

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,829 patients
Emergency presentations:² 4,386 patients

Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,454 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,271 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 319 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
310	
5 minutes	9 minutes
14 minutes	29 minutes
1,271	
11 minutes	23 minutes
30 minutes	83 minutes
2,090	
13 minutes	30 minutes
52 minutes	121 minutes
350	
13 minutes	26 minutes
60 minutes	118 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,825 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,385	10.0%
88.5%	

* 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.

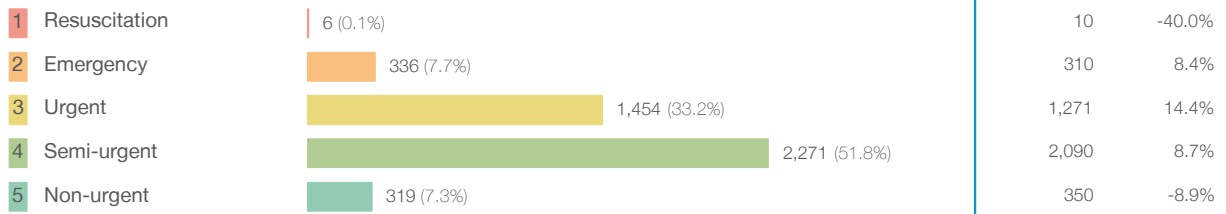
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Murwillumbah District Hospital: Patients presenting to the emergency department July to September 2017

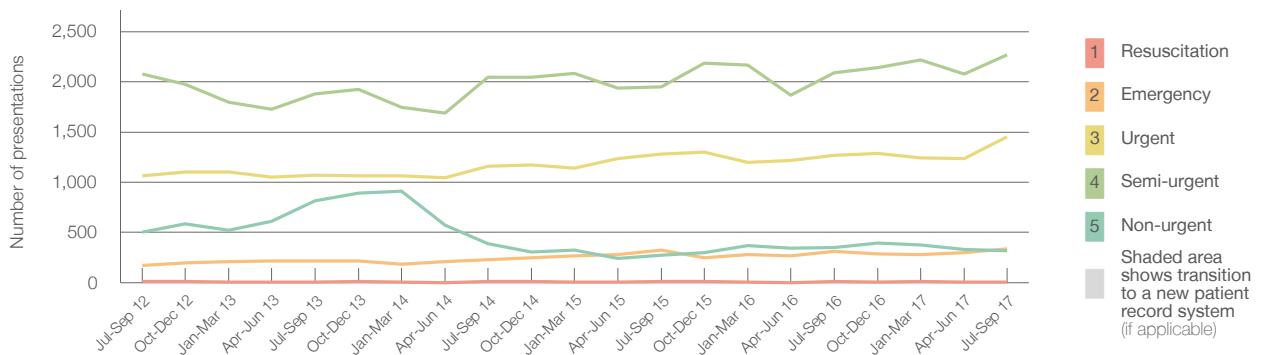
All presentations:¹ 4,829 patients

Emergency presentations² by triage category: 4,386 patients



Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%
10	-40.0%
310	8.4%
1,271	14.4%
2,090	8.7%
350	-8.9%

Emergency presentations² by quarter, July 2012 to September 2017 †

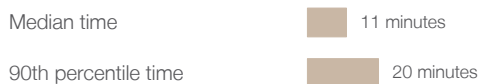


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	9	7	9	9	10	6
Emergency	173	219	229	326	310	336
Urgent	1,065	1,069	1,161	1,280	1,271	1,454
Semi-urgent	2,075	1,878	2,047	1,949	2,090	2,271
Non-urgent	503	813	391	275	350	319
All emergency presentations	3,825	3,986	3,837	3,839	4,031	4,386

Murwillumbah District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 239 patients **

ED Transfer of care time



Same period last year	Change since one year ago
179	
11 minutes	0 minutes
23 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 July to September 2017

