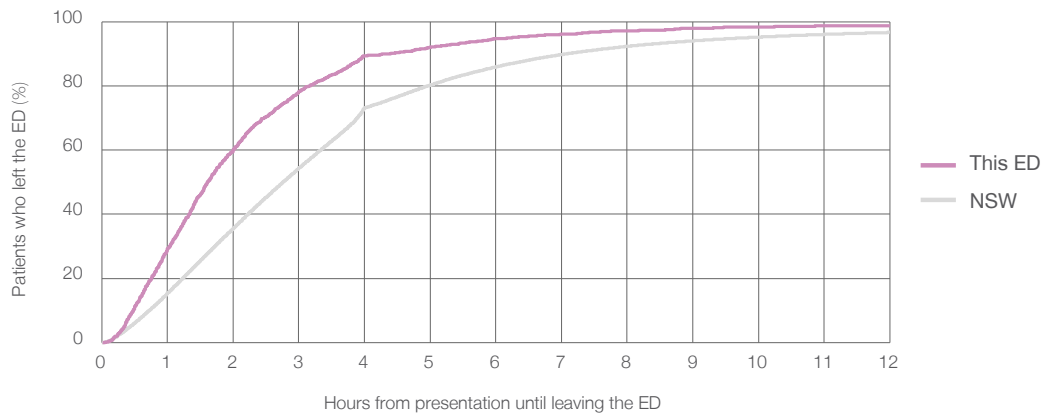
Presentations used to calculate time to leaving the ED:⁶ 2,440 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

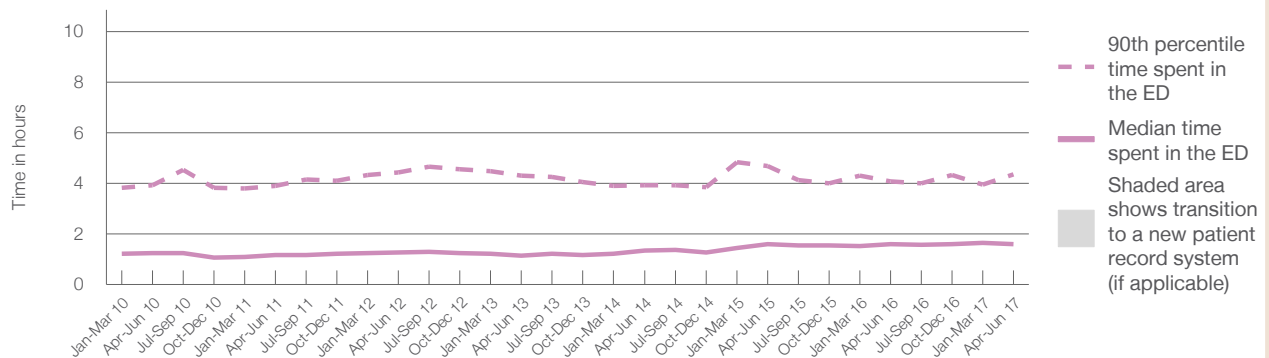
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
2,380	2,380
1 hours and 37 minutes	2 hours and 46 minutes
4 hours and 6 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 15m	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 56m	3h 55m	4h 26m	4h 18m	3h 56m	4h 42m	4h 6m	4h 22m

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Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

