

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,530 patients

Emergency presentations:² 4,132 patients

Same period last year	Change since one year ago
4,564	-1%
4,121	0%

Murwillumbah District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 328 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,275 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,149 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 375 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
280	
6 minutes	8 minutes
13 minutes	23 minutes
1,242	
12 minutes	20 minutes
33 minutes	65 minutes
2,216	
14 minutes	25 minutes
60 minutes	98 minutes
374	
16 minutes	22 minutes
76 minutes	97 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,529 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
4,559	-1%
89%	

* 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, January to March 2018*.
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.

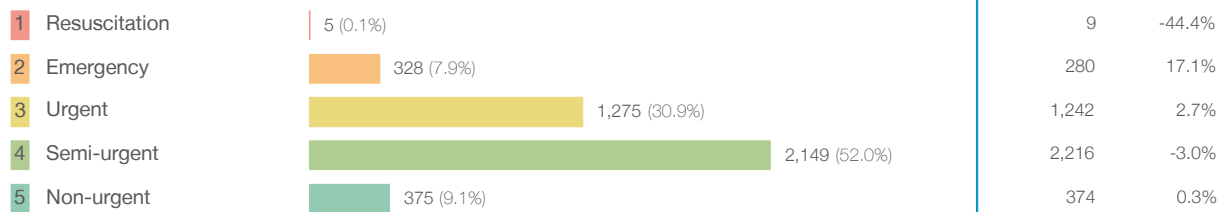
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Murwillumbah District Hospital: Patients presenting to the emergency department

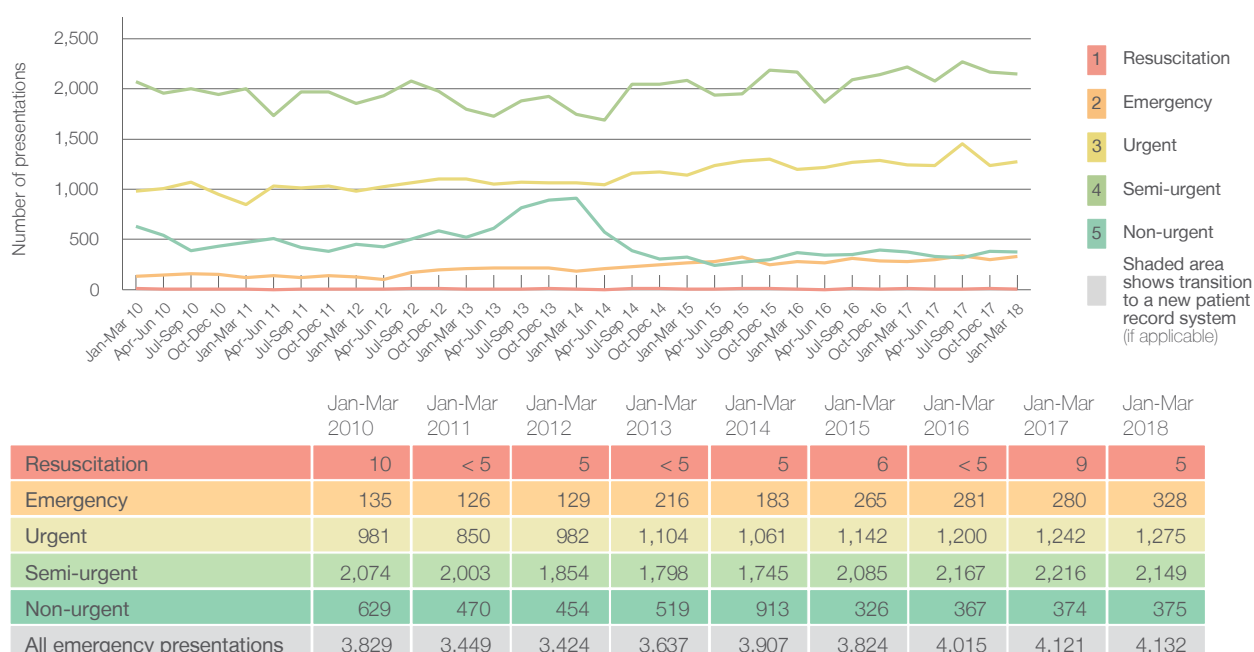
January to March 2018

All presentations:¹ 4,530 patients

Emergency presentations² by triage category: 4,132 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]



Murwillumbah District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 188 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.

