

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,506 patients
Emergency attendances:² 4,015 patients

Same period last year	Change since one year ago
4,192	7%
3,824	5%

Murwillumbah District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,200 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,167 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 367 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
265	
6 minutes	8 minutes
15 minutes	35 minutes
1,142	
12 minutes	20 minutes
49 minutes	99 minutes
2,085	
15 minutes	26 minutes
82 minutes	137 minutes
326	
17 minutes	23 minutes
106 minutes	135 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
4,187	7%
91%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

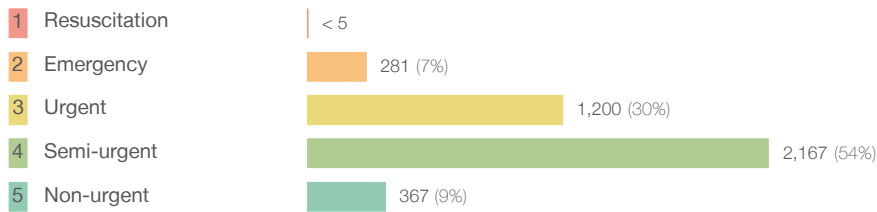
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Murwillumbah District Hospital: Patients attending the emergency department January to March 2016

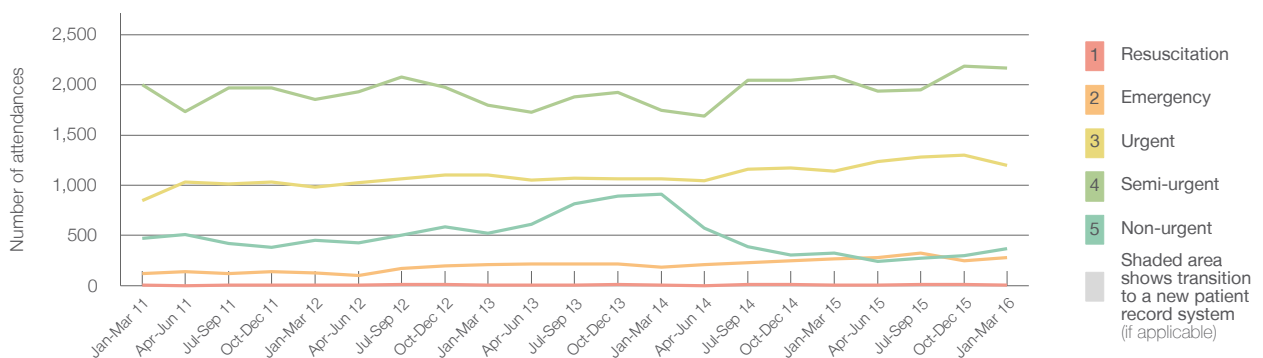
All attendances:¹ 4,506 patients

Emergency attendances² by triage category: 4,015 patients



Same period last year	Change since one year ago
4,192	7%
3,824	5%
6	*
265	5%
1,142	5%
2,085	4%
326	13%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	< 5	5	< 5	5	6	< 5
Emergency	126	129	216	183	265	281
Urgent	850	982	1,104	1,061	1,142	1,200
Semi-urgent	2,003	1,854	1,798	1,745	2,085	2,167
Non-urgent	470	454	519	913	326	367
All emergency attendances	3,449	3,424	3,637	3,907	3,824	4,015

Murwillumbah District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 182 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
256	
12 minutes	0 minutes
41 minutes	-6 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Murwillumbah District Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 281