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

Number of triage 2 patients: 336

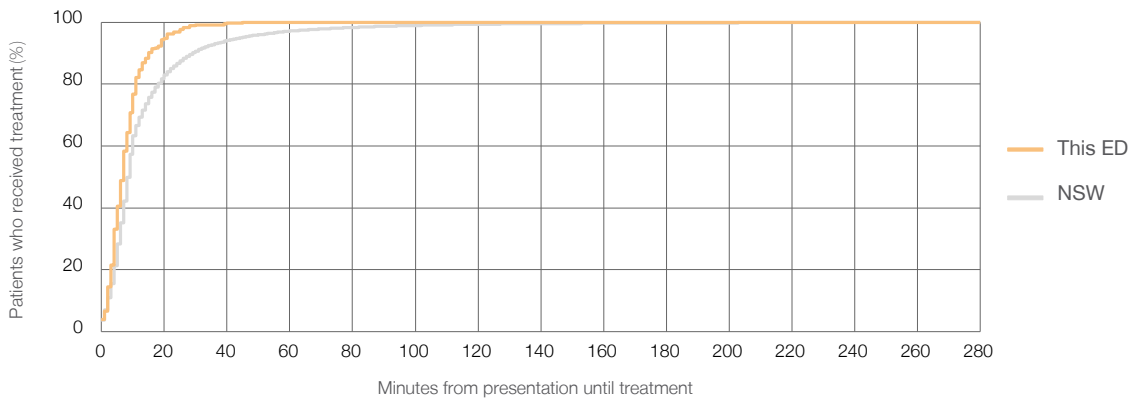
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ ■ 7 minutes

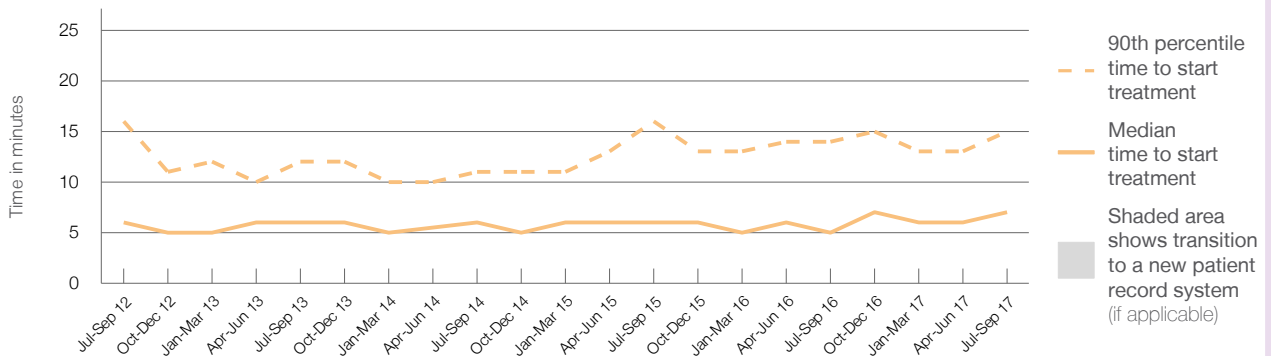
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
310	310
5 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	6	6	5	7
90th percentile time to start treatment ⁵ (minutes)	16	12	11	16	14	15

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,454

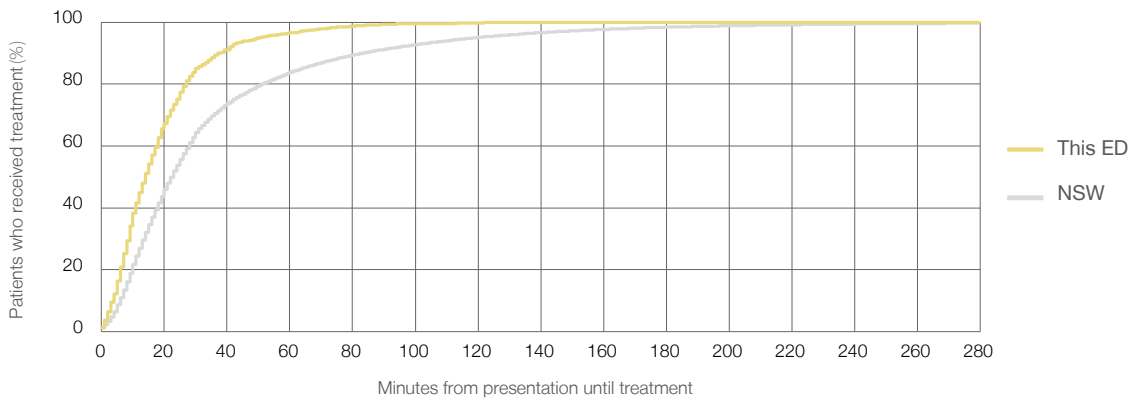
Number of triage 3 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴ 14 minutes