(**) 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

January to March 2018

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

Number of triage 2 patients: 328

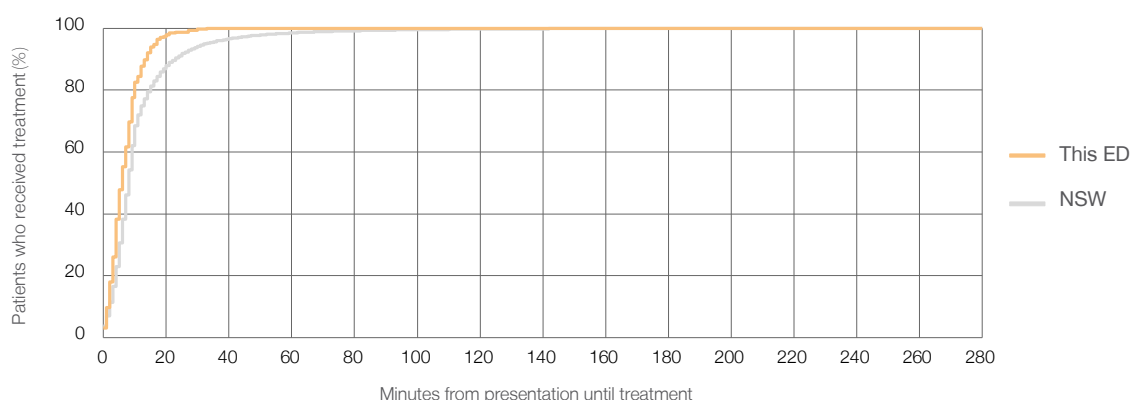
Number of triage 2 patients used to calculate waiting time:³ 326

Median time to start treatment⁴ 6 minutes

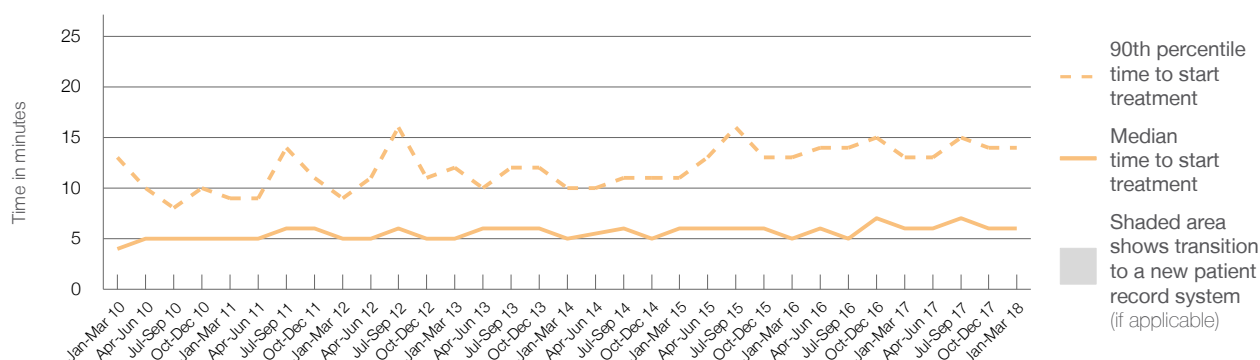
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
280	
279	
6 minutes	8 minutes
13 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	5	5	5	5	6	5	6	6
90th percentile time to start treatment ⁵ (minutes)	13	9	9	12	10	11	13	13	14

