

Muswellbrook District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,489 patients
 Emergency presentations:² 2,376 patients

Same period last year	Change since one year ago
2,623	-5.1%
2,475	-4.0%

Muswellbrook District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 166 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 672 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,062 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
160	
5 minutes	8 minutes
15 minutes	23 minutes
680	
19 minutes	20 minutes
66 minutes	65 minutes
1,248	
31 minutes	26 minutes
87 minutes	99 minutes
387	
33 minutes	23 minutes
90 minutes	103 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,489 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
2,623	-5.1%
89.1%	

* 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.

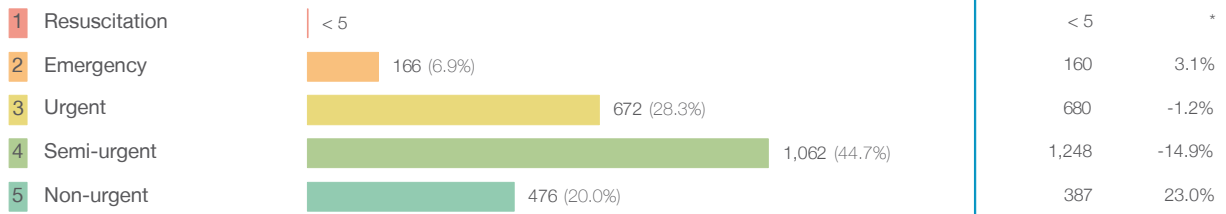
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Muswellbrook District Hospital: Patients presenting to the emergency department October to December 2017

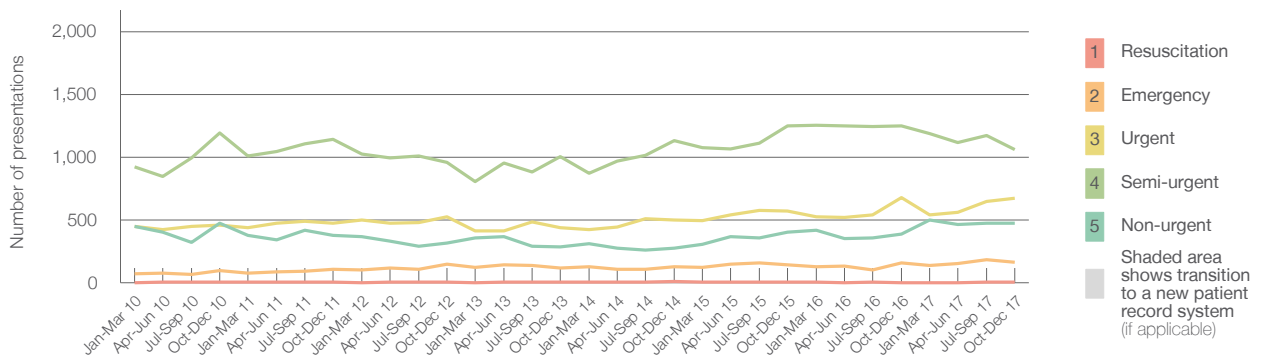
All presentations:¹ 2,489 patients

Emergency presentations² by triage category: 2,376 patients



	Same period last year	Change since one year ago
All presentations	2,623	-5.1%
Emergency presentations	2,475	-4.0%
1 Resuscitation	< 5	*
2 Emergency	160	3.1%
3 Urgent	680	-1.2%
4 Semi-urgent	1,248	-14.9%
5 Non-urgent	387	23.0%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	5	< 5	5	5	7	< 5	< 5	< 5
Emergency	95	111	146	119	129	146	160	166
Urgent	458	472	524	438	498	572	680	672
Semi-urgent	1,191	1,142	960	1,005	1,131	1,247	1,248	1,062
Non-urgent	474	376	317	287	276	400	387	476
All emergency presentations	2,223	2,101	1,952	1,854	2,041	2,365	2,475	2,376

Muswellbrook District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 347 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	400	
ED Transfer of care time		
Median time	8 minutes	-2 minutes
90th percentile time	21 minutes	-4 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 District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 166

