

Muswellbrook District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,465 patients
Emergency attendances:² 2,330 patients

Same period last year	Change since one year ago
2,103	17%
1,999	17%

Muswellbrook District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 130 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 527 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,255 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 418 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
126	
5 minutes	8 minutes
27 minutes	35 minutes
493	
16 minutes	20 minutes
96 minutes	99 minutes
1,073	
27 minutes	26 minutes
113 minutes	137 minutes
307	
22 minutes	23 minutes
105 minutes	135 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,465 patients

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

Same period last year	Change since one year ago
2,103	17%
86%	

* 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.

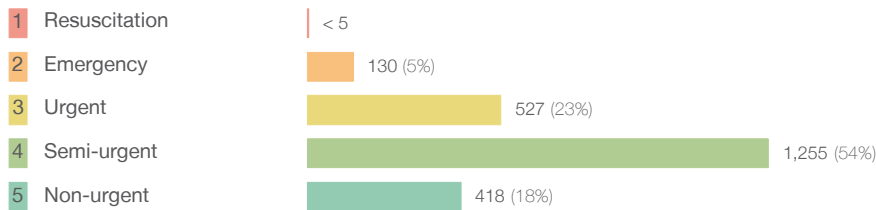
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

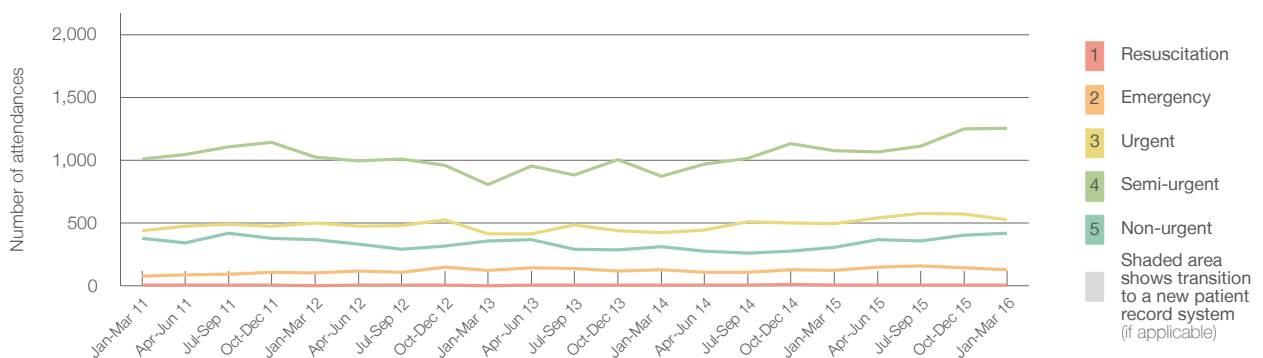
All attendances:¹ 2,465 patients

Emergency attendances² by triage category: 2,330 patients



Same period last year	Change since one year ago
2,103	17%
1,999	17%
< 5	*
126	2%
493	7%
1,073	17%
307	36%

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	< 5	< 5
Emergency	77	101	121	129	126	130
Urgent	436	501	415	423	493	527
Semi-urgent	1,010	1,025	807	871	1,073	1,255
Non-urgent	379	367	358	308	307	418
All emergency attendances	1,902	1,994	1,701	1,731	1,999	2,330

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

Arrivals used to calculate transfer of care time:⁷ 409 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
149 **	
14 minutes	-6 minutes
92 minutes	-66 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.

(§) 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.

Muswellbrook 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: 130

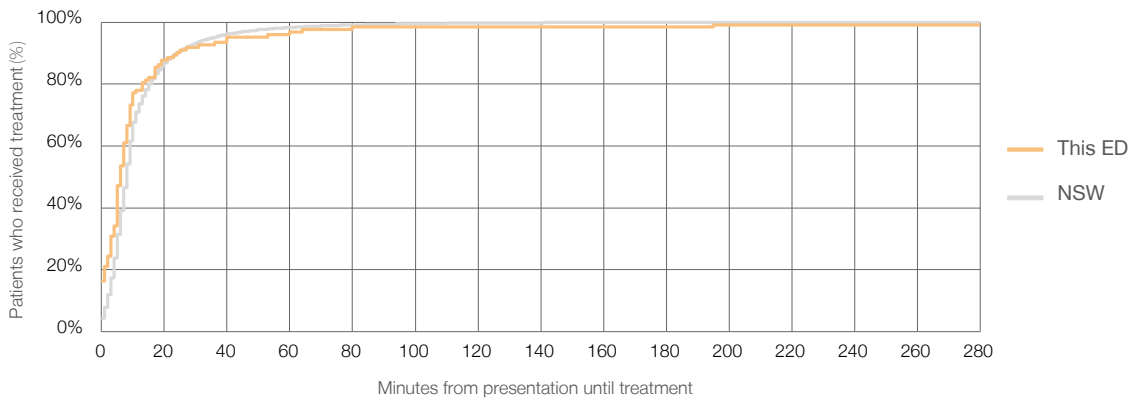
Number of triage 2 patients used to calculate waiting time:³ 123

