

## Muswellbrook District Hospital: Emergency department (ED) overview July to September 2017

All presentations:<sup>1</sup> 2,606 patients  
Emergency presentations:<sup>2</sup> 2,485 patients

Same period last year	Change since one year ago
2,378	9.6%
2,245	10.7%

## Muswellbrook District Hospital: Time patients waited to start treatment<sup>3</sup> July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 183 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 645 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,175 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

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

Median time to start treatment<sup>4</sup> 37 minutes  
90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
100	
4 minutes	9 minutes
*	29 minutes
542	
19 minutes	23 minutes
69 minutes	83 minutes
1,242	
32 minutes	30 minutes
92 minutes	121 minutes
356	
28 minutes	26 minutes
92 minutes	118 minutes

## Muswellbrook District Hospital: Time from presentation until leaving the ED July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

Percentage of patients who spent four hours or less in the ED 87.6%

Same period last year	Change since one year ago
2,378	9.6%
90.2%	

\* 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.

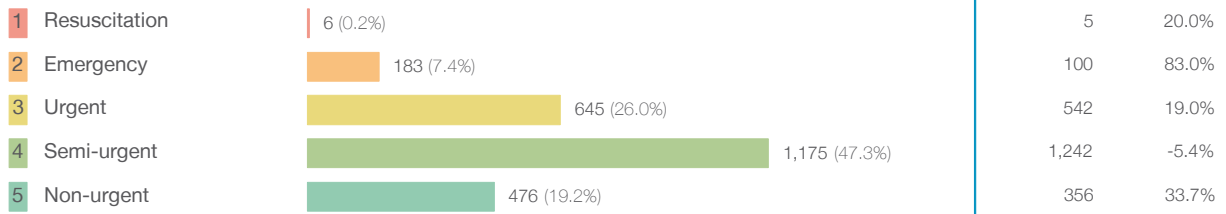
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

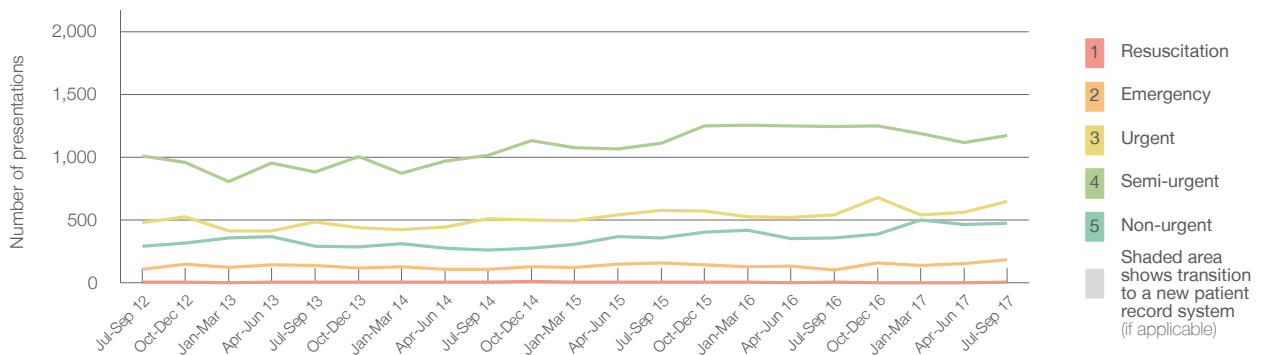
All presentations:<sup>1</sup> 2,606 patients

Emergency presentations<sup>2</sup> by triage category: 2,485 patients



Same period last year	Change since one year ago
2,378	9.6%
2,245	10.7%
5	20.0%
100	83.0%
542	19.0%
1,242	-5.4%
356	33.7%

Emergency presentations<sup>2</sup> 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	< 5	< 5	< 5	< 5	5	6
Emergency	107	139	110	157	100	183
Urgent	479	486	510	578	542	645
Semi-urgent	1,007	884	1,015	1,113	1,242	1,175
Non-urgent	290	289	257	357	356	476
All emergency presentations	1,883	1,798	1,892	2,205	2,245	2,485

## Muswellbrook District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 395 patients

ED Transfer of care time



Same period last year	Change since one year ago
379	
8 minutes	-1 minute
20 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 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: 183

