

## Muswellbrook Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 2,514 patients

Emergency presentations:<sup>2</sup> 2,409 patients

Same period last year	Change since one year ago
2,519	0%
2,364	2%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 222 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,121 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 459 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
139	
6 minutes	8 minutes
25 minutes	23 minutes
540	
20 minutes	20 minutes
74 minutes	65 minutes
1,187	
33 minutes	25 minutes
96 minutes	98 minutes
498	
37 minutes	22 minutes
108 minutes	97 minutes

## Muswellbrook Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,514 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,519	0%
91%	

\* 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).

## Muswellbrook Hospital: Patients presenting to the emergency department

January to March 2018

All presentations:<sup>1</sup> 2,514 patients

Same period  
last year

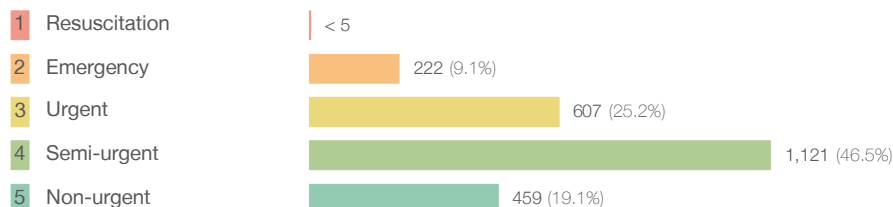
2,519

0%

Emergency presentations<sup>2</sup> by triage category: 2,409 patients

2,364

2%



< 5

\*

139

58.7%

540

12.4%

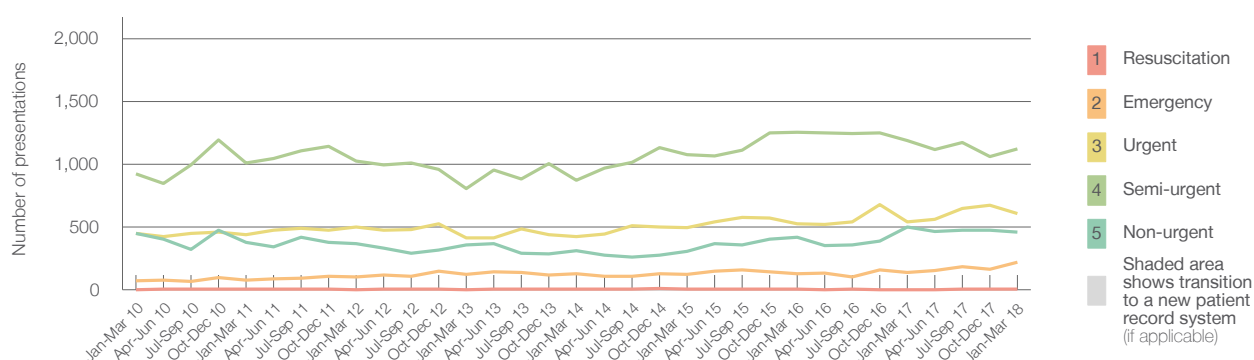
1,187

-5.6%

498

-7.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	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
Resuscitation	0	< 5	< 5	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	73	77	101	121	129	126	130	139	222
Urgent	450	436	501	415	423	493	527	540	607
Semi-urgent	920	1,010	1,025	807	871	1,073	1,255	1,187	1,121
Non-urgent	448	379	367	358	308	307	417	498	459
All emergency presentations	1,891	1,902	1,994	1,701	1,731	1,999	2,329	2,364	2,409

## Muswellbrook Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>‡</sup> 358 patients

Same period  
last year

357

ED Transfer of care time

Median time 6 minutes

7 minutes

-1 minute

90th percentile time 17 minutes

19 minutes

-2 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.