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

January to March 2018

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

Number of triage 3 patients: 1,275

Number of triage 3 patients used to calculate waiting time: ³ 1,264

Median time to start treatment ⁴

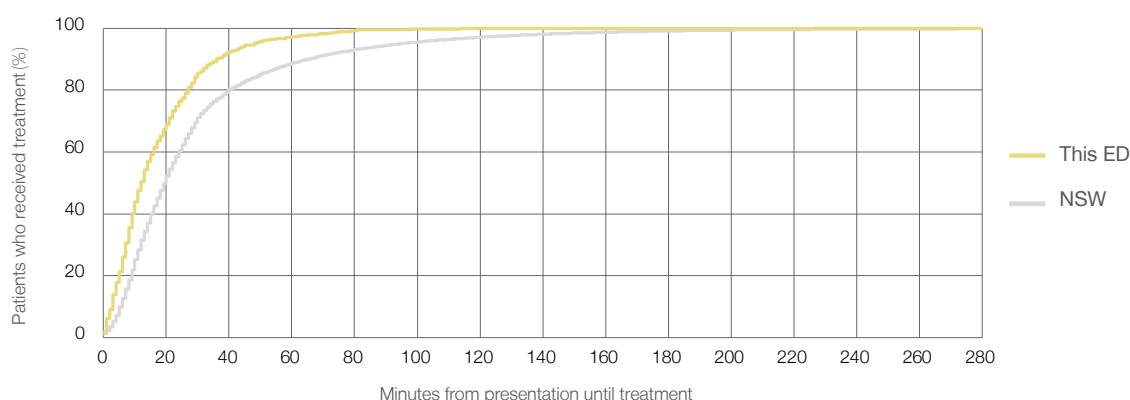
12 minutes

90th percentile time to start treatment ⁵

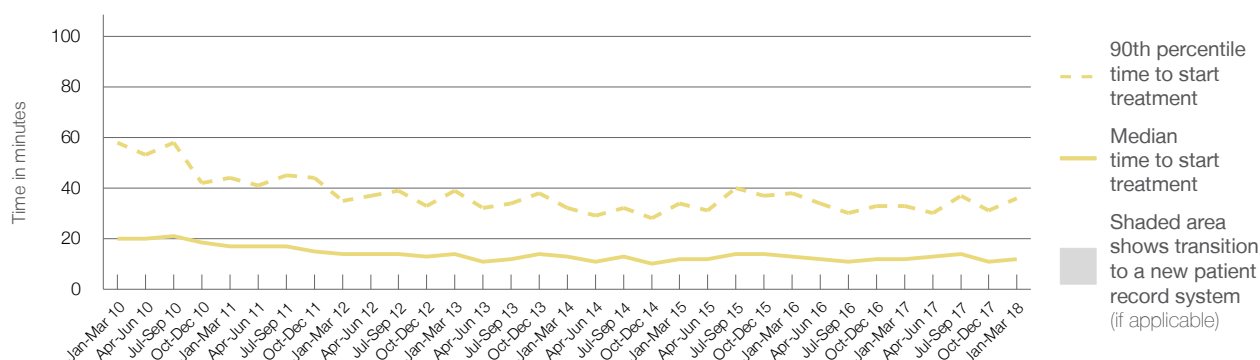
36 minutes

Same period last year	NSW (this period)
1,242	
1,232	
12 minutes	20 minutes
33 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	20	17	14	14	13	12	13	12	12
90th percentile time to start treatment ⁵ (minutes)	58	44	35	39	32	34	38	33	36

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

January to March 2018

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

Number of triage 4 patients: 2,149

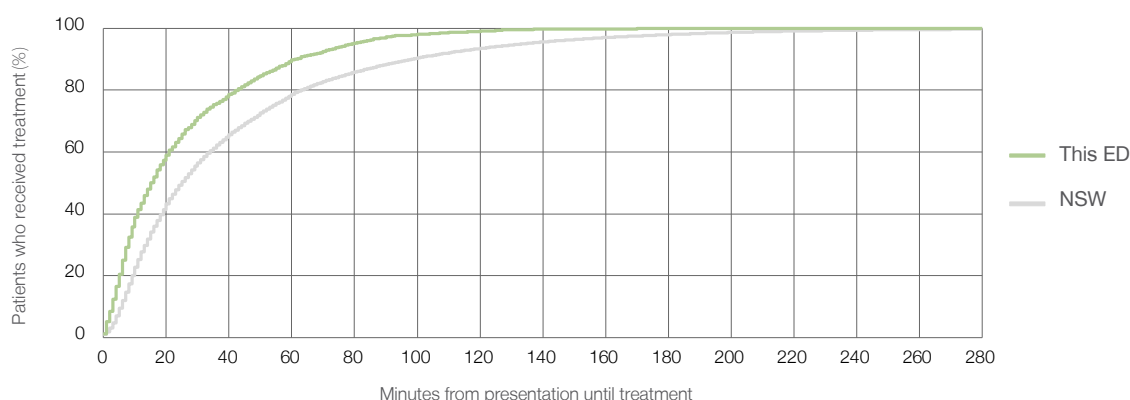
Number of triage 4 patients used to calculate waiting time:³ 2,100