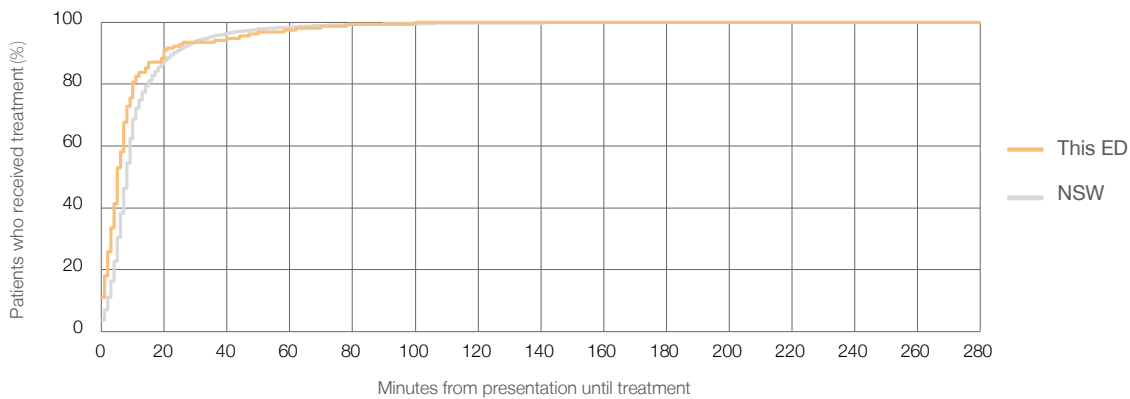
Number of triage 2 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 5 minutes

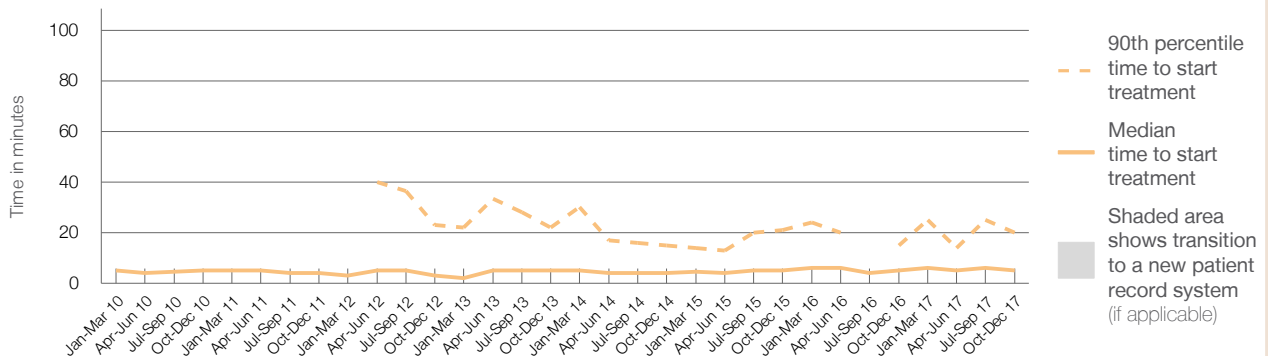
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
160	151
5 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	5	4	3	5	4	5	5	5
90th percentile time to start treatment ⁵ (minutes)	*	51	23	22	15	21	15	20

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Muswellbrook District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 672

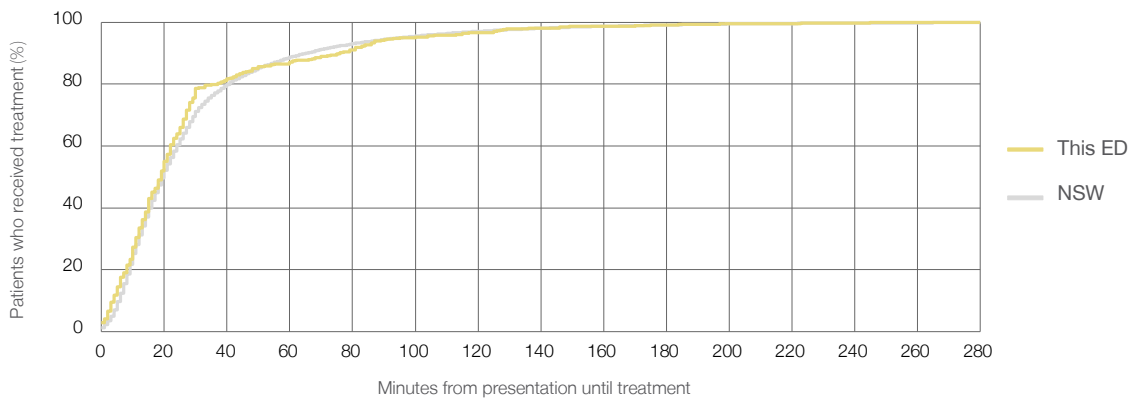
Number of triage 3 patients used to calculate waiting time:³ 631