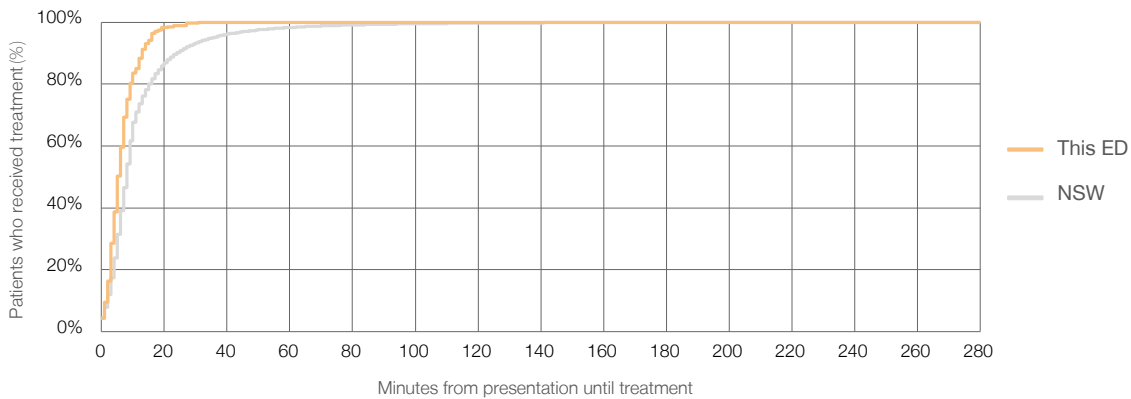
Number of triage 2 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 5 minutes

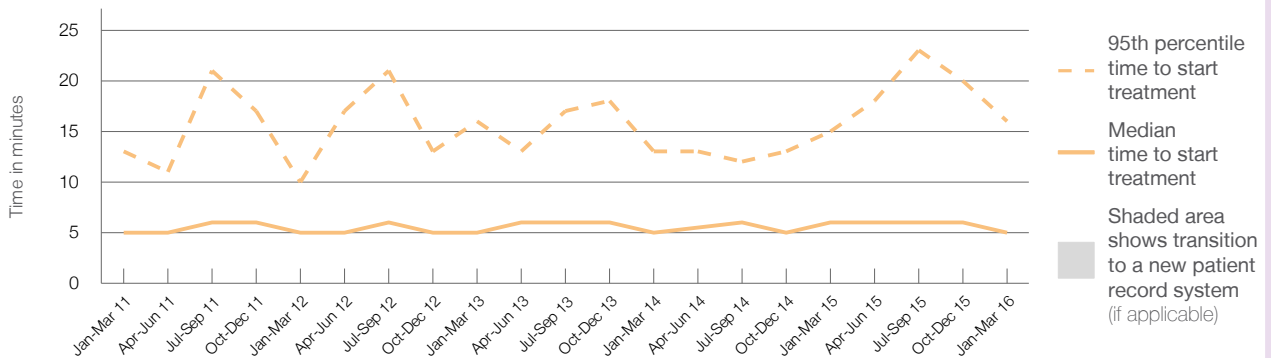
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
265	
264	
6 minutes	8 minutes
15 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	5	5	5	5	6	5
95th percentile time to start treatment ⁵ (minutes)	13	10	16	13	15	16

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Murwillumbah District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,200

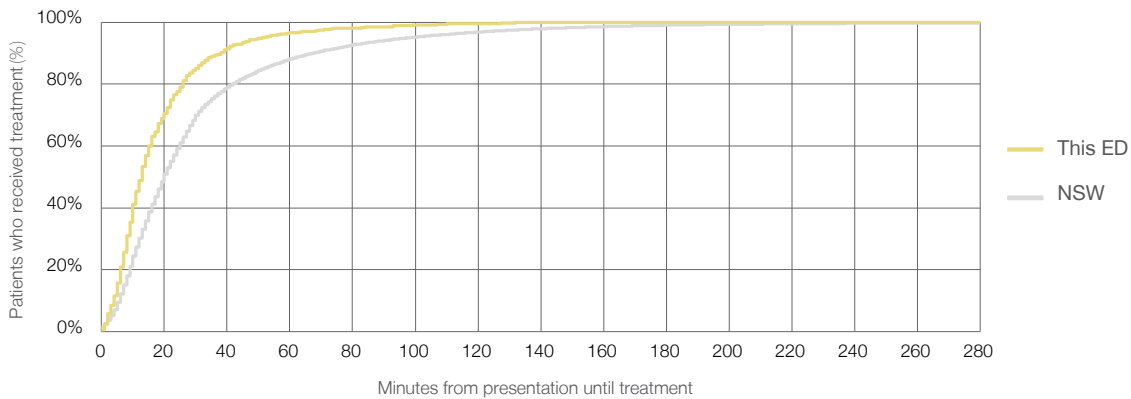
Number of triage 3 patients used to calculate waiting time:³ 1,182