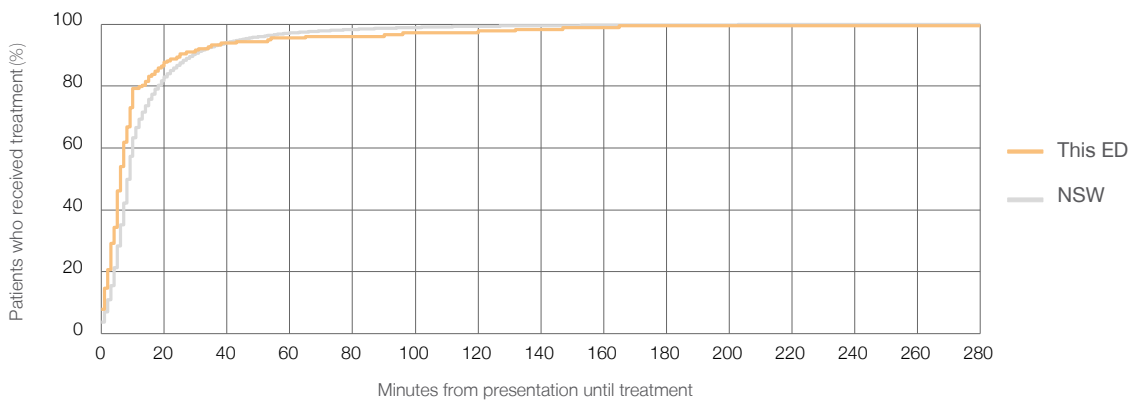
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 178

Median time to start treatment<sup>4</sup>  6 minutes

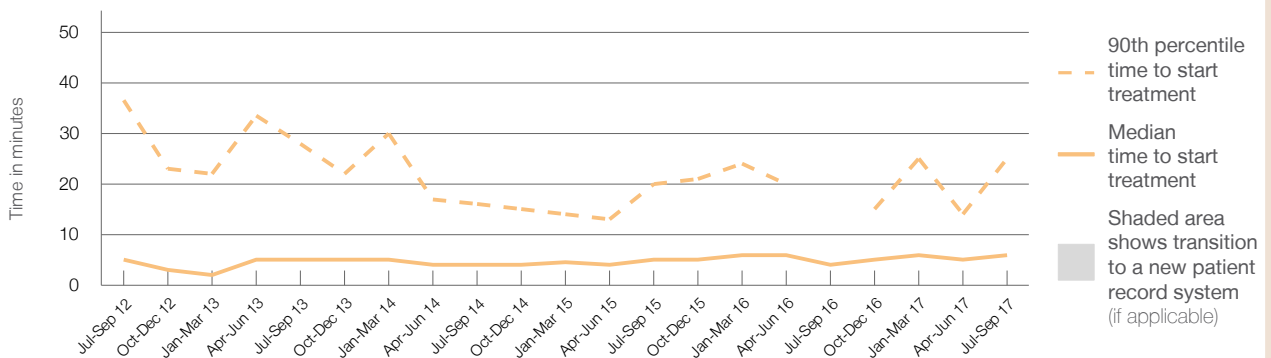
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
100	98
4 minutes	9 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	4	5	4	6
90th percentile time to start treatment <sup>5</sup> (minutes)	37	28	16	20	*	25

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## Muswellbrook 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: 645

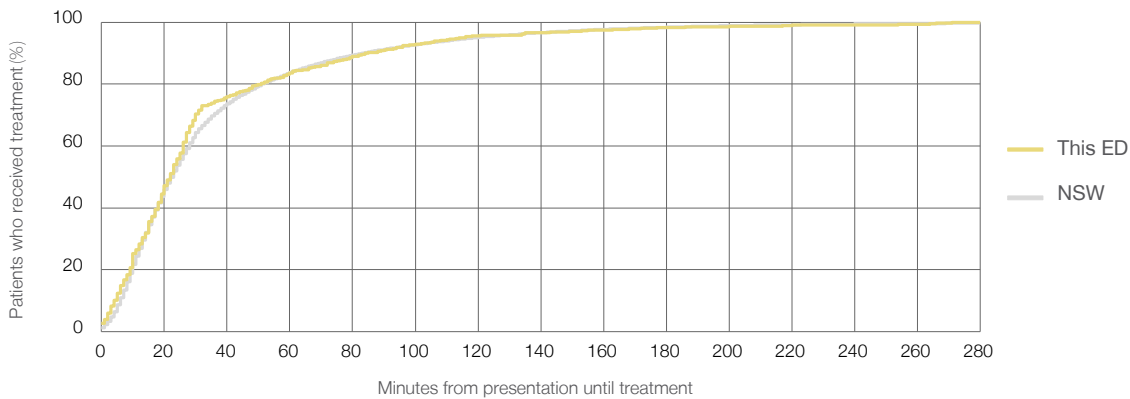
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 606