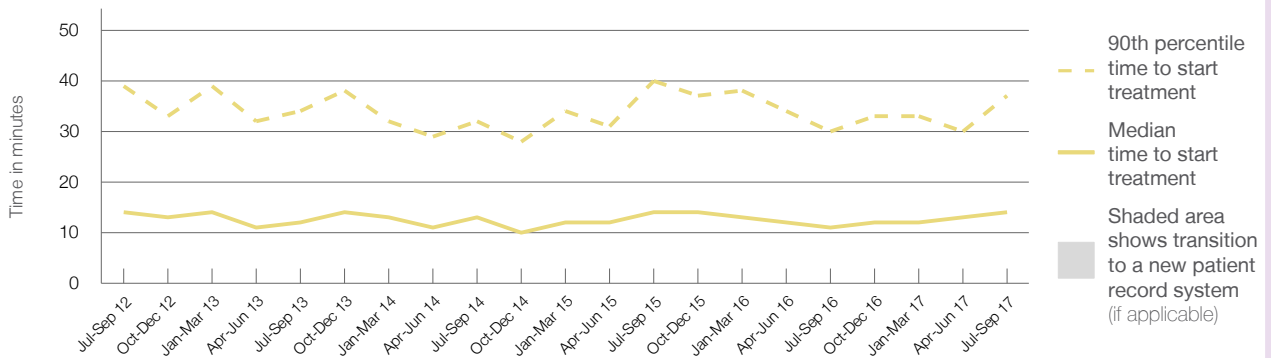
90th percentile time to start treatment⁵ 37 minutes

	Same period last year	NSW (this period)
	1,271	1,258
	11 minutes	23 minutes
	30 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	14	12	13	14	11	14
90th percentile time to start treatment ⁵ (minutes)	39	34	32	40	30	37

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Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,271

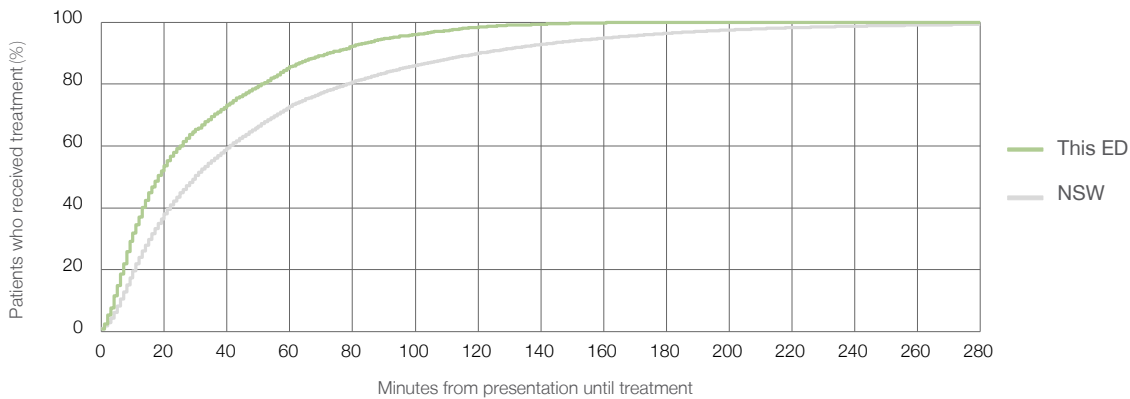
Number of triage 4 patients used to calculate waiting time:³ 2,212