Median time to start treatment⁴ 13 minutes

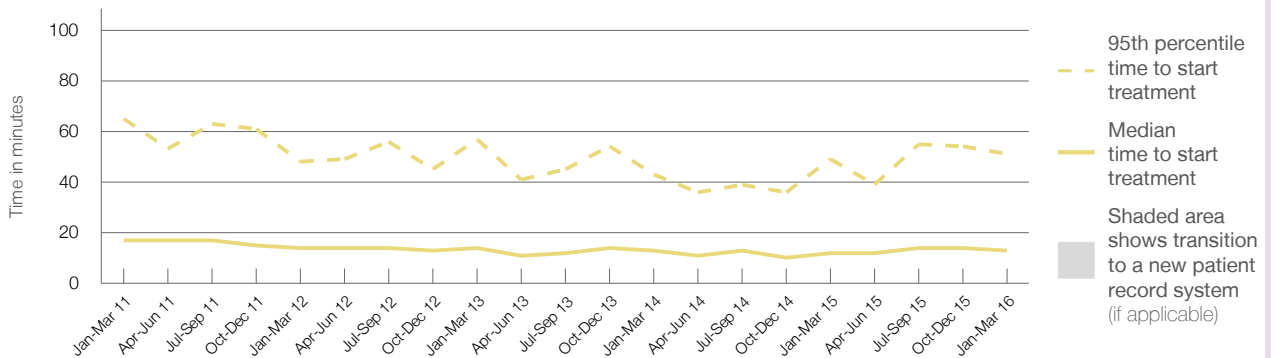
95th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,142	1,133
12 minutes	20 minutes
49 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	17	14	14	13	12	13
95th percentile time to start treatment ⁵ (minutes)	65	48	57	43	49	51

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Murwillumbah District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,167

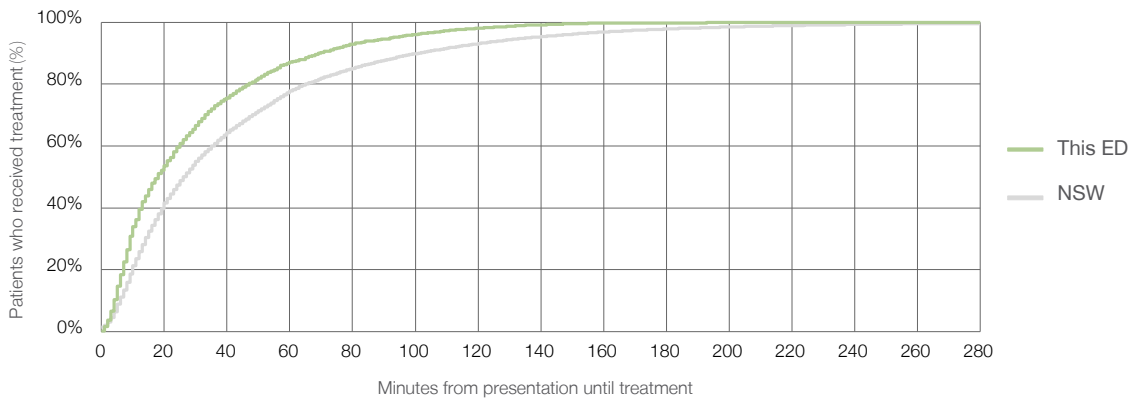
Number of triage 4 patients used to calculate waiting time:³ 2,088