Median time to start treatment⁴ 19 minutes

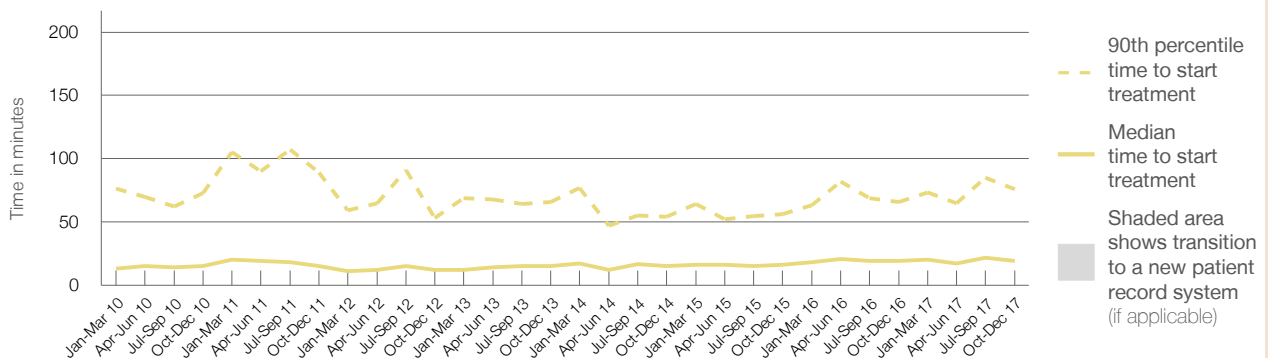
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
680	646
19 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	15	15	12	15	15	16	19	19
90th percentile time to start treatment ⁵ (minutes)	73	89	53	66	54	56	66	76

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Muswellbrook District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,062

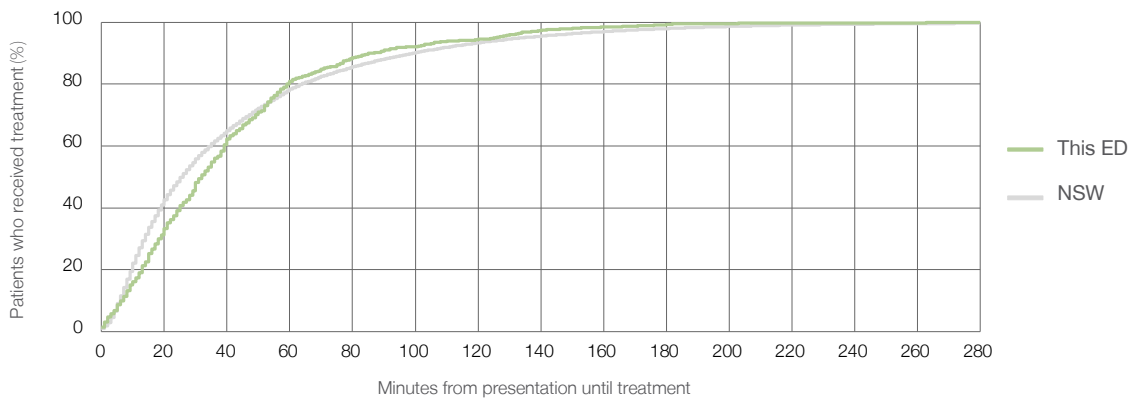
Number of triage 4 patients used to calculate waiting time:³ 973