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

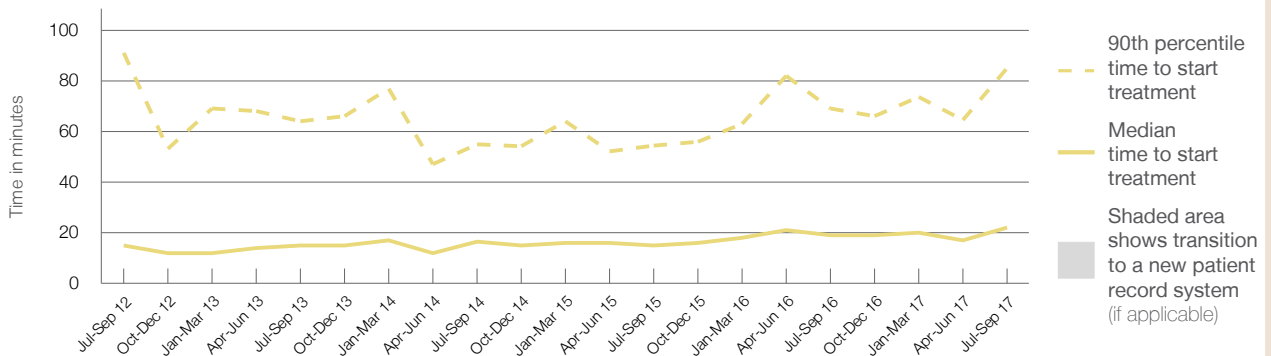
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
542	
507	
19 minutes	23 minutes
69 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	15	15	17	15	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	91	64	55	55	69	85

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## Muswellbrook 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: 1,175

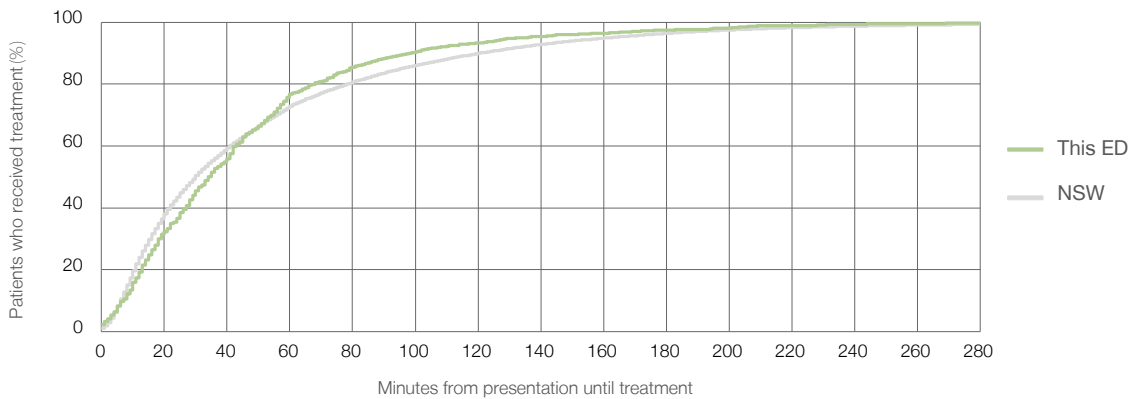
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,081

Median time to start treatment<sup>4</sup> 34 minutes

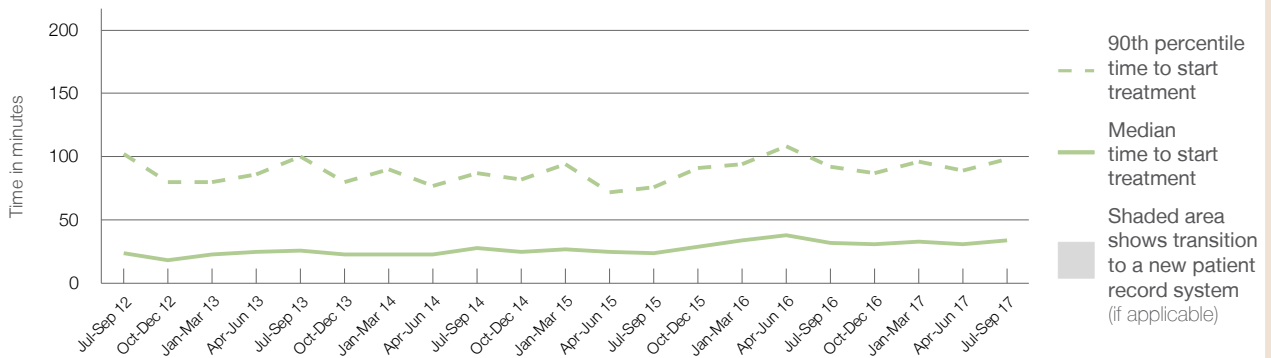
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,242	1,111
32 minutes	30 minutes
92 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	26	28	24	32	34
90th percentile time to start treatment <sup>5</sup> (minutes)	102	100	87	76	92	98