Median time to start treatment⁴ 18 minutes

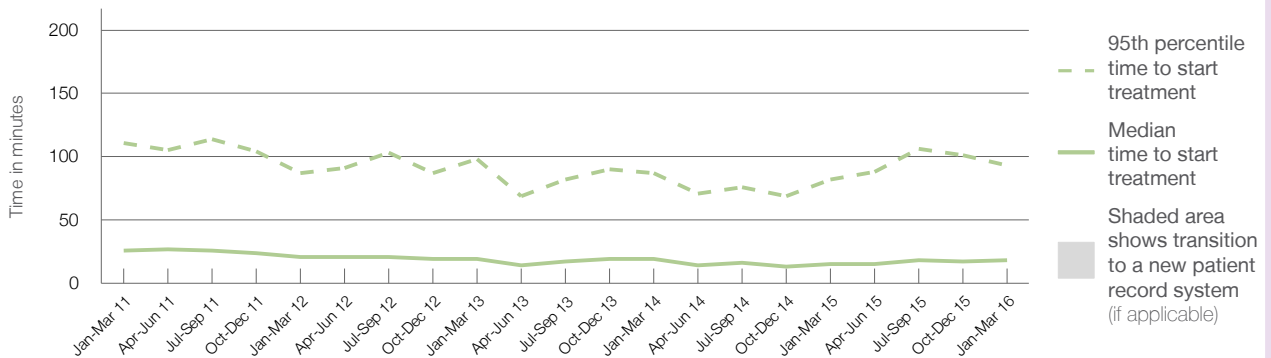
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,085	2,030
15 minutes	26 minutes
82 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	21	19	19	15	18
95th percentile time to start treatment ⁵ (minutes)	111	87	98	87	82	93

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Murwillumbah District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 367

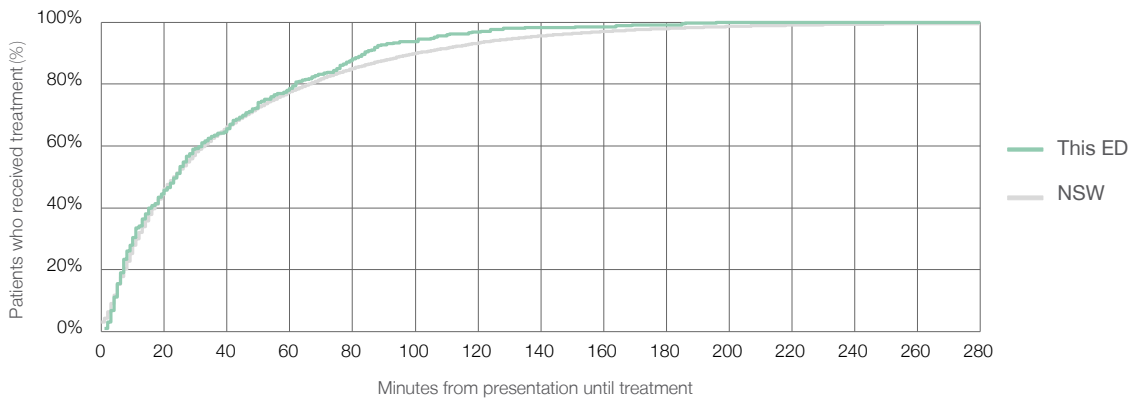
Number of triage 5 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 24 minutes

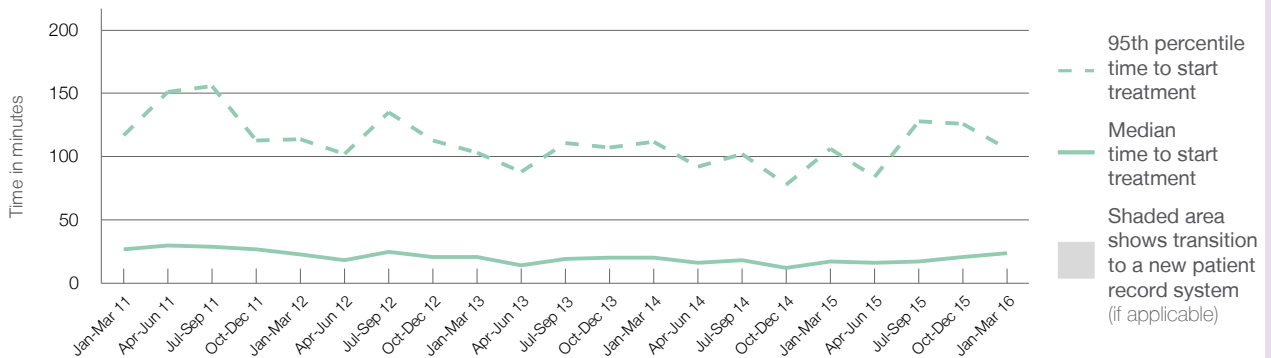
95th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	326	303
Median time to start treatment ⁴	17 minutes	23 minutes
95th percentile time to start treatment ⁵	106 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	27	23	21	20	17	24
95th percentile time to start treatment ⁵ (minutes)	117	114	103	112	106	106

