

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Muswellbrook District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 2,623 patients  
 Emergency presentations:<sup>2</sup> 2,475 patients

Same period last year	Change since one year ago
2,492	5.3%
2,365	4.7%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 160 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 680 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,248 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 387 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
146	
5 minutes	8 minutes
21 minutes	26 minutes
572	
16 minutes	20 minutes
56 minutes	67 minutes
1,247	
29 minutes	25 minutes
91 minutes	97 minutes
400	
28 minutes	24 minutes
105 minutes	103 minutes

## Muswellbrook District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,623 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
2,492	5.3%
90.4%	

\* 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 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.

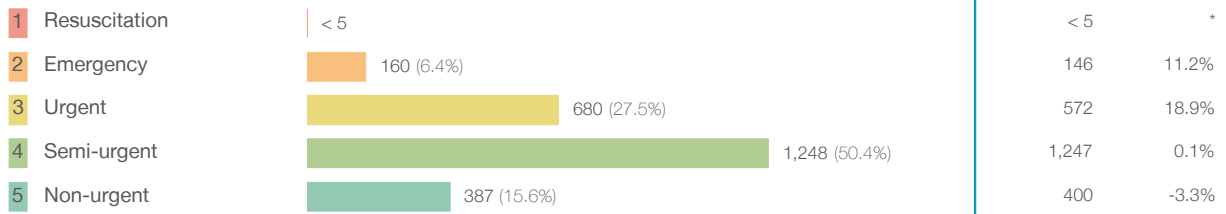
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

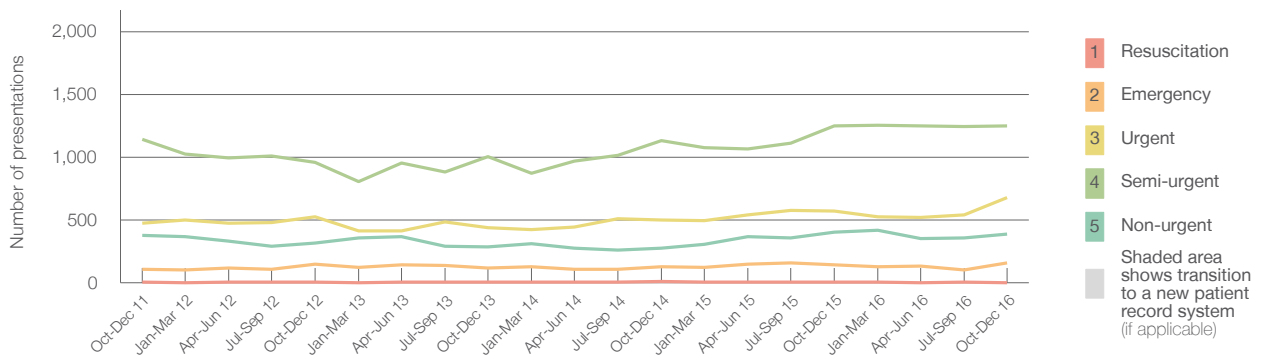
## Muswellbrook District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:<sup>1</sup> 2,623 patients

Emergency presentations<sup>2</sup> by triage category: 2,475 patients



Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	5	5	7	< 5	< 5
Emergency	111	146	119	129	146	160
Urgent	472	524	438	498	572	680
Semi-urgent	1,142	960	1,005	1,131	1,247	1,248
Non-urgent	376	317	287	276	400	387
<b>All emergency presentations</b>	<b>2,101</b>	<b>1,952</b>	<b>1,854</b>	<b>2,041</b>	<b>2,365</b>	<b>2,475</b>

## Muswellbrook District Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 400 patients

ED Transfer of care time



(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Muswellbrook District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 160