## Muswellbrook 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: 222

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 212

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

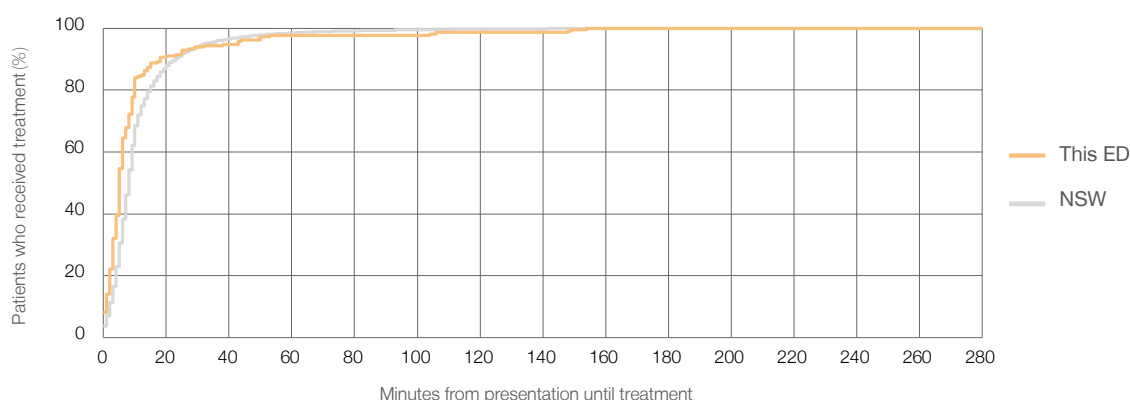
5 minutes

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

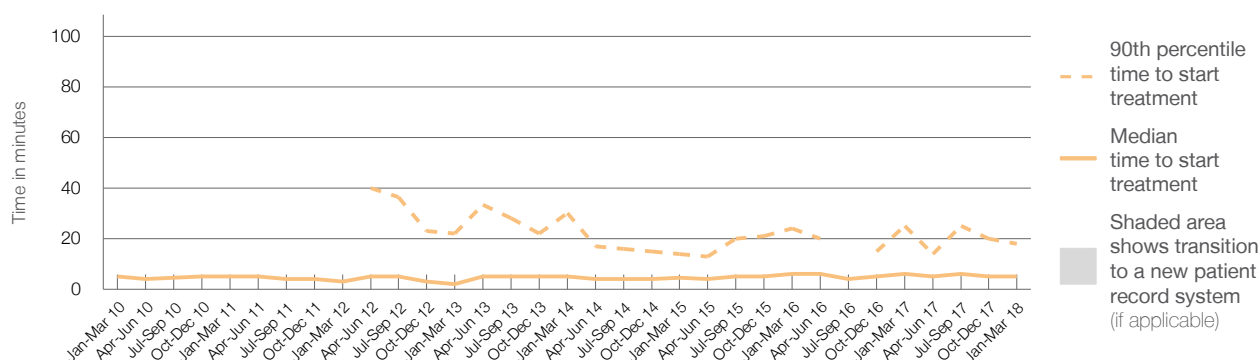
18 minutes

Same period last year	NSW (this period)
139	
134	
6 minutes	8 minutes
25 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	5	5	3	2	5	5	6	6	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	22	30	14	24	25	18

(†) 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 3

January to March 2018

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

Number of triage 3 patients: 607

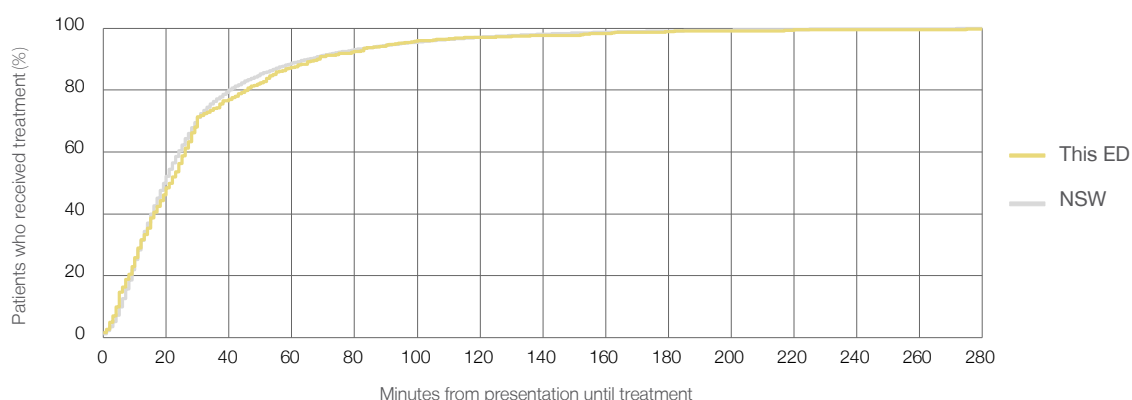
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 571