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Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,506 patients

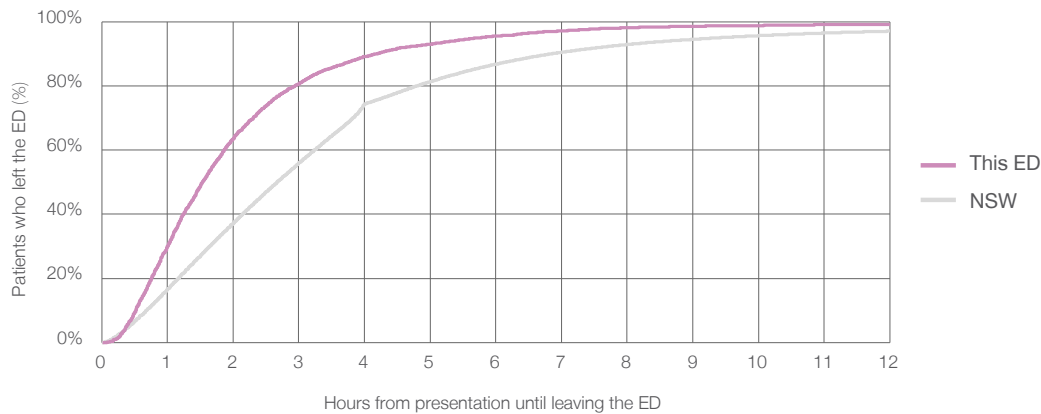
Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Median time to leaving the ED⁸ 1 hours and 32 minutes

95th percentile time to leaving the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,192	4,187
1 hours and 18 minutes	2 hours and 40 minutes
5 hours and 11 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 16m	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 3m	4h 30m	4h 28m	5h 13m	5h 11m	5h 45m

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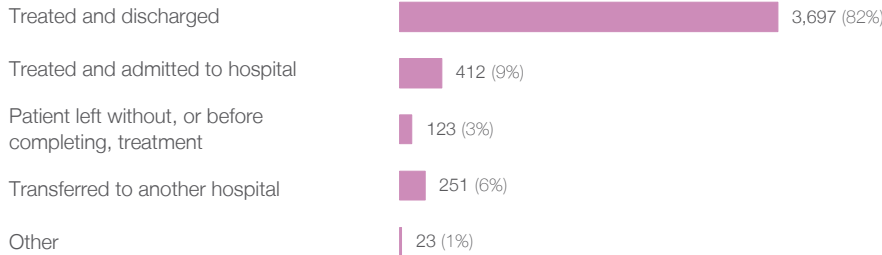
Murwillumbah District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