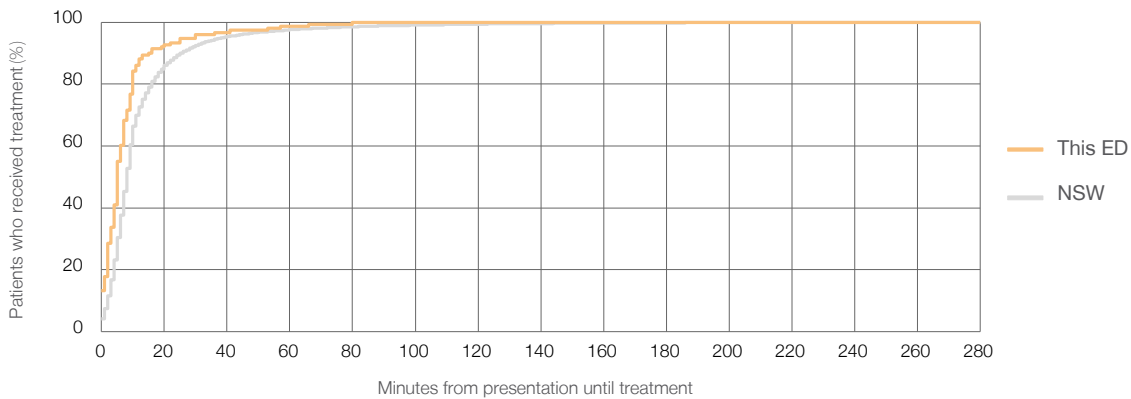
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 151

Median time to start treatment<sup>4</sup> ■ 5 minutes

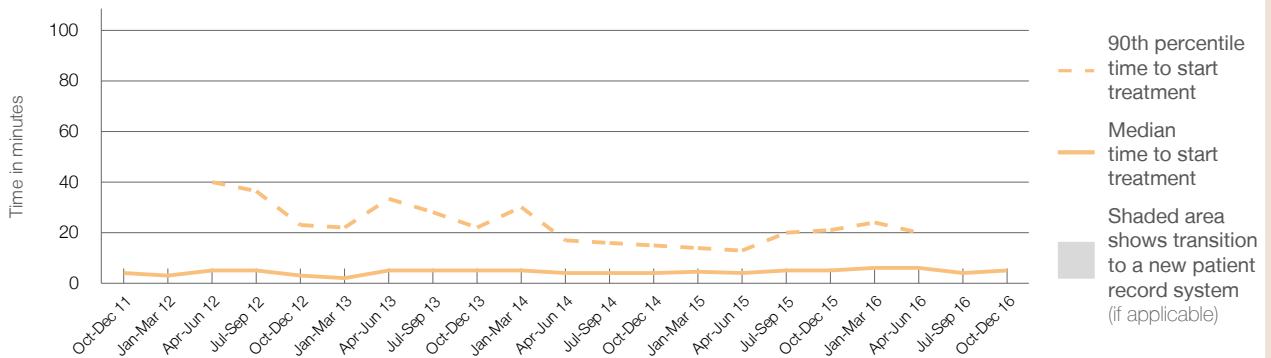
90th percentile time to start treatment<sup>5</sup> ■ 15 minutes

Same period last year	NSW (this period)
146	135
5 minutes	8 minutes
21 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	4	3	5	4	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	51	23	22	15	21	15

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## Muswellbrook District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 680

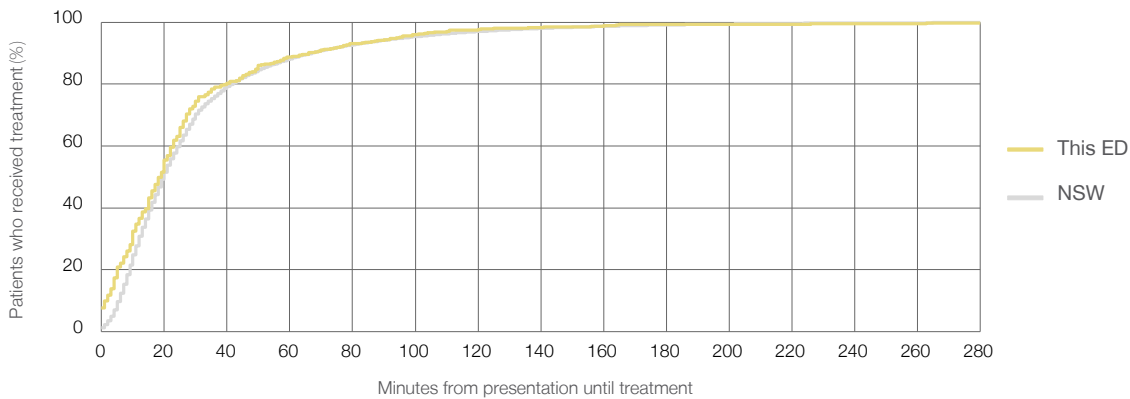
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 646