Median time to start treatment<sup>4</sup> 22 minutes

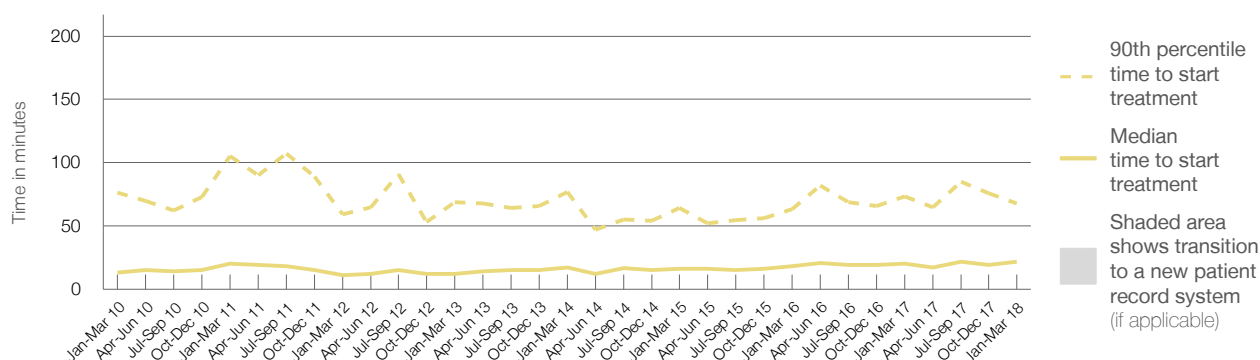
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
540	
500	
20 minutes	20 minutes
74 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	13	20	11	12	17	16	18	20	22
90th percentile time to start treatment <sup>5</sup> (minutes)	77	105	59	69	77	64	63	74	68

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## Muswellbrook 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: 1,121

Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 1,034

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

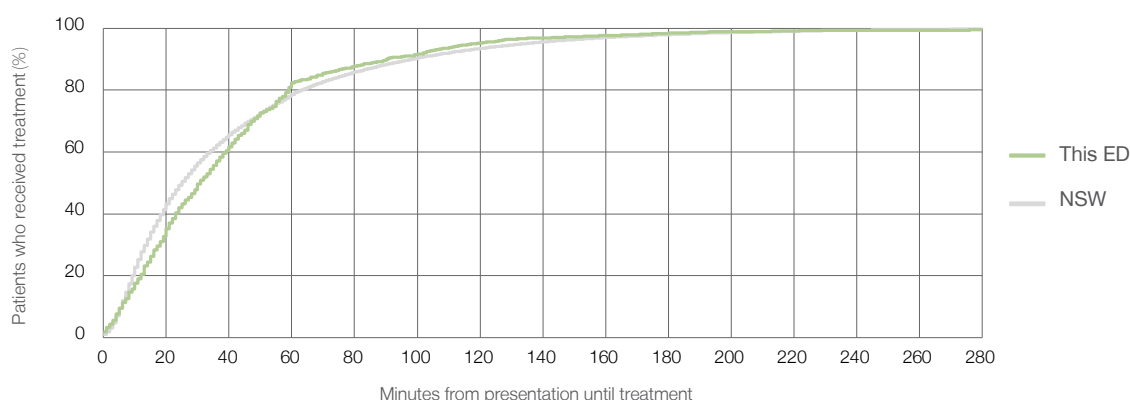
31 minutes

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

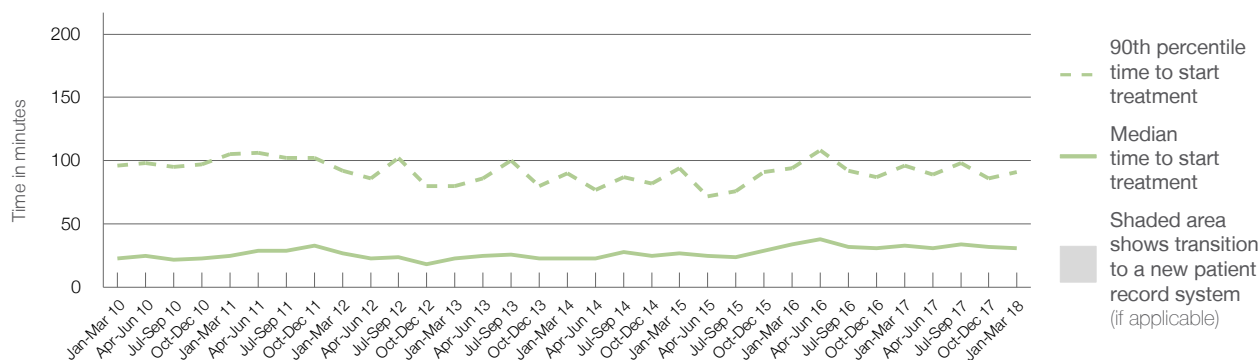
91 minutes

Same period last year	NSW (this period)
1,187	
1,078	
33 minutes	25 minutes
96 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 <sup>†‡</sup>



	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 <sup>4</sup> (minutes)	23	25	27	23	23	27	34	33	31
90th percentile time to start treatment <sup>5</sup> (minutes)	96	105	92	80	90	94	94	96	91

(†) 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 5

January to March 2018

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

Number of triage 5 patients: 459

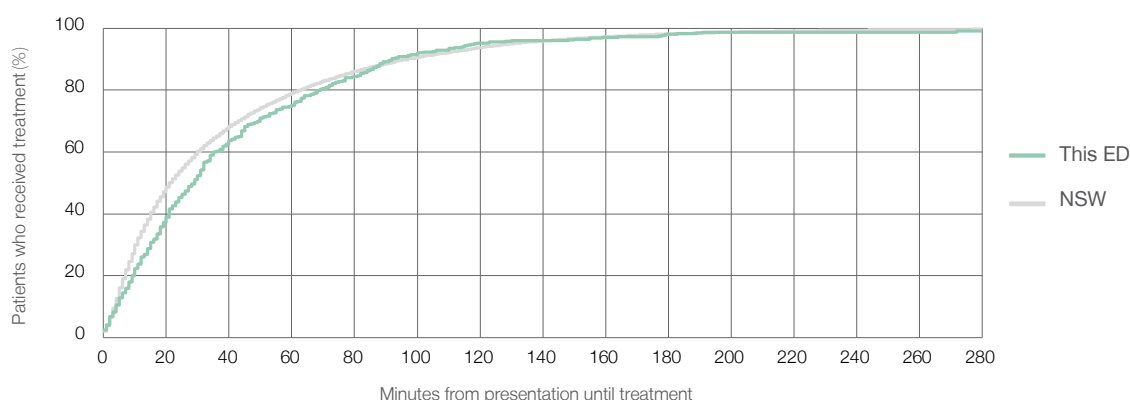
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 399