Median time to start treatment⁴ 16 minutes

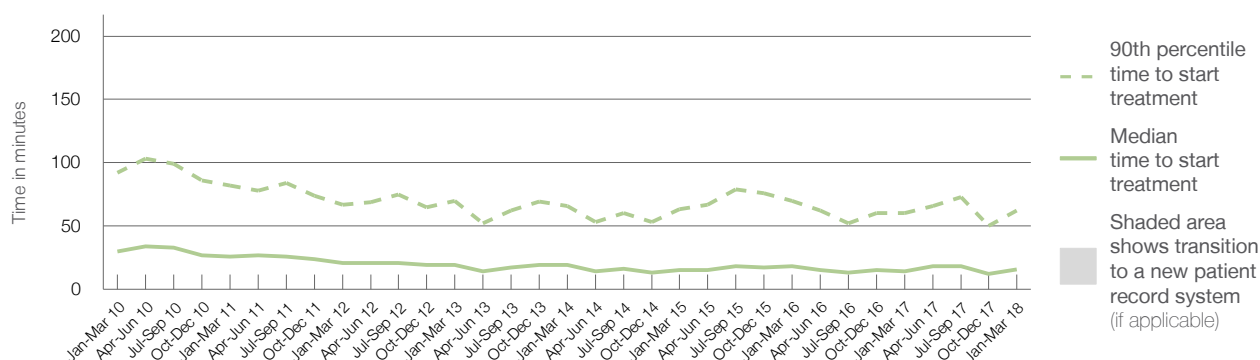
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,216	
2,169	
14 minutes	25 minutes
60 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	26	21	19	19	15	18	14	16
90th percentile time to start treatment ⁵ (minutes)	92	82	67	70	66	63	70	60	62

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

January to March 2018

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

Number of triage 5 patients: 375

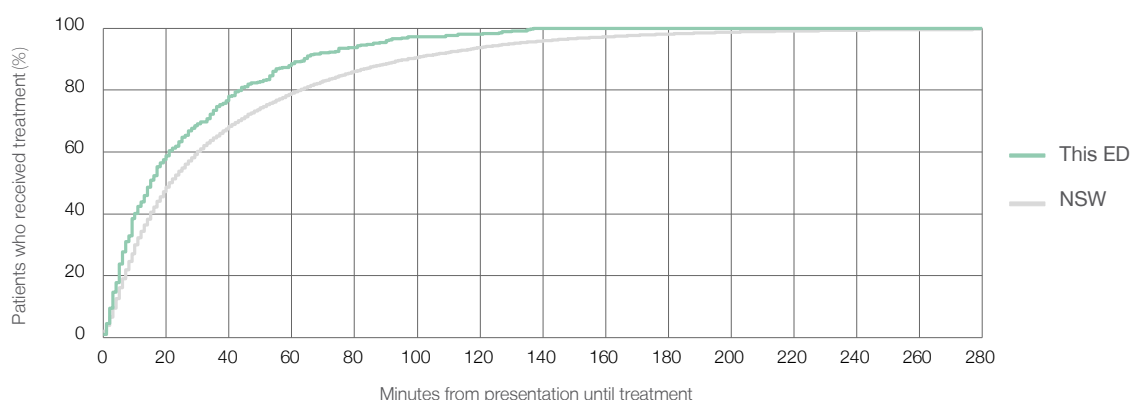
Number of triage 5 patients used to calculate waiting time:³ 349

Median time to start treatment⁴ 15 minutes

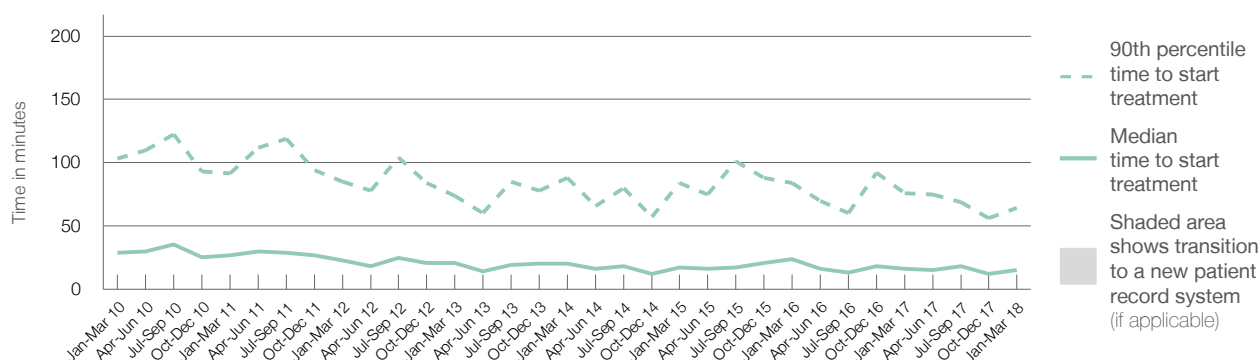
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
374	
356	
16 minutes	22 minutes
76 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	29	27	23	21	20	17	24	16	15
90th percentile time to start treatment ⁵ (minutes)	103	92	85	74	88	84	84	76	64