Median time to start treatment⁴ 6 minutes

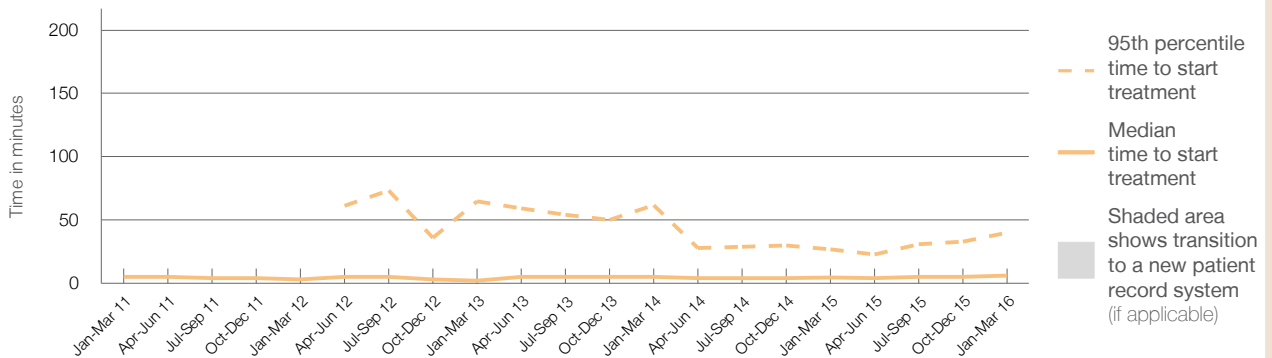
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
126	122
5 minutes	8 minutes
27 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	3	2	5	5	6
95th percentile time to start treatment ⁵ (minutes)	*	*	65	62	27	40

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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.

Muswellbrook 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: 527

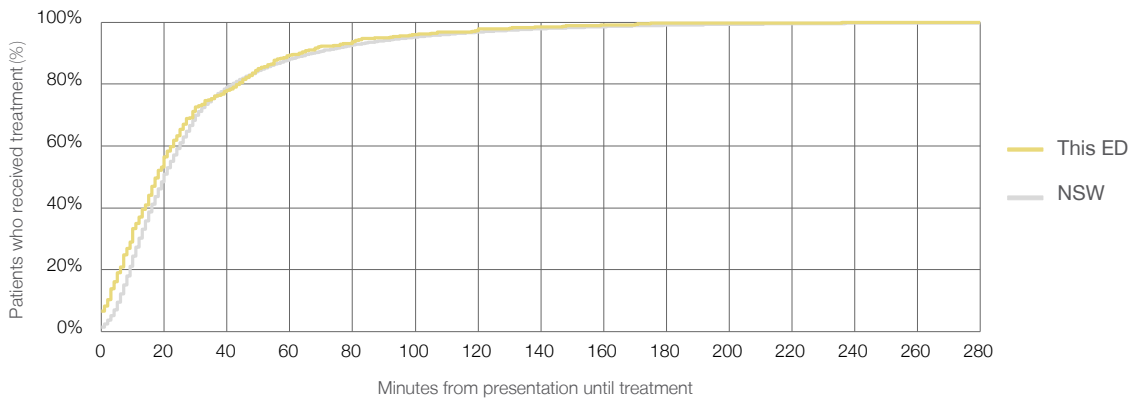
Number of triage 3 patients used to calculate waiting time:³ 493