Median time to start treatment<sup>4</sup> 29 minutes

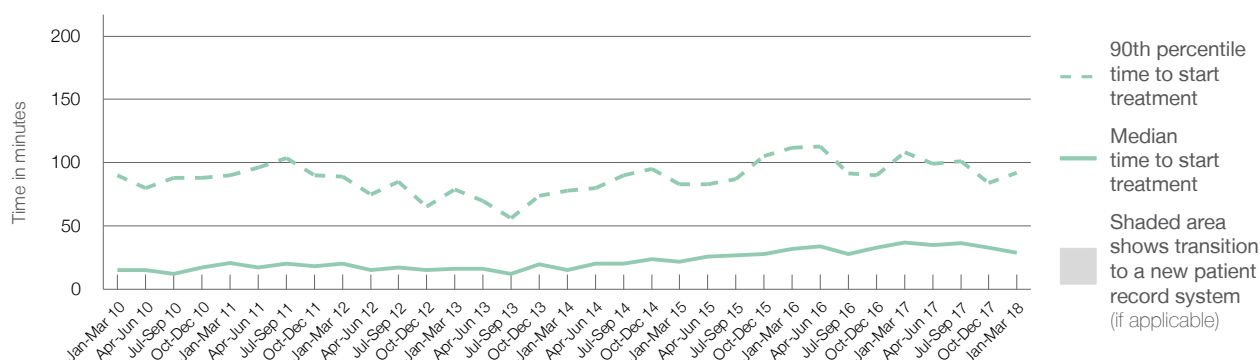
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
498	
414	
37 minutes	22 minutes
108 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	15	21	20	16	15	22	32	37	29
90th percentile time to start treatment <sup>5</sup> (minutes)	90	90	89	79	78	83	112	108	92

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## Muswellbrook Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 2,514 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,514 patients

Median time spent in the ED<sup>8</sup>

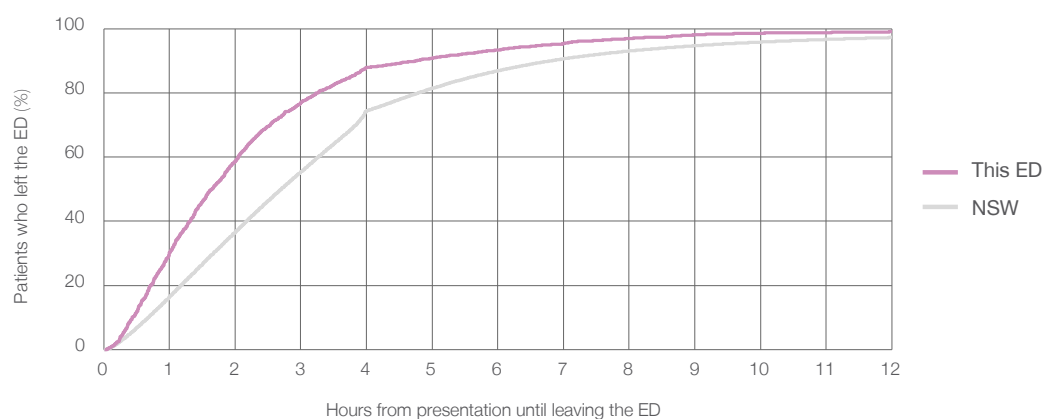
1 hours and 39 minutes

90th percentile time spent in the ED<sup>9</sup>

4 hours and 45 minutes

Same period last year	NSW (this period)
2,519	
2,519	
1 hours and 39 minutes	2 hours and 42 minutes
3 hours and 57 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	1h 14m	1h 7m	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m	1h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	3h 50m	3h 48m	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m	4h 45m