Median time to start treatment⁴ 18 minutes

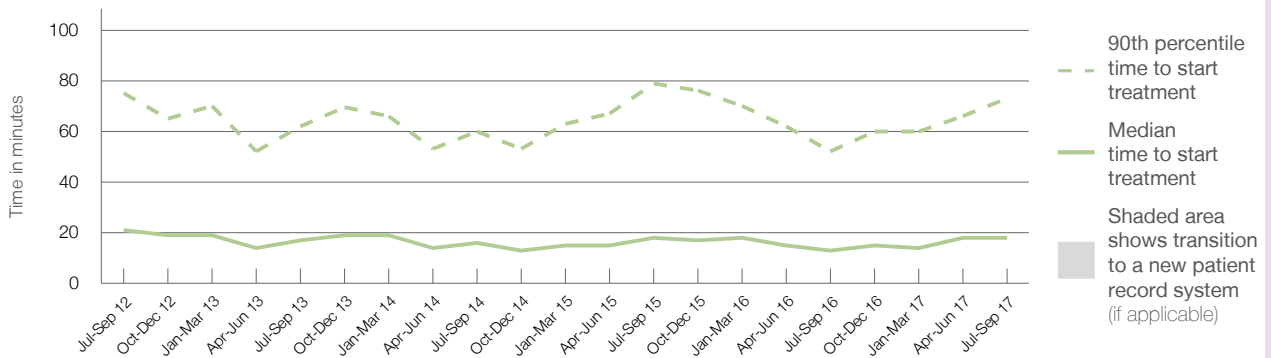
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,090	2,041
13 minutes	30 minutes
52 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	17	16	18	13	18
90th percentile time to start treatment ⁵ (minutes)	75	62	60	79	52	73

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

July to September 2017

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

Number of triage 5 patients: 319

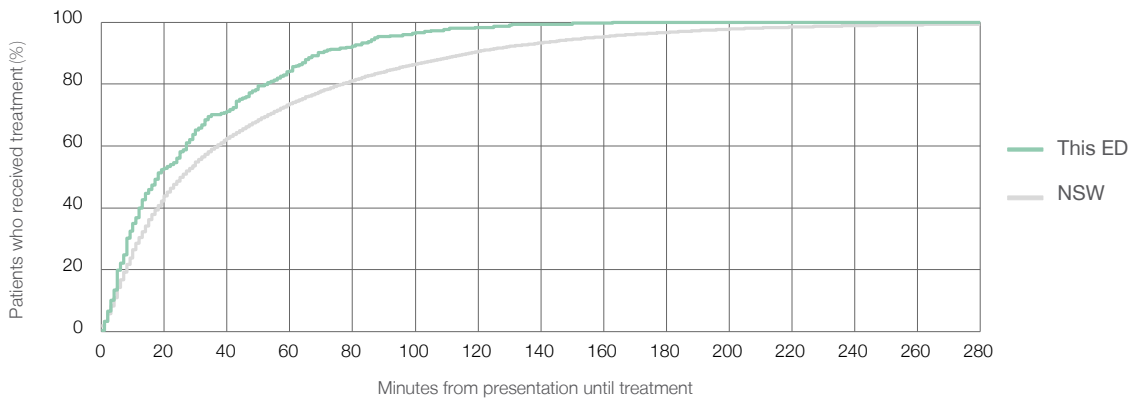
Number of triage 5 patients used to calculate waiting time:³ 298

Median time to start treatment⁴ 18 minutes

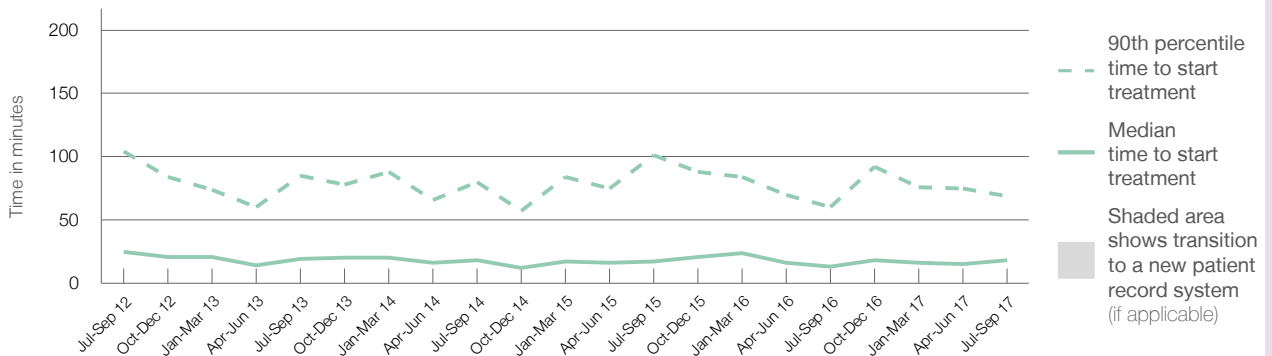
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
350	
338	
13 minutes	26 minutes
60 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	19	18	17	13	18
90th percentile time to start treatment ⁵ (minutes)	104	85	80	101	60	69