Median time to start treatment⁴ 18 minutes

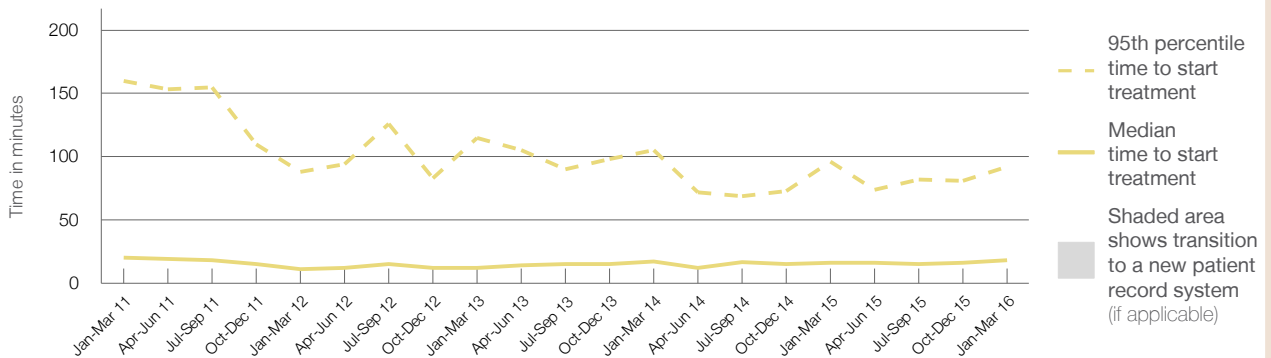
95th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
493	
468	
16 minutes	20 minutes
96 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)	20	11	12	17	16	18
95th percentile time to start treatment ⁵ (minutes)	160	88	115	105	96	92

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Muswellbrook 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: 1,255

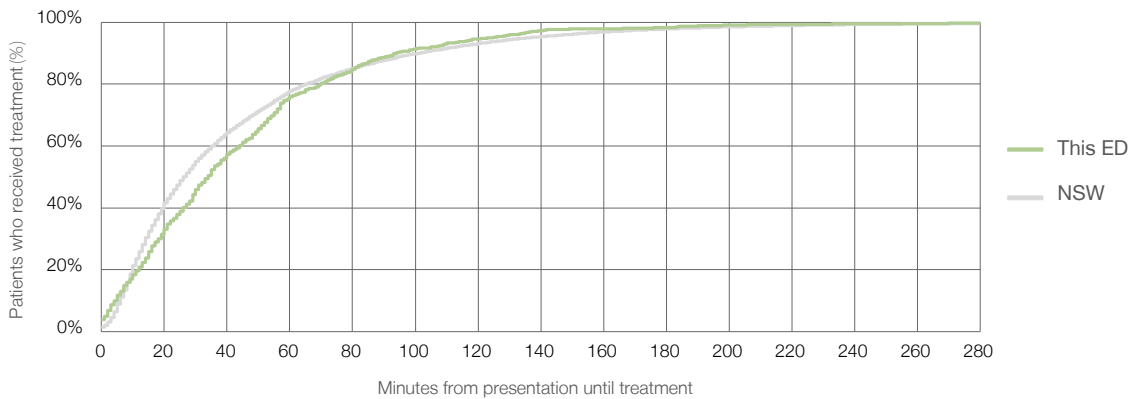
Number of triage 4 patients used to calculate waiting time:³ 1,149

Median time to start treatment⁴ 34 minutes

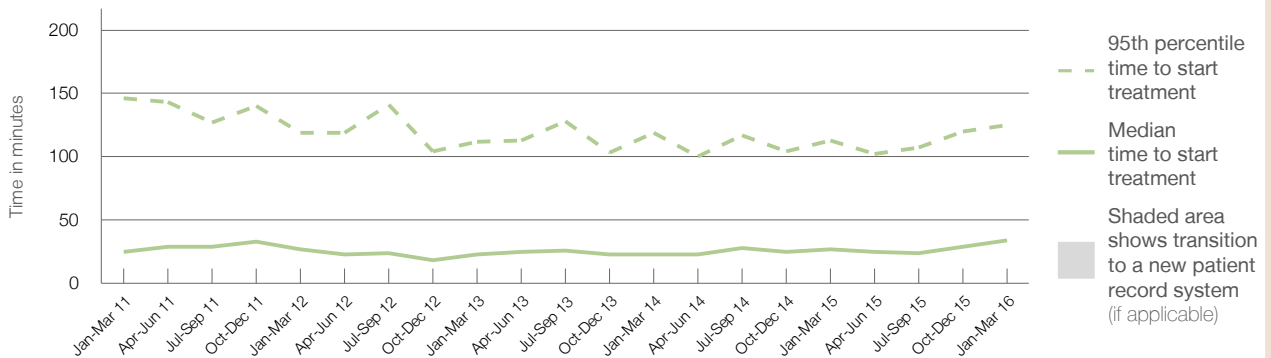
95th percentile time to start treatment⁵ 125 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,073	957
Median time to start treatment ⁴	27 minutes	26 minutes
95th percentile time to start treatment ⁵	113 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)	25	27	23	23	27	34
95th percentile time to start treatment ⁵ (minutes)	146	119	112	119	113	125