Median time to start treatment⁴ 32 minutes

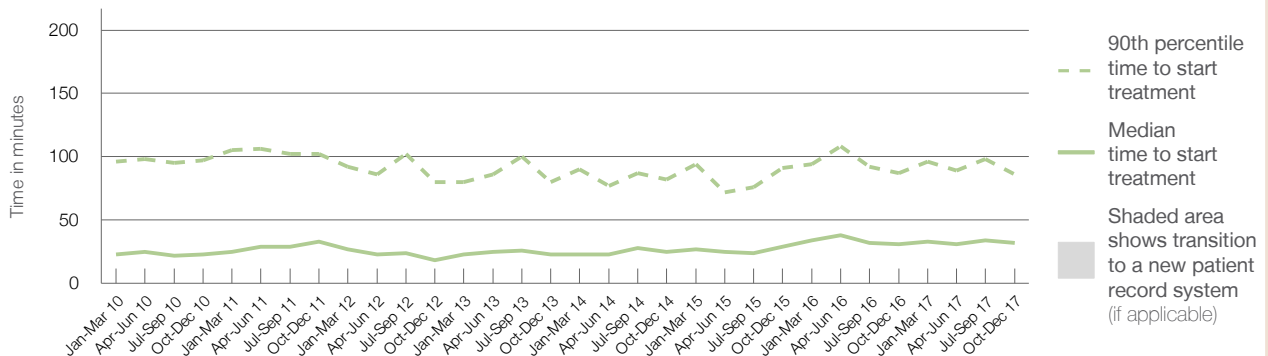
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,248	1,157
31 minutes	26 minutes
87 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	23	33	18	23	25	29	31	32
90th percentile time to start treatment ⁵ (minutes)	97	102	80	80	82	91	87	86

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Muswellbrook District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 476

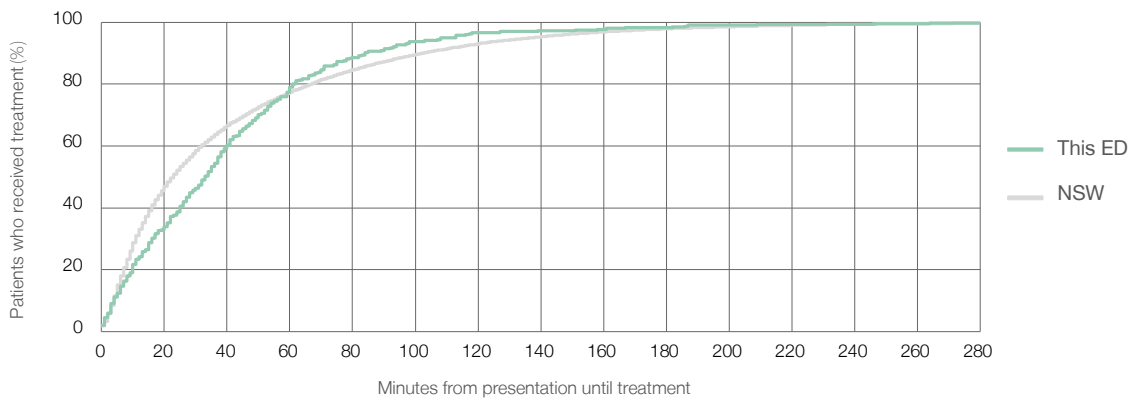
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 33 minutes

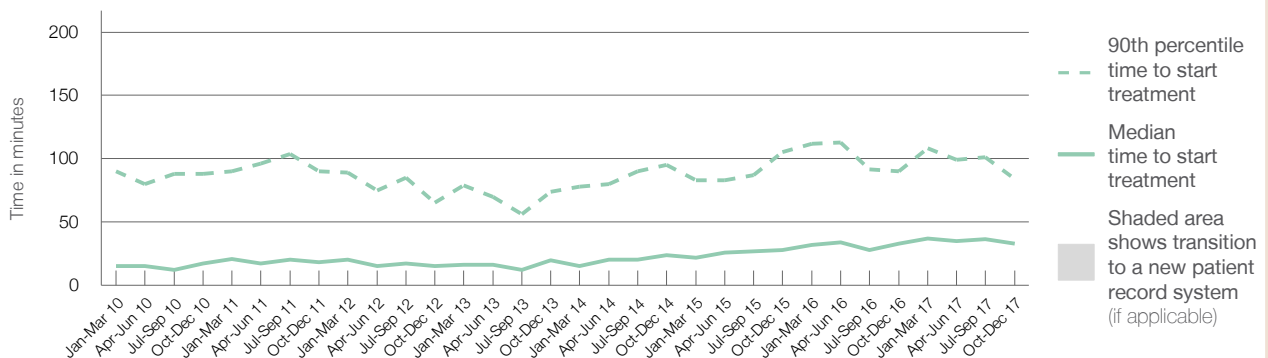
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
387	327
33 minutes	23 minutes
90 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	17	18	15	20	24	28	33	33
90th percentile time to start treatment ⁵ (minutes)	88	90	66	74	95	105	90	84

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Muswellbrook District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,489 patients