(†) 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 spent in the ED

By mode of separation

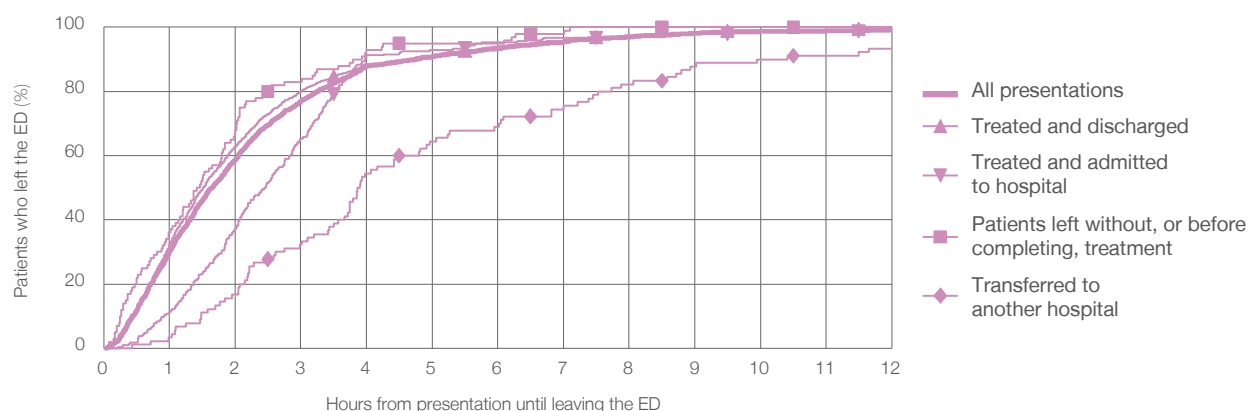
January to March 2018

All presentations:<sup>†</sup> 2,514 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,514 patients

		Same period last year	Change since one year ago
		2,519	0%
Treated and discharged	1,931 (76.8%)	1,868	3.4%
Treated and admitted to hospital	298 (11.9%)	313	-4.8%
Patient left without, or before completing, treatment	100 (4.0%)	135	-25.9%
Transferred to another hospital	90 (3.6%)	97	-7.2%
Other	95 (3.8%)	106	-10.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	32.4%	62.9%	80.0%	88.6%	94.0%	97.5%	99.1%	99.4%
Treated and admitted to hospital	11.4%	37.2%	65.1%	91.3%	95.3%	97.3%	98.7%	99.0%
Patient left without, or before completing, treatment	36.0%	68.0%	83.0%	93.0%	95.0%	100%	100%	100%
Transferred to another hospital	3.3%	16.7%	32.2%	54.4%	68.9%	82.2%	90.0%	93.3%
All presentations	30.2%	58.9%	76.9%	88.0%	93.4%	96.9%	98.6%	99.0%

(†) 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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 2,514 patients

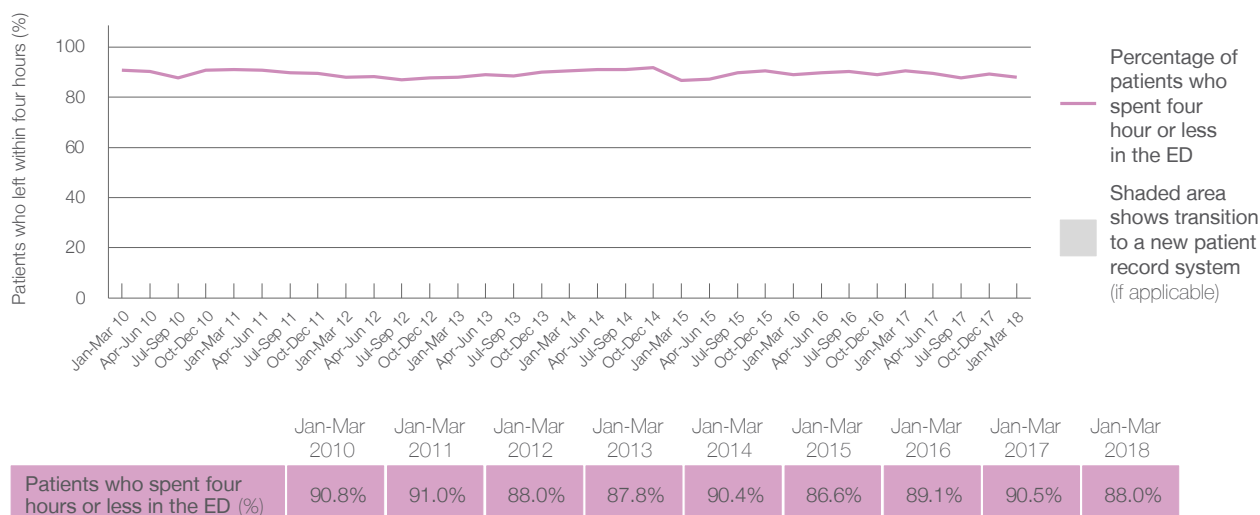
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,514 patients

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



Same period last year	Change since one year ago
2,519	0%
2,519	0%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



\* 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).