Median time to start treatment<sup>4</sup> 19 minutes

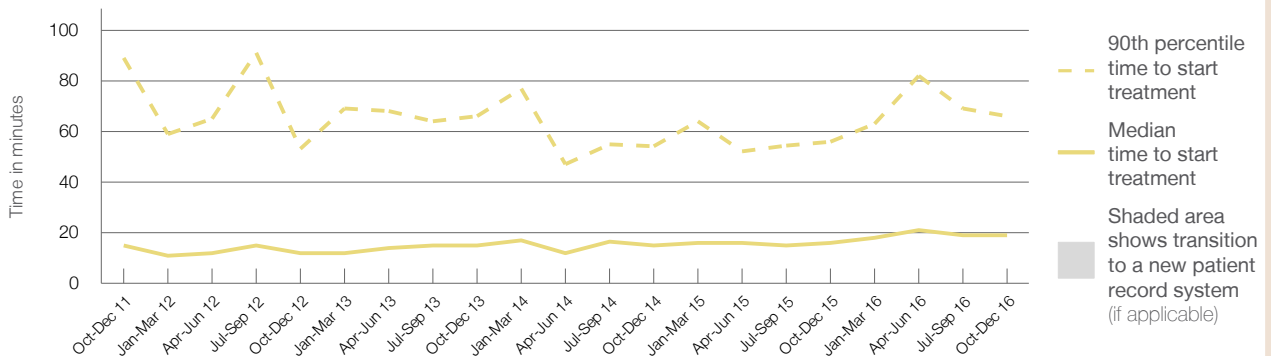
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
572	
540	
16 minutes	20 minutes
56 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	15	12	15	15	16	19
90th percentile time to start treatment <sup>5</sup> (minutes)	89	53	66	54	56	66

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Muswellbrook District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,248

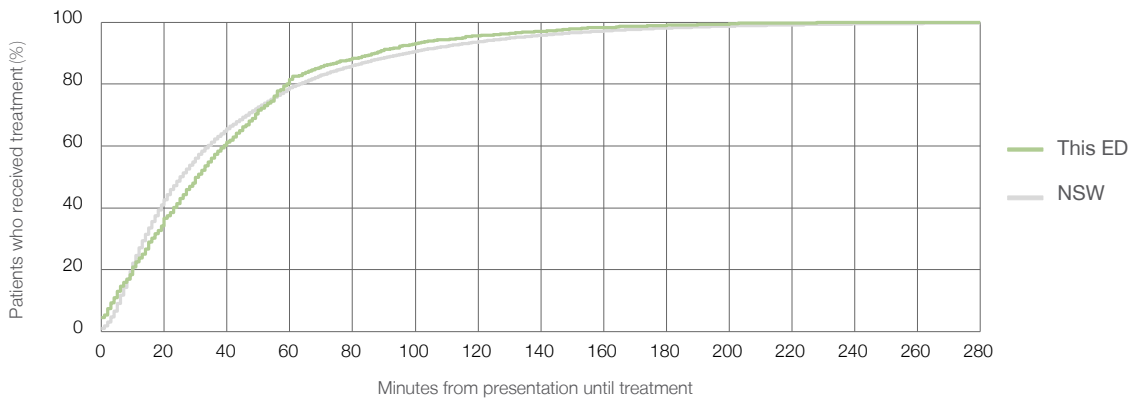
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,157

Median time to start treatment<sup>4</sup> 31 minutes

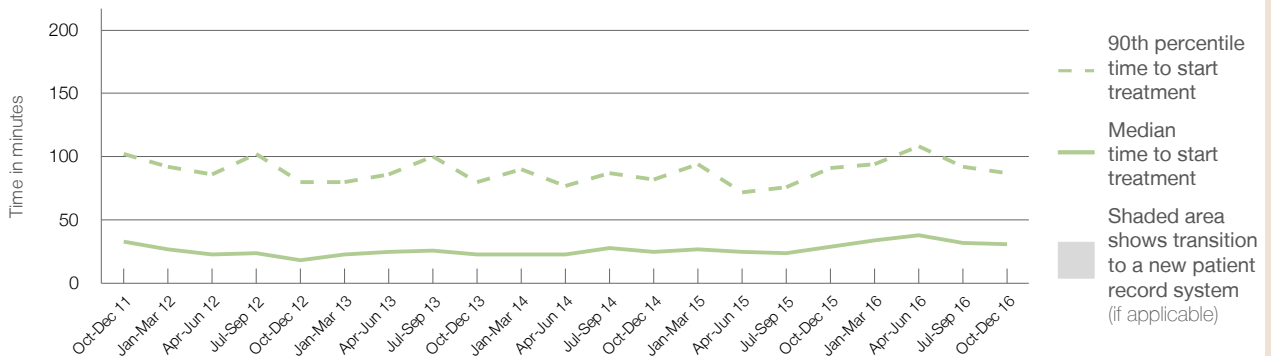
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
1,247	1,150
29 minutes	25 minutes
91 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	33	18	23	25	29	31
90th percentile time to start treatment <sup>5</sup> (minutes)	102	80	80	82	91	87