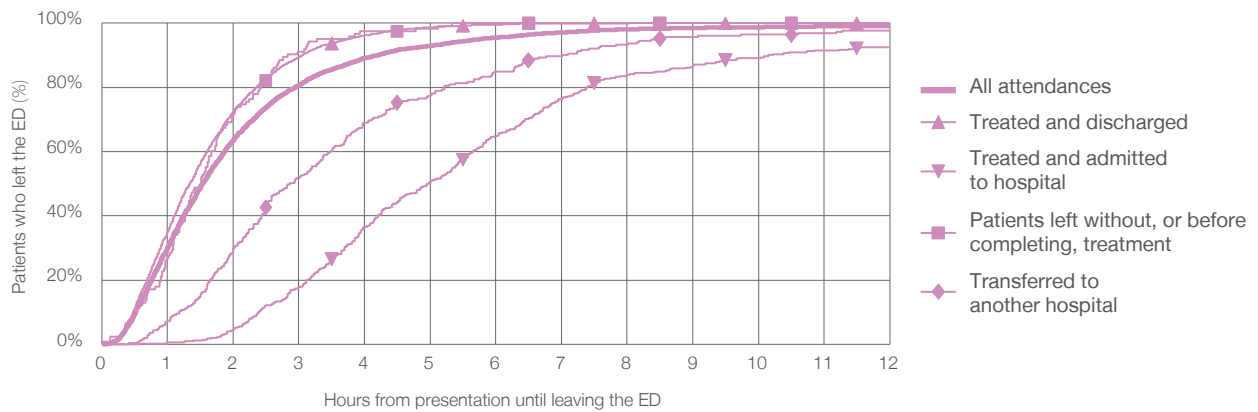
All attendances:¹ 4,506 patients

Attendances used to calculate time to leaving the ED:⁶ 4,495 patients



	Same period last year	Change since one year ago
	4,187	7%
Treated and discharged	3,454	7%
Treated and admitted to hospital	394	5%
Patient left without, or before completing, treatment	92	34%
Transferred to another hospital	244	3%
Other	8	188%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	35%	72%	89%	96%	100%	100%	100%	100%
Treated and admitted to hospital	0%	5%	18%	36%	65%	84%	89%	92%
Patient left without, or before completing, treatment	27%	72%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	7%	30%	52%	69%	85%	93%	96%	98%
All attendances	30%	64%	81%	89%	96%	98%	99%	99%

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Murwillumbah District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 4,506 patients

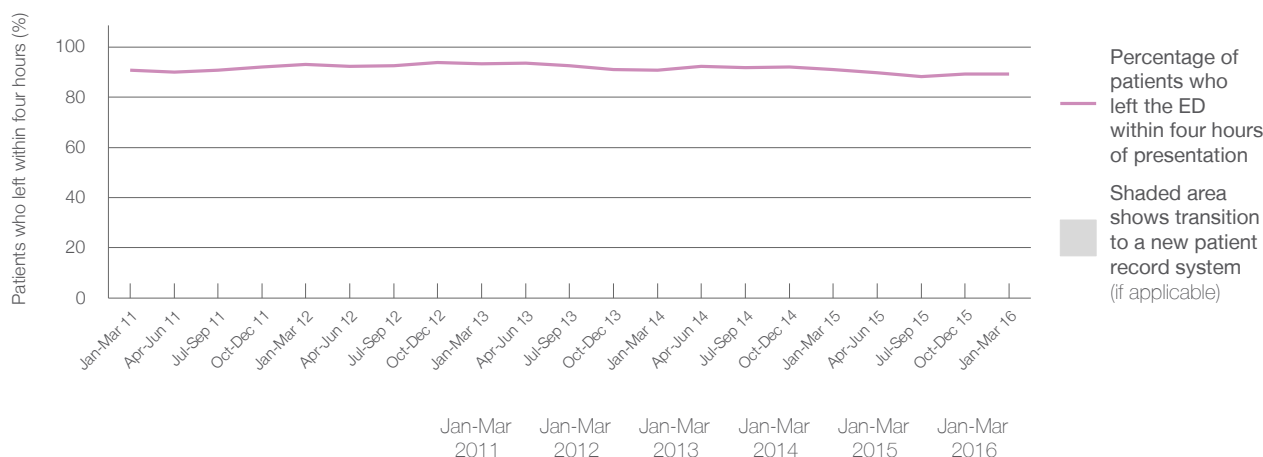
Attendances used to calculate time to leaving the ED: ⁶ 4,495 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,192	7%
4,187	7%
91%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	91%	93%	93%	91%	91%	89%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).