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Murwillumbah District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,829 patients

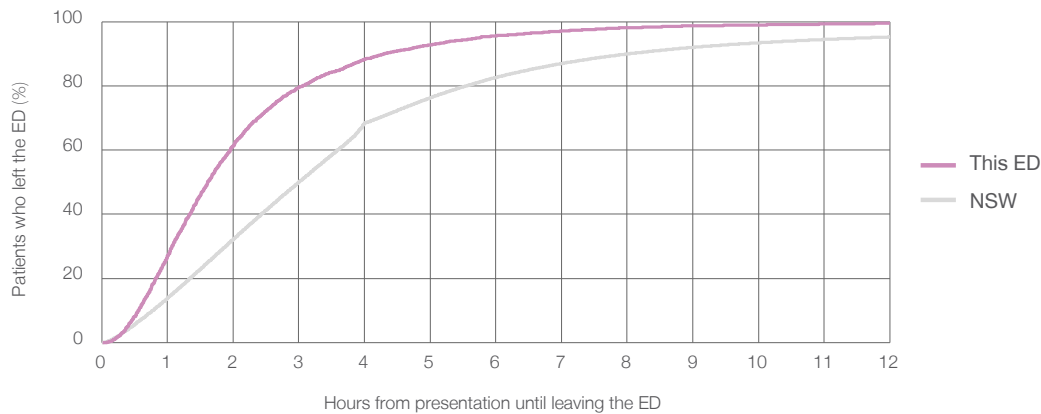
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

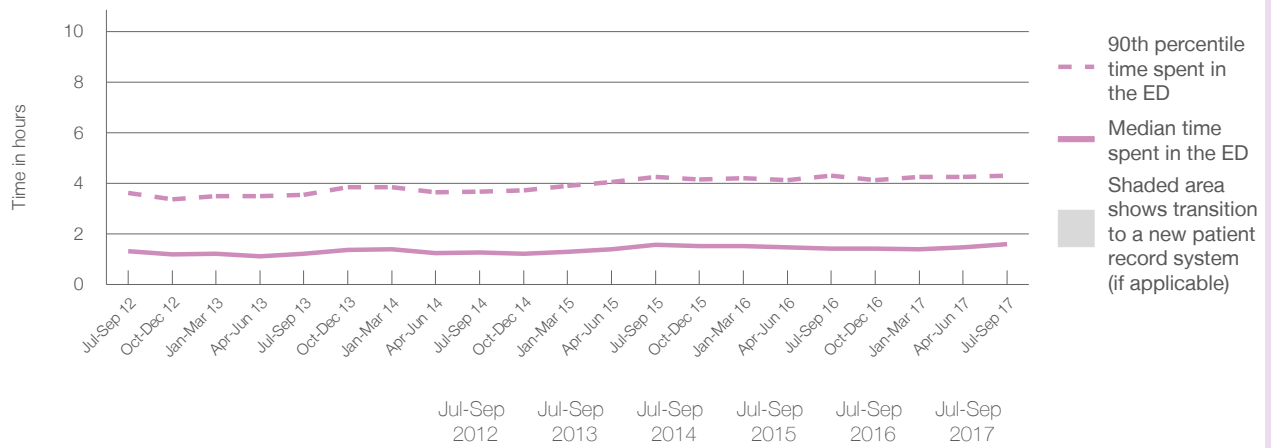
90th percentile time spent in the ED⁹ 4 hours and 18 minutes

Same period last year	NSW (this period)
4,385	4,385
1 hours and 25 minutes	3 hours and 0 minutes
4 hours and 18 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m

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Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