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## Muswellbrook District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 387

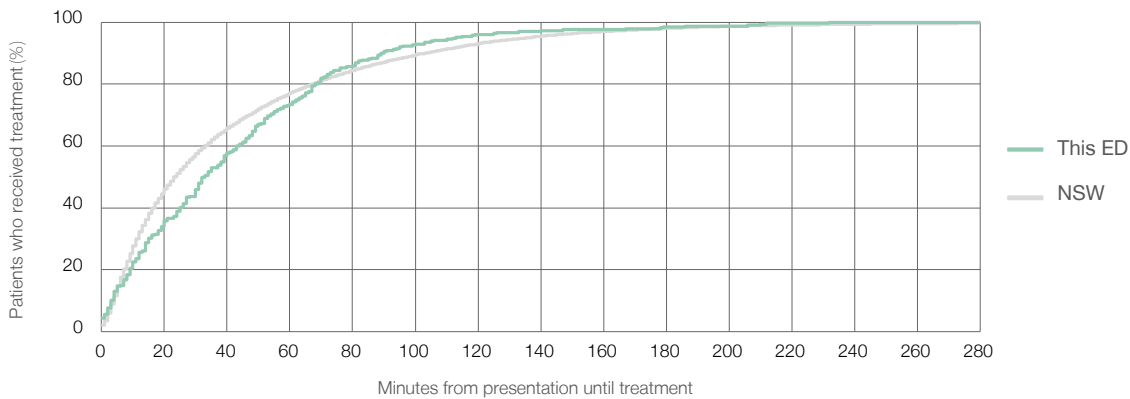
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 327

Median time to start treatment<sup>4</sup> 33 minutes

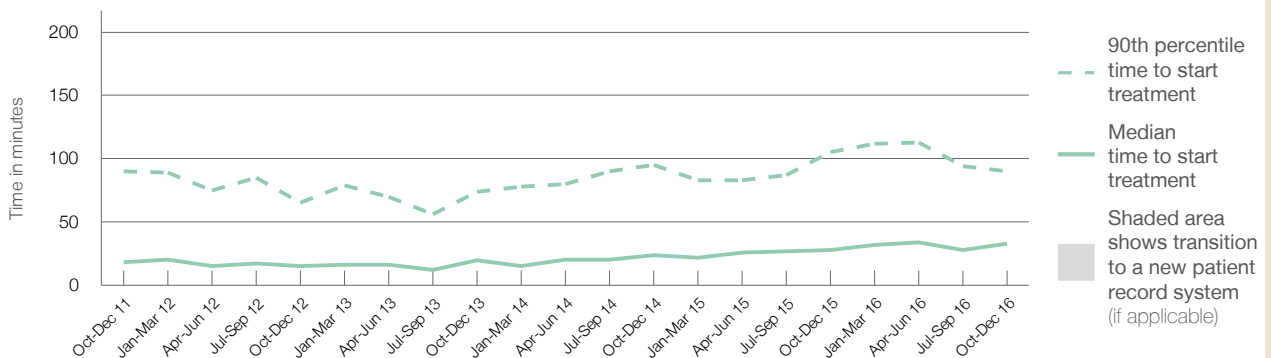
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
400	
366	
28 minutes	24 minutes
105 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	18	15	20	24	28	33
90th percentile time to start treatment <sup>5</sup> (minutes)	90	66	74	95	105	90