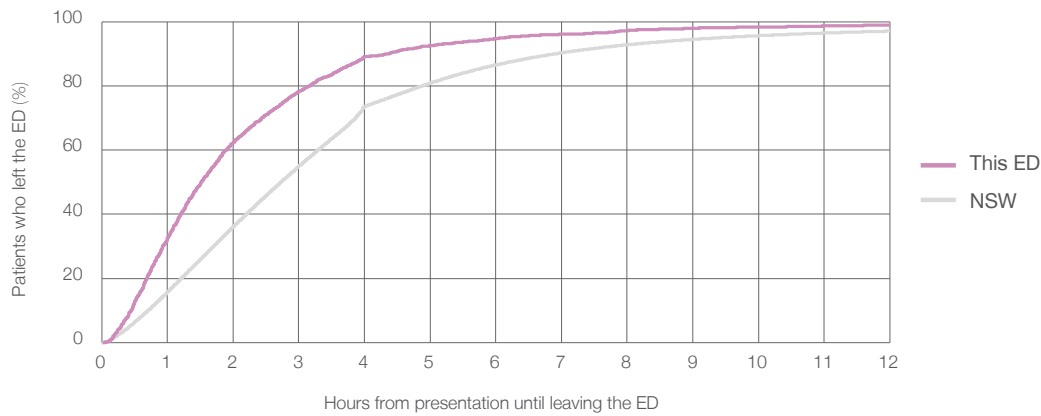
Presentations used to calculate time to leaving the ED:⁶ 2,489 patients

Median time spent in the ED⁸ 1 hours and 31 minutes

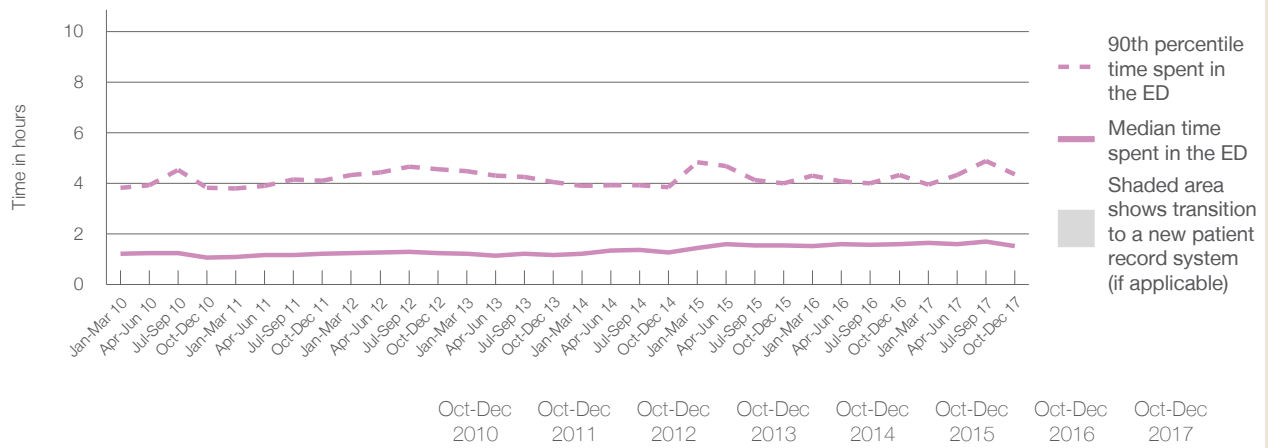
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
2,623	
2,623	
1 hours and 36 minutes	2 hours and 44 minutes
4 hours and 20 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m	1h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m	4h 22m

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Muswellbrook District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