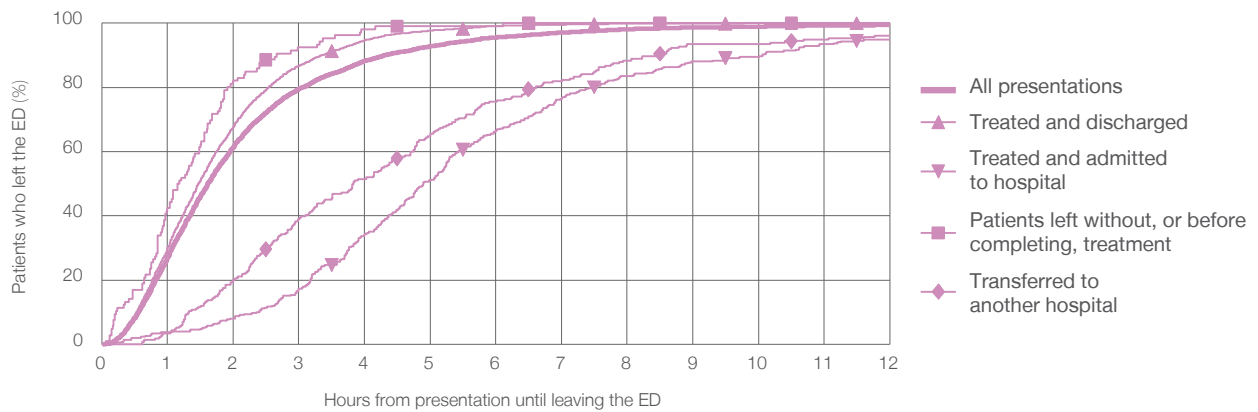
All presentations:¹ 4,829 patients

Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Treated and discharged	4,133 (85.6%)
Treated and admitted to hospital	351 (7.3%)
Patient left without, or before completing, treatment	106 (2.2%)
Transferred to another hospital	233 (4.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,385	10.0%
3,683	12.2%
375	-6.4%
78	35.9%
246	-5.3%
3	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	30.1%	67.8%	86.7%	94.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	3.7%	8.0%	17.4%	34.2%	66.7%	83.5%	89.5%	94.9%
Patient left without, or before completing, treatment	42.5%	82.1%	92.5%	98.1%	99.1%	100%	100%	100%
Transferred to another hospital	3.4%	20.2%	39.1%	51.5%	75.5%	88.4%	93.6%	96.1%
All presentations	27.2%	61.4%	79.5%	88.3%	95.6%	98.1%	98.9%	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
 July to September 2017

All presentations at the emergency department:¹ 4,829 patients

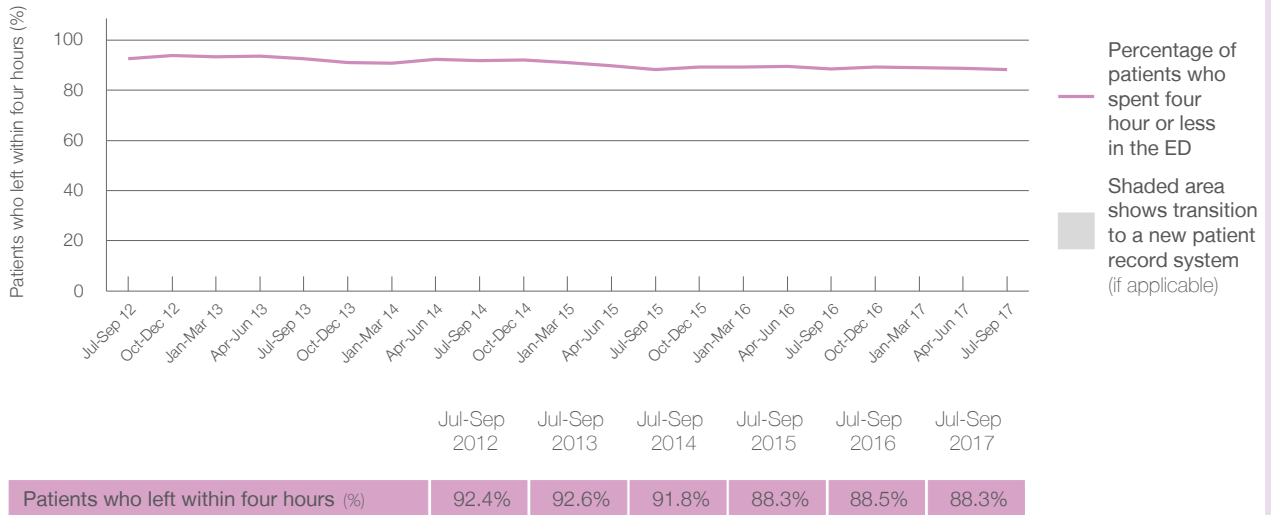
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

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	4,385	10.1%
Presentations used to calculate time to leaving the ED: ⁶	4,385	10.0%
Percentage of patients who spent four hours or less in the ED	88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).