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

October to December 2016

All presentations:<sup>1</sup> 2,623 patients

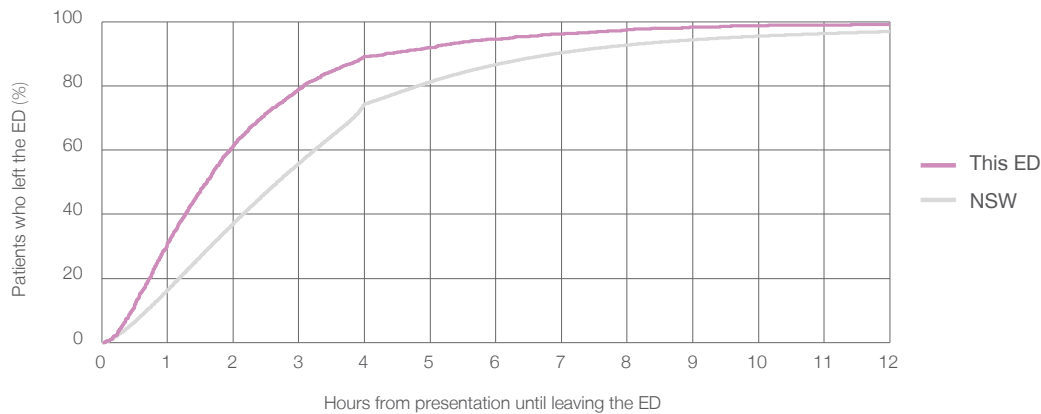
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,623 patients

Median time spent in the ED<sup>8</sup> 1 hours and 36 minutes

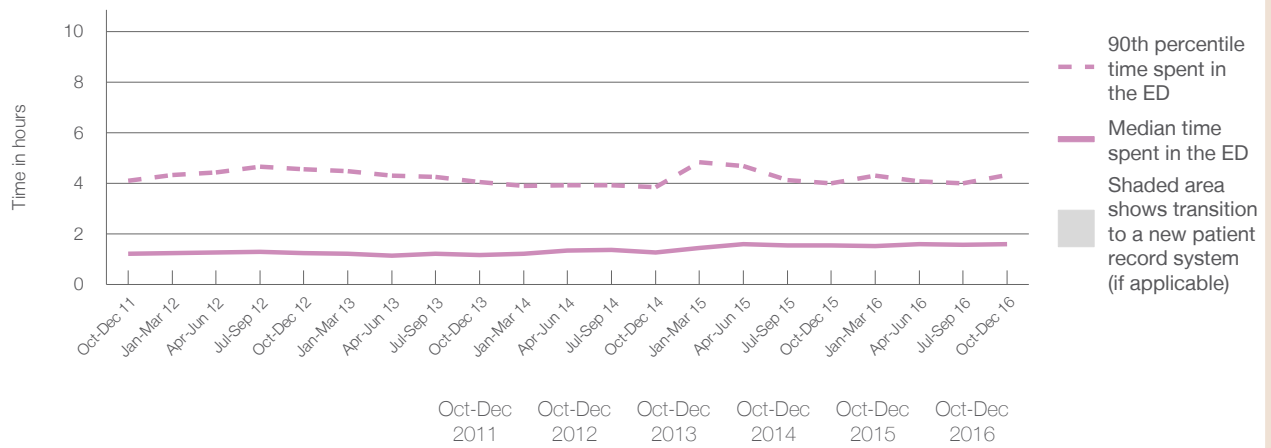
90th percentile time spent in the ED<sup>9</sup> 4 hours and 20 minutes

Same period last year	NSW (this period)
2,492	2,492
1 hours and 33 minutes	2 hours and 41 minutes
4 hours and 0 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>††</sup>