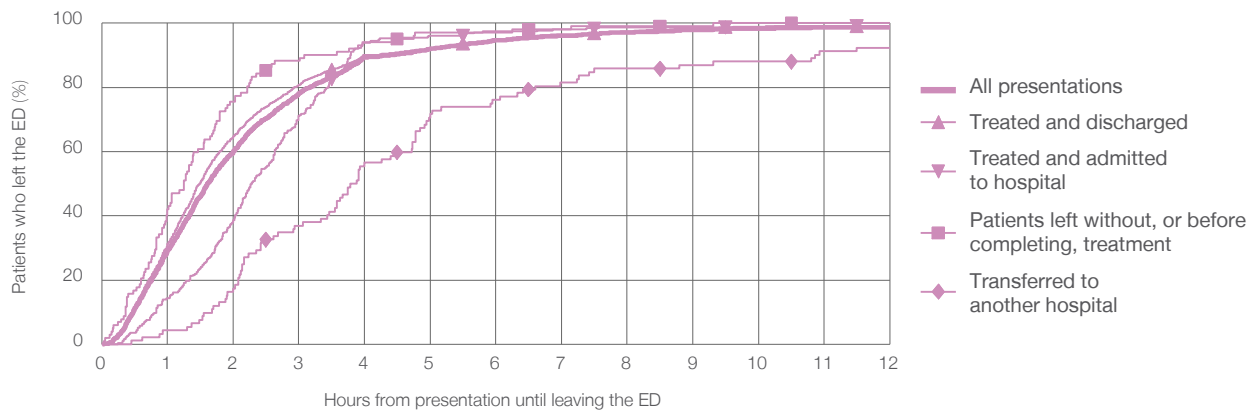
All presentations:¹ 2,440 patients

Presentations used to calculate time to leaving the ED:⁶ 2,440 patients

Treated and discharged	1,831 (75.0%)
Treated and admitted to hospital	315 (12.9%)
Patient left without, or before completing, treatment	102 (4.2%)
Transferred to another hospital	92 (3.8%)
Other	100 (4.1%)

Same period last year	Change since one year ago
2,380	2.5%
1,825	0.3%
277	13.7%
105	-2.9%
81	13.6%
92	8.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.2%	64.9%	80.8%	90.2%	95.1%	97.5%	99.0%	99.2%
Treated and admitted to hospital	14.3%	38.7%	71.1%	94.0%	97.5%	98.7%	98.7%	99.0%
Patient left without, or before completing, treatment	42.2%	75.5%	88.2%	94.1%	97.1%	99.0%	100%	100%
Transferred to another hospital	4.3%	17.4%	37.0%	56.5%	76.1%	85.9%	88.0%	92.4%
All presentations	29.3%	60.2%	78.1%	89.4%	94.7%	97.1%	98.4%	98.7%

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Muswellbrook 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 2,440 patients

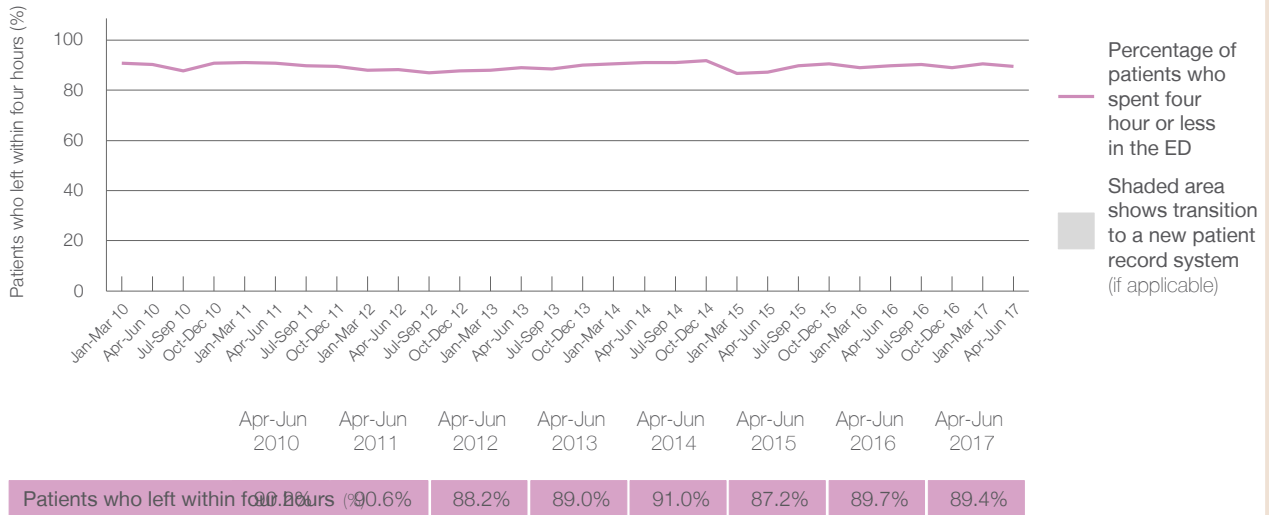
Presentations used to calculate time to leaving the ED:⁶ 2,440 patients

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 2,440 patients	2,380	2.5%
Presentations used to calculate time to leaving the ED: ⁶ 2,440 patients	2,380	2.5%
Percentage of patients who spent four hours or less in the ED	89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	90.6%
Apr-Jun 2011	90.6%
Apr-Jun 2012	88.2%
Apr-Jun 2013	89.0%
Apr-Jun 2014	91.0%
Apr-Jun 2015	87.2%
Apr-Jun 2016	89.7%
Apr-Jun 2017	89.4%

* 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, 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).