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Muswellbrook 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: 418

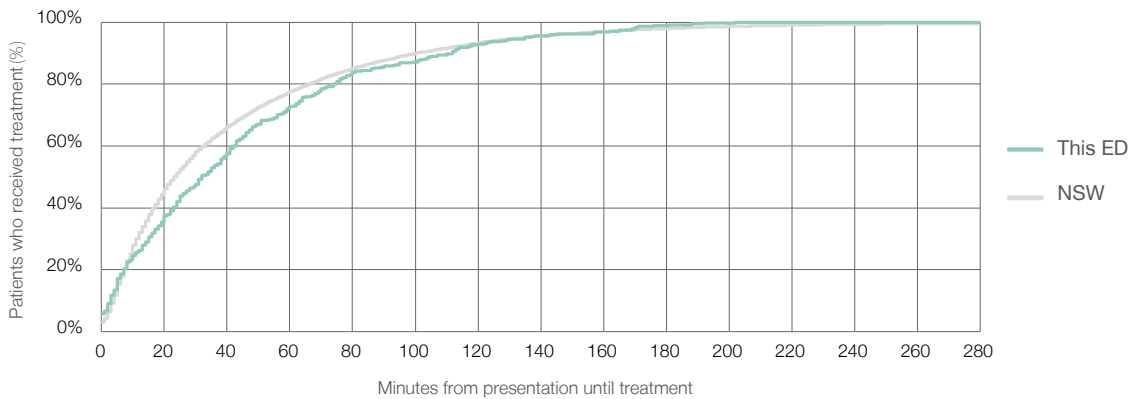
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 32 minutes

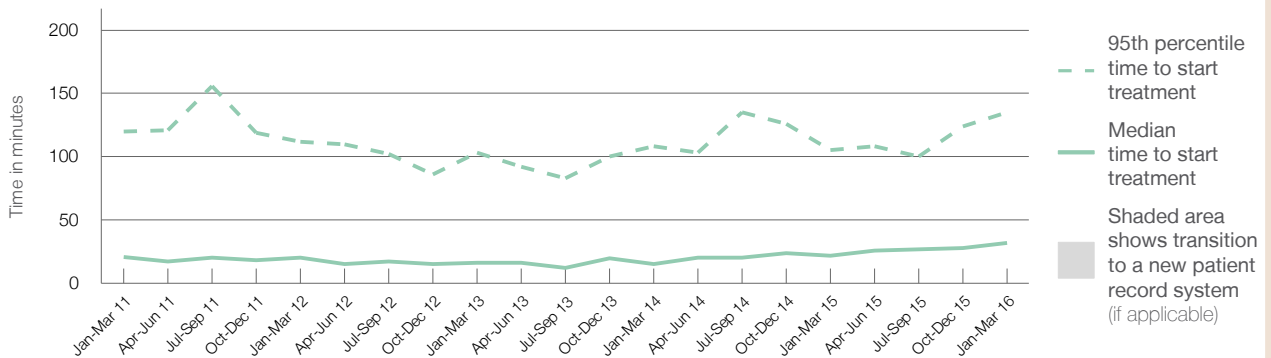
95th percentile time to start treatment⁵ 135 minutes

	Same period last year	NSW (this period)
	307	
	258	
	22 minutes	23 minutes
	105 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)	21	20	16	15	22	32
95th percentile time to start treatment ⁵ (minutes)	120	112	103	108	105	135

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Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,465 patients