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## Muswellbrook 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: 476

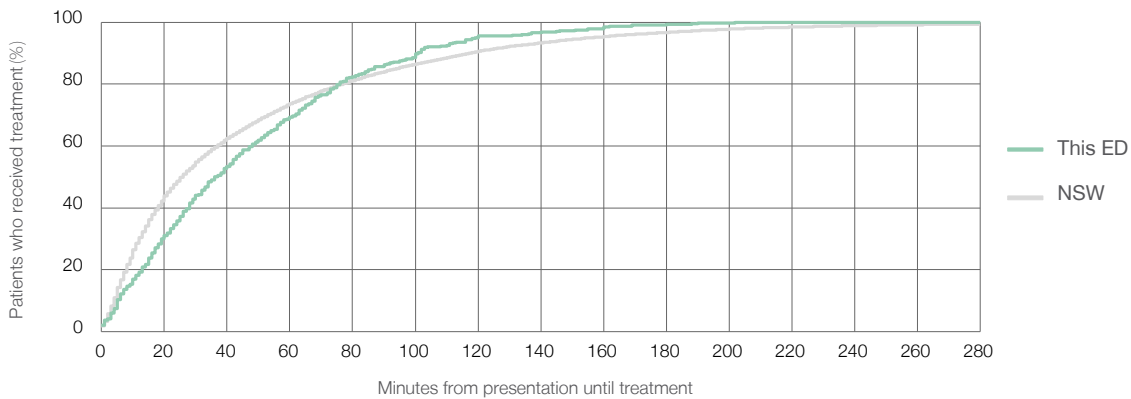
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 402

Median time to start treatment<sup>4</sup>  37 minutes

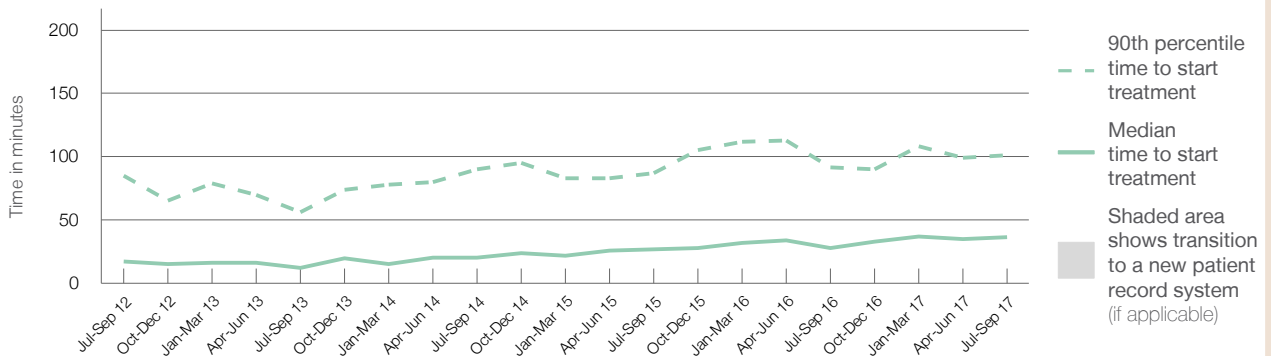
90th percentile time to start treatment<sup>5</sup>  101 minutes

Same period last year	NSW (this period)
356	310
28 minutes	26 minutes
92 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	12	20	27	28	37
90th percentile time to start treatment <sup>5</sup> (minutes)	85	56	90	87	92	101

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## Muswellbrook District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,606 patients