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

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation

October to December 2016

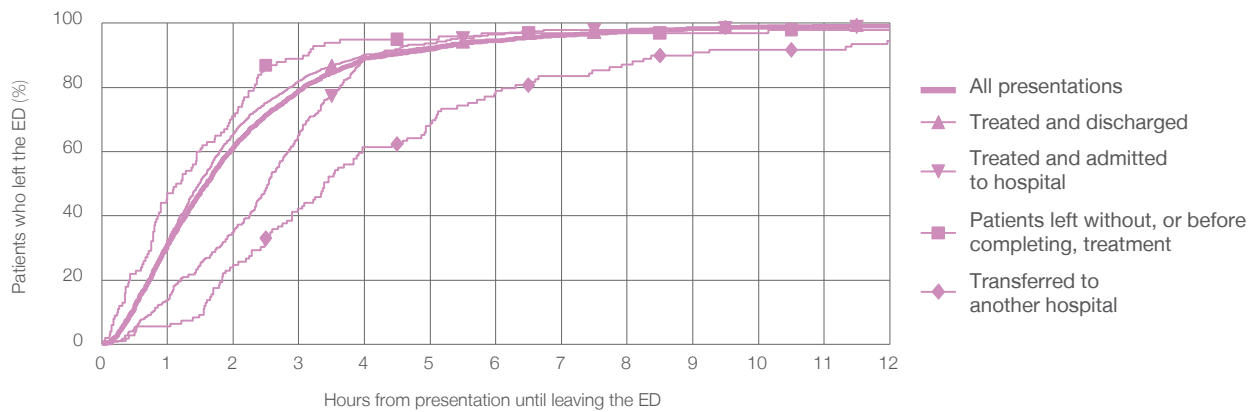
All presentations:<sup>1</sup> 2,623 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,623 patients

Treated and discharged	2,024 (77.2%)
Treated and admitted to hospital	282 (10.8%)
Patient left without, or before completing, treatment	100 (3.8%)
Transferred to another hospital	109 (4.2%)
Other	108 (4.1%)

Same period last year	Change since one year ago
2,492	5.3%
1,911	5.9%
293	-3.8%
100	0.0%
103	5.8%
85	27.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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

Treated and discharged	32.4%	65.7%	82.1%	90.2%	95.0%	98.0%	99.3%	99.5%
Treated and admitted to hospital	13.8%	35.1%	65.2%	89.4%	96.5%	97.9%	98.6%	98.9%
Patient left without, or before completing, treatment	47.0%	71.0%	89.0%	95.0%	97.0%	97.0%	97.0%	98.0%
Transferred to another hospital	5.5%	24.8%	42.2%	61.5%	78.9%	87.2%	91.7%	94.5%
All presentations	31.0%	61.5%	79.1%	89.1%	94.6%	97.4%	98.7%	99.1%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Muswellbrook District Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 2,623 patients

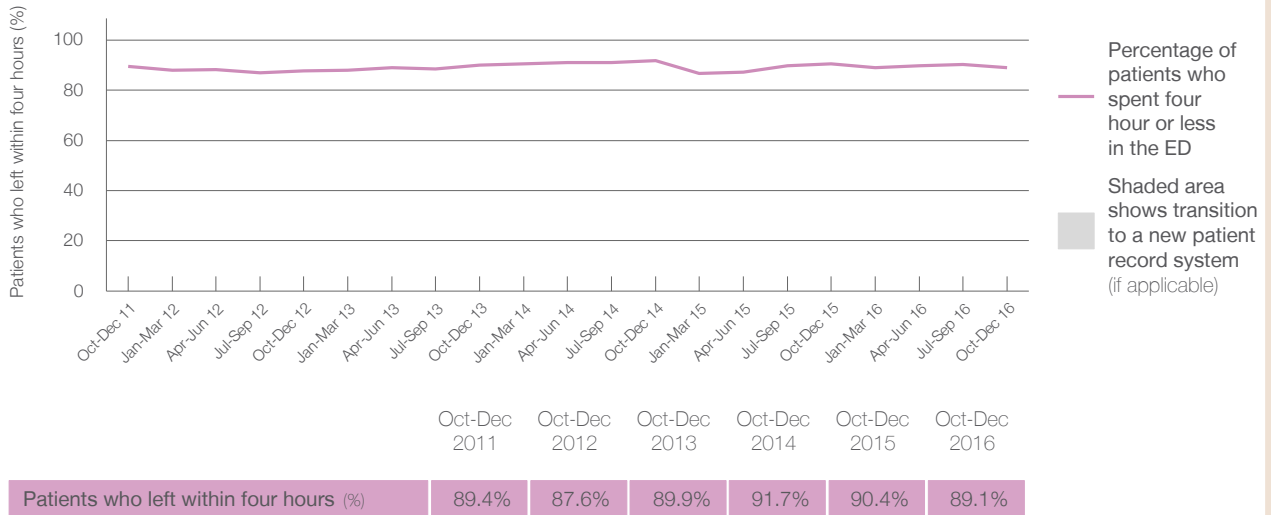
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,623 patients

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> 2,623 patients	2,492	5.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,623 patients	2,492	5.3%
Percentage of patients who spent four hours or less in the ED	90.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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, 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 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 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).