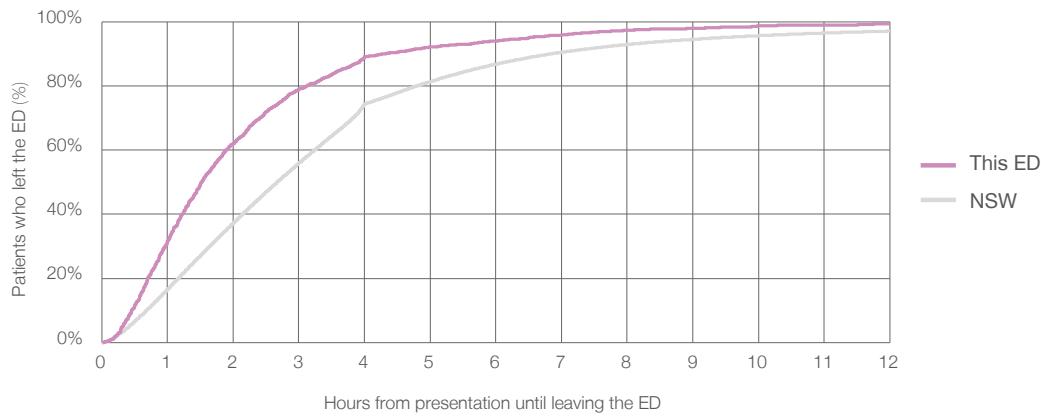
Attendances used to calculate time to leaving the ED:⁶ 2,465 patients

Median time to leaving the ED⁸ 1 hours and 31 minutes

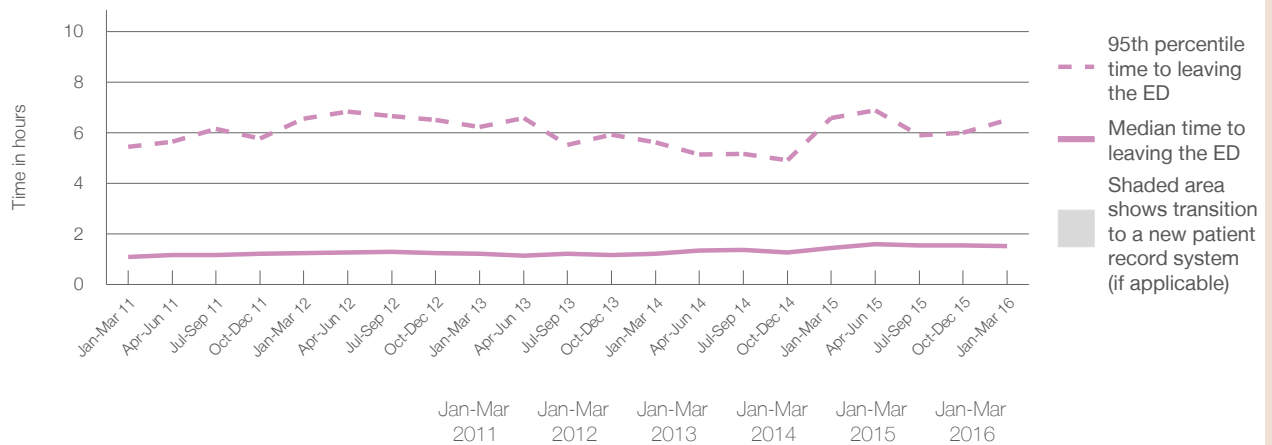
95th percentile time to leaving the ED⁹ 6 hours and 30 minutes

Same period last year	NSW (this period)
2,103	2,103
1 hours and 27 minutes	2 hours and 40 minutes
6 hours and 35 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^{††}



Median time to leaving the ED ⁸ (hours, minutes)	1h 7m	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 27m	6h 33m	6h 14m	5h 37m	6h 35m	6h 30m

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Muswellbrook District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