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Murwillumbah District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,530 patients

Presentations used to calculate time to leaving the ED:⁶ 4,529 patients

Median time spent in the ED⁸

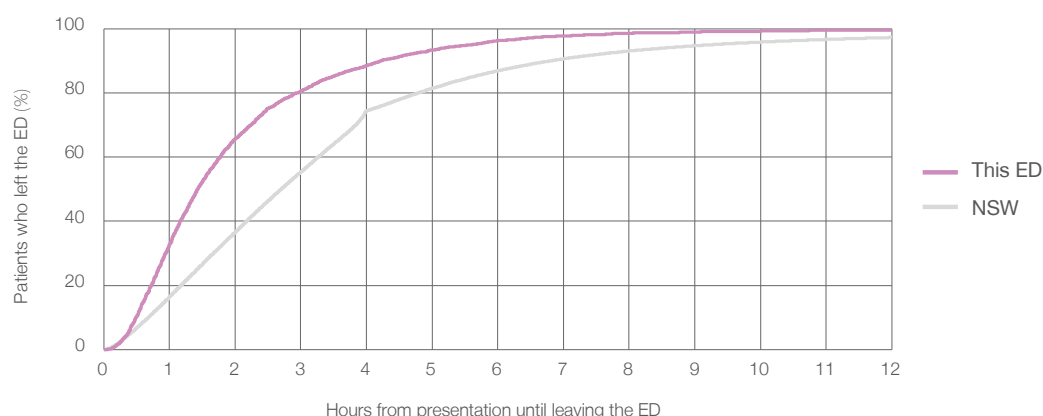
1 hours and 26 minutes

90th percentile time spent in the ED⁹

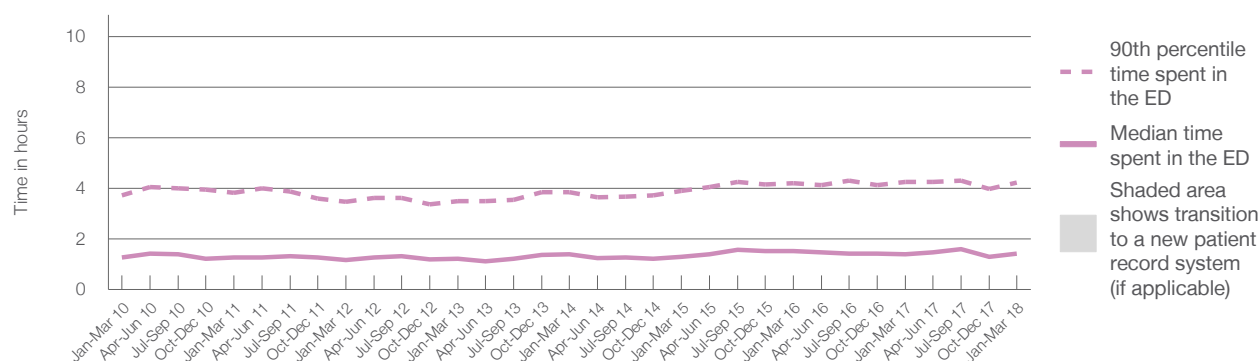
4 hours and 14 minutes

Same period last year	NSW (this period)
4,564	
4,559	
1 hours and 24 minutes	2 hours and 42 minutes
4 hours and 15 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 16m	1h 16m	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m	1h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 44m	3h 49m	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m	4h 14m

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Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