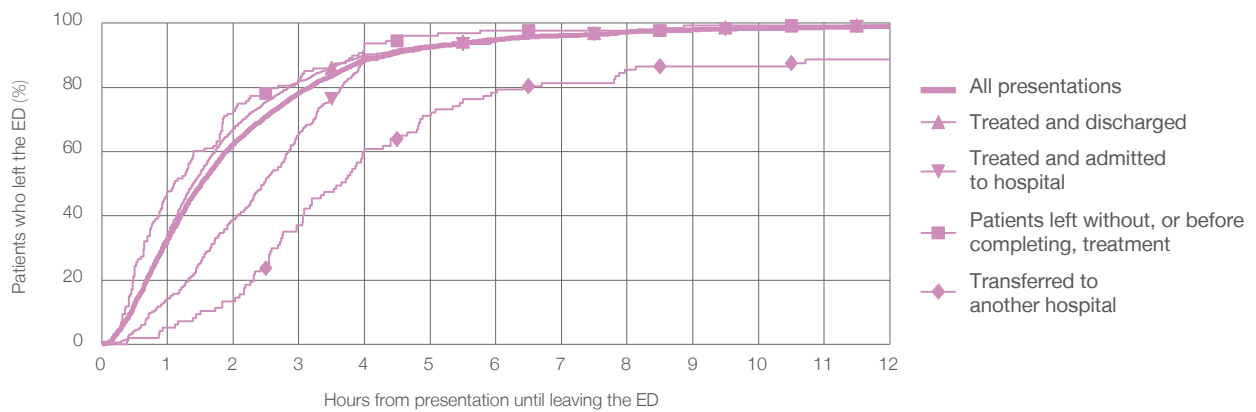
All presentations:¹ 2,489 patients

Presentations used to calculate time to leaving the ED:⁶ 2,489 patients

Treated and discharged	1,859 (74.7%)
Treated and admitted to hospital	306 (12.3%)
Patient left without, or before completing, treatment	128 (5.1%)
Transferred to another hospital	97 (3.9%)
Other	99 (4.0%)

Same period last year	Change since one year ago
2,623	-5.1%
2,024	-8.2%
282	8.5%
100	28.0%
109	-11.0%
108	-8.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	34.4%	67.2%	81.9%	90.4%	95.3%	97.7%	98.8%	99.4%
Treated and admitted to hospital	14.1%	38.9%	65.7%	87.9%	95.1%	97.1%	98.4%	99.3%
Patient left without, or before completing, treatment	47.7%	72.7%	82.8%	93.8%	97.7%	97.7%	99.2%	99.2%
Transferred to another hospital	5.2%	13.4%	37.1%	60.8%	78.4%	85.6%	86.6%	88.7%
All presentations	32.7%	62.5%	78.3%	89.2%	94.7%	97.2%	98.3%	98.9%

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Muswellbrook District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 2,489 patients

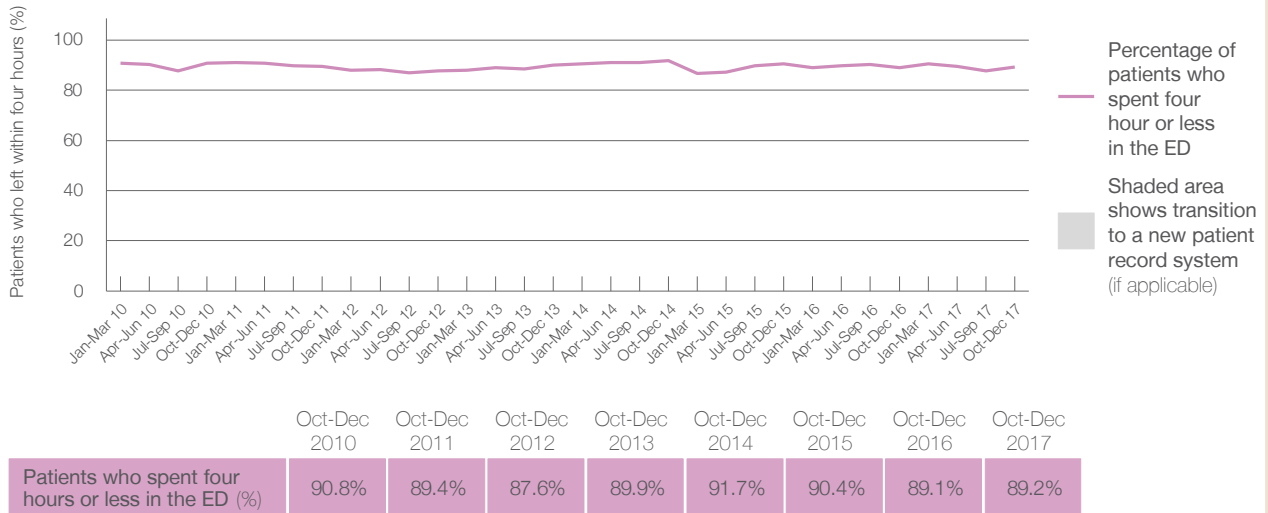
Presentations used to calculate time to leaving the ED: ⁶ 2,489 patients

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	2,623	-5.1%
Presentations used to calculate time to leaving the ED	2,623	-5.1%
Percentage of patients who spent four hours or less in the ED	89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).