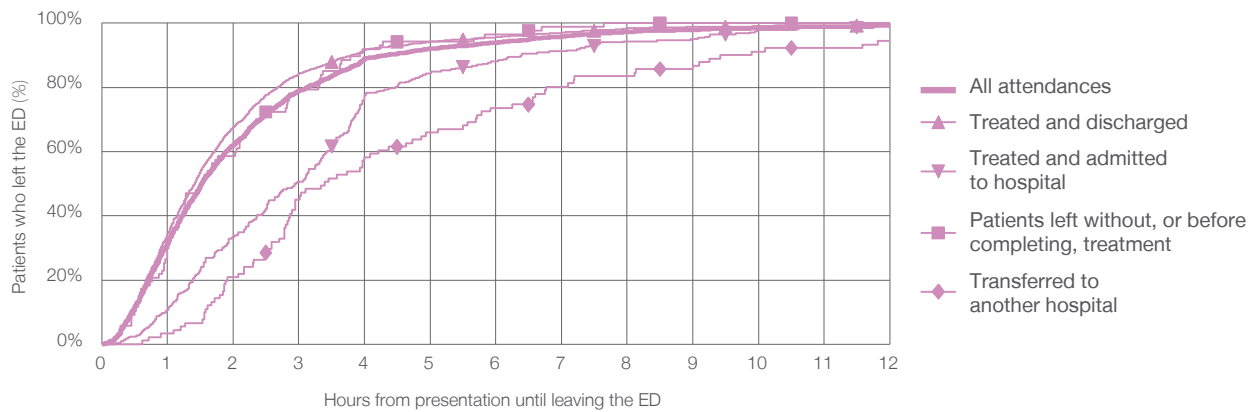
All attendances:¹ 2,465 patients

Attendances used to calculate time to leaving the ED:⁶ 2,465 patients

Treated and discharged	1,880 (76%)
Treated and admitted to hospital	286 (12%)
Patient left without, or before completing, treatment	87 (4%)
Transferred to another hospital	91 (4%)
Other	121 (5%)

	Same period last year	Change since one year ago
	2,103	17%
	1,542	22%
	273	5%
	89	-2%
	110	-17%
	89	36%

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	34%	68%	84%	92%	96%	98%	99%	100%
Treated and admitted to hospital	11%	34%	51%	78%	88%	94%	98%	99%
Patient left without, or before completing, treatment	30%	59%	79%	92%	97%	100%	100%	100%
Transferred to another hospital	3%	21%	45%	58%	74%	84%	91%	95%
All attendances	32%	62%	79%	89%	94%	97%	99%	99%

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Muswellbrook 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 2,465 patients

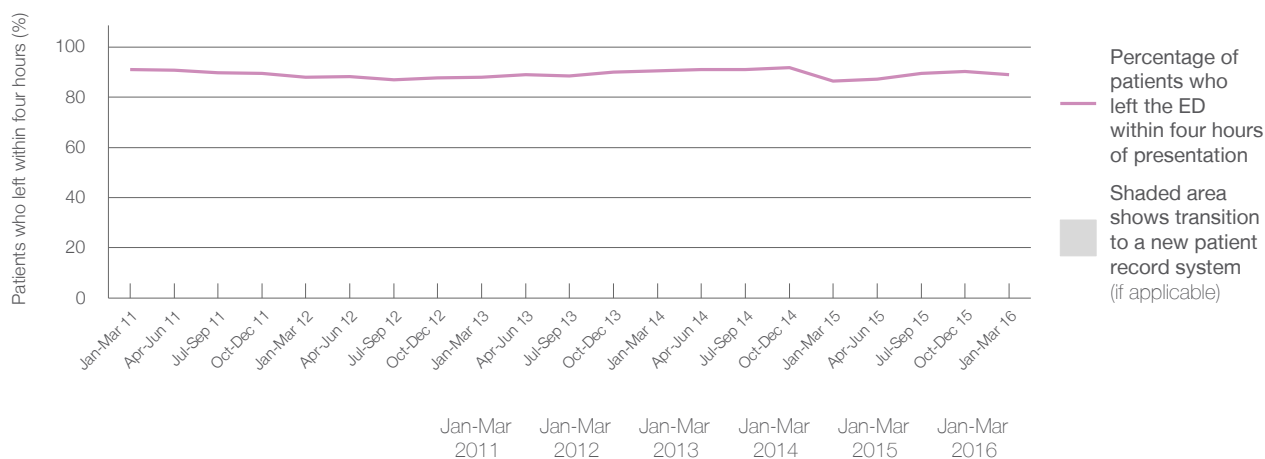
Attendances used to calculate time to leaving the ED: ⁶ 2,465 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,103	17%
Attendances used to calculate time to leaving the ED	2,103	17%
Percentage of patients who left the ED within four hours	86%	

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%	88%	88%	90%	86%	89%
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- 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).