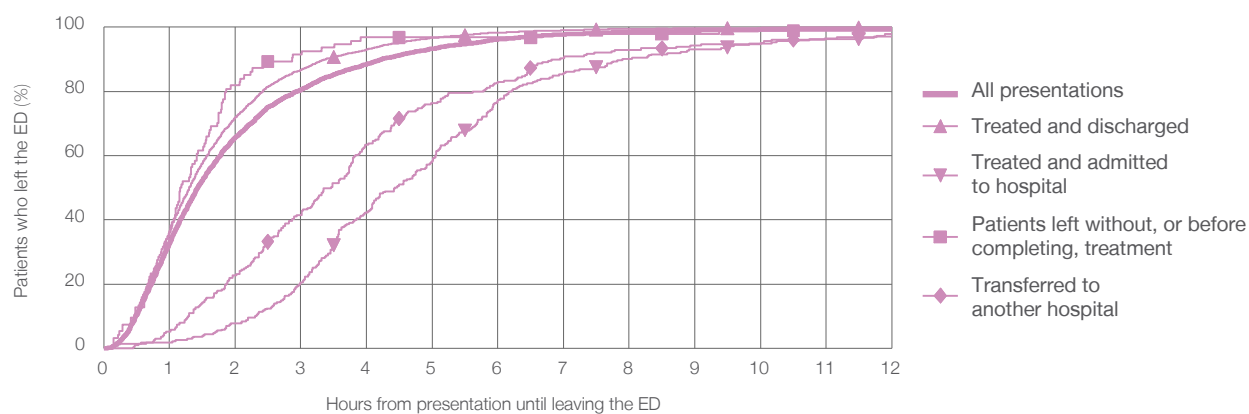
January to March 2018

All presentations:[†] 4,530 patients

Presentations used to calculate time to leaving the ED:[‡] 4,529 patients

		Same period last year	Change since one year ago
Treated and discharged	3,922 (86.6%)	3,927	-0.1%
Treated and admitted to hospital	274 (6.0%)	263	4.2%
Patient left without, or before completing, treatment	94 (2.1%)	96	-2.1%
Transferred to another hospital	229 (5.1%)	272	-15.8%
Other	11 (0.2%)	6	83.3%

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



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

Treated and discharged	36.5%	71.9%	86.8%	93.1%	98.4%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.8%	7.7%	20.4%	42.3%	77.4%	90.1%	94.9%	97.1%
Patient left without, or before completing, treatment	36.2%	81.9%	91.5%	96.8%	96.8%	97.9%	98.9%	98.9%
Transferred to another hospital	5.2%	22.7%	41.5%	63.3%	83.0%	93.0%	95.2%	97.8%
All presentations	32.8%	65.7%	80.5%	88.6%	96.3%	98.6%	99.2%	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

January to March 2018

All presentations at the emergency department: ¹ 4,530 patients

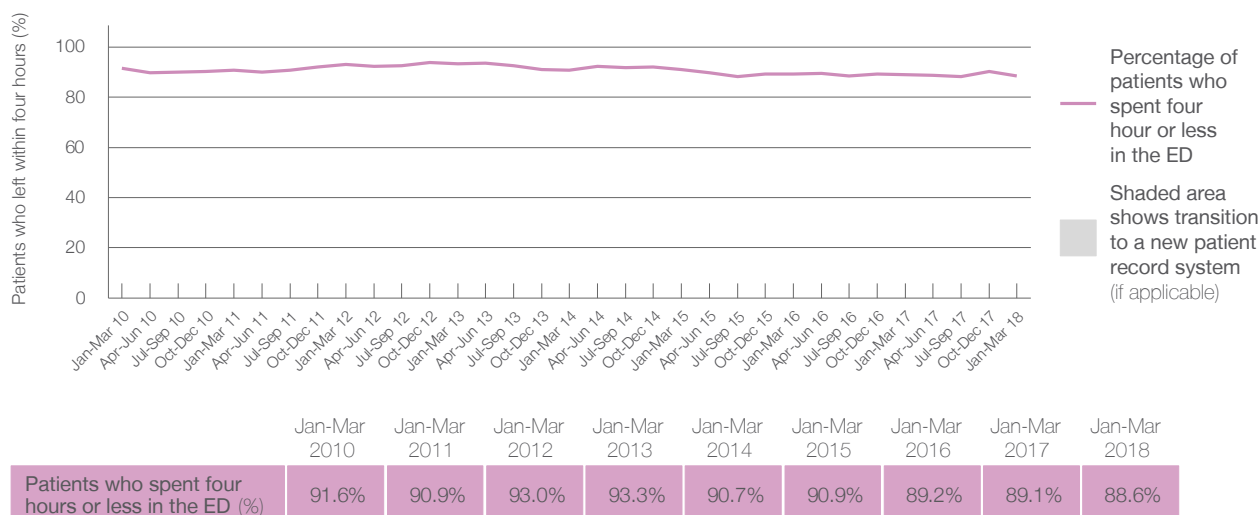
Presentations used to calculate time to leaving the ED: ⁶ 4,529 patients

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



Same period last year	Change since one year ago
4,564	-1%
4,559	-1%
89.1%	

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



* 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations 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, January to March 2018*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).