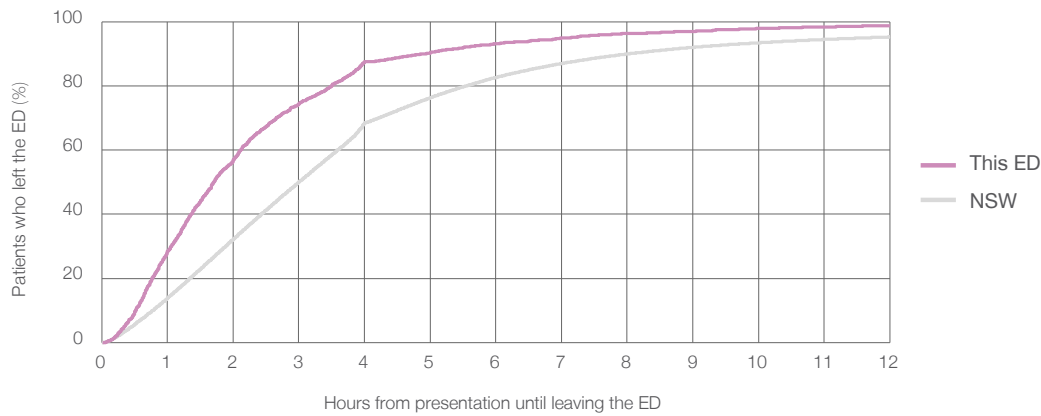
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

Median time spent in the ED<sup>8</sup> 1 hours and 42 minutes

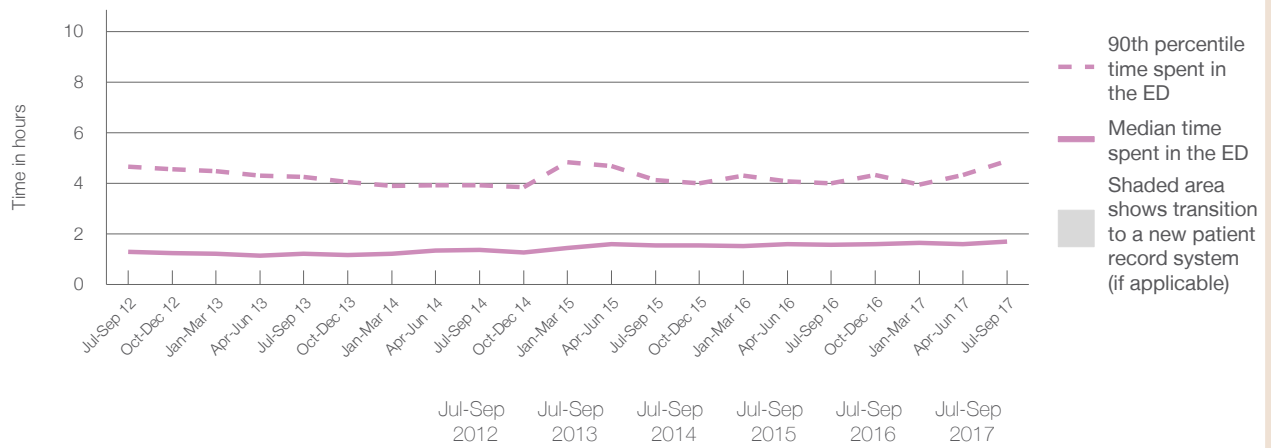
90th percentile time spent in the ED<sup>9</sup> 4 hours and 54 minutes

Same period last year	NSW (this period)
2,378	2,378
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 0 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m	1h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 40m	4h 15m	3h 56m	4h 8m	4h 0m	4h 54m

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

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## Muswellbrook District Hospital: Time patients spent in the ED By mode of separation July to September 2017

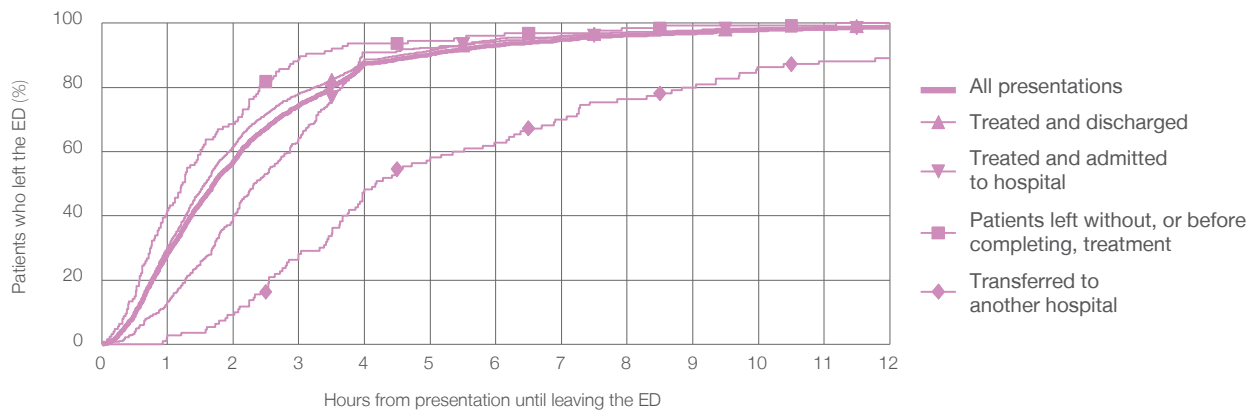
All presentations:<sup>1</sup> 2,606 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

Treated and discharged	1,880 (72.1%)
Treated and admitted to hospital	404 (15.5%)
Patient left without, or before completing, treatment	127 (4.9%)
Transferred to another hospital	110 (4.2%)
Other	85 (3.3%)

Same period last year	Change since one year ago
2,378	9.6%
1,754	7.2%
300	34.7%
125	1.6%
82	34.1%
117	-27.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<sup>†‡</sup>



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

Treated and discharged	30.4%	61.6%	78.0%	88.7%	94.3%	97.2%	98.4%	99.2%
Treated and admitted to hospital	13.1%	40.1%	64.1%	90.8%	95.0%	96.3%	98.5%	98.5%
Patient left without, or before completing, treatment	41.7%	68.5%	89.0%	93.7%	96.1%	98.4%	99.2%	100%
Transferred to another hospital	2.7%	9.1%	28.2%	48.2%	62.7%	76.4%	86.4%	89.1%
All presentations	28.4%	57.0%	74.4%	87.6%	93.2%	96.3%	97.9%	98.7%

(†) 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 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:<sup>1</sup> 2,606 patients

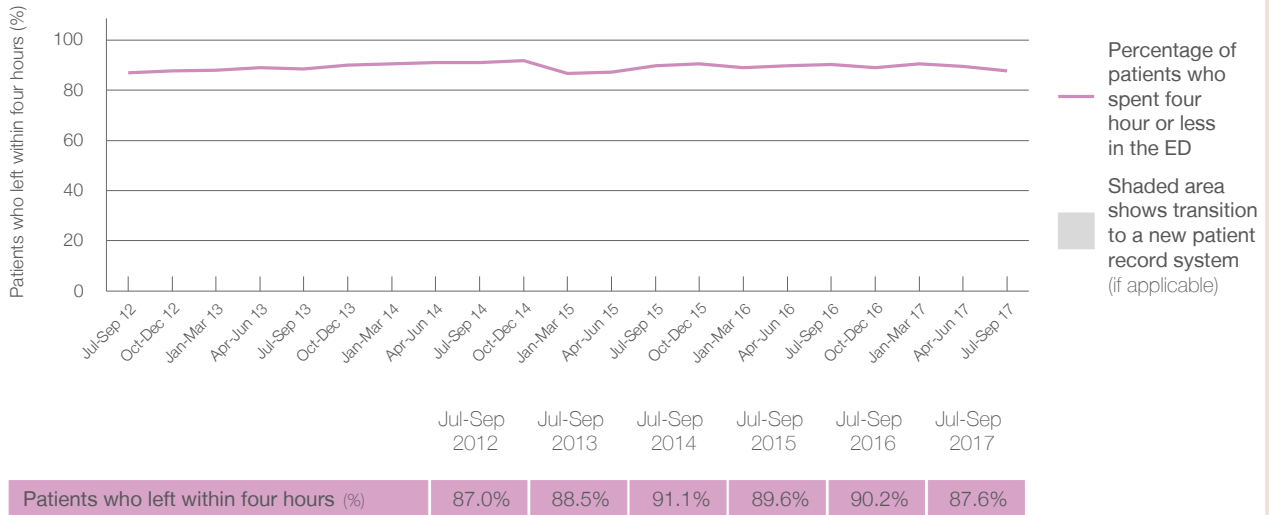
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

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: <sup>1</sup>	2,378	9.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,378	9.6%
Percentage of patients who spent four hours or less in the ED	90.2%	

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



Patients who left within four hours (%)	87.0%	88.5%	91.1%	89.6%	90.2%	87.6%
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\* 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*.

- 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).