

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

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,564 patients
 Emergency presentations:² 4,113 patients

Same period last year	Change since one year ago
4,453	2.5%
4,047	1.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 285 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,288 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,139 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
249	
6 minutes	8 minutes
13 minutes	26 minutes
1,297	
14 minutes	20 minutes
37 minutes	67 minutes
2,189	
17 minutes	25 minutes
76 minutes	97 minutes
301	
21 minutes	24 minutes
88 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,563 patients

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

Same period last year	Change since one year ago
4,448	2.6%
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, 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.

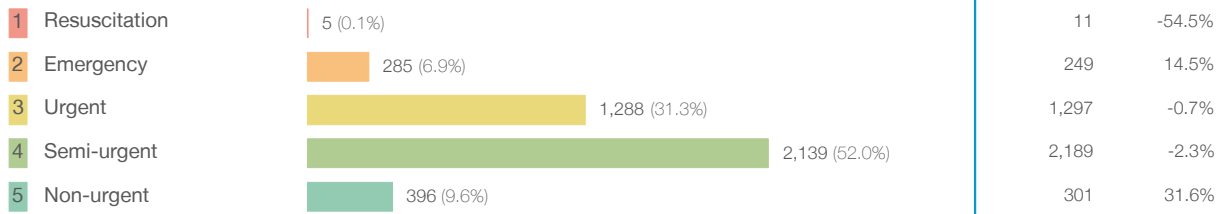
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

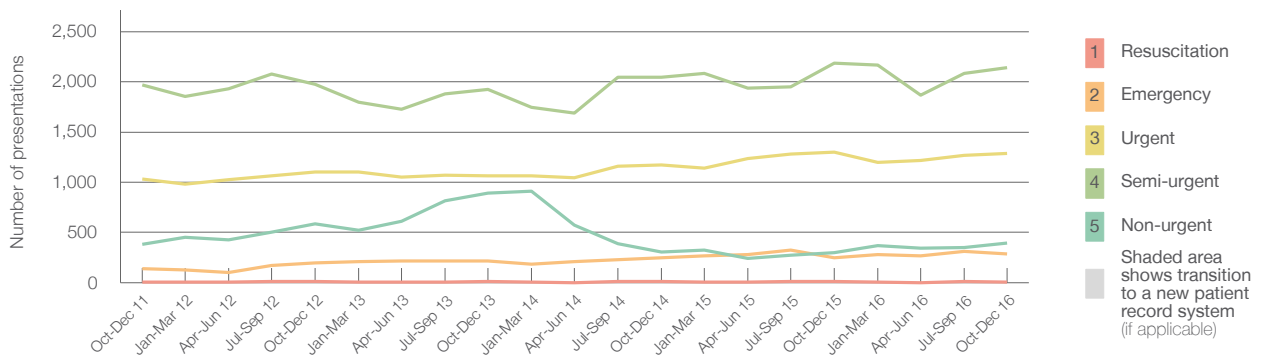
All presentations:¹ 4,564 patients

Emergency presentations² by triage category: 4,113 patients



Same period last year	Change since one year ago
4,453	2.5%
4,047	1.6%
11	-54.5%
249	14.5%
1,297	-0.7%
2,189	-2.3%
301	31.6%

Emergency presentations² 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	13	14	12	11	5
Emergency	143	194	214	249	249	285
Urgent	1,035	1,099	1,061	1,171	1,297	1,288
Semi-urgent	1,971	1,977	1,922	2,044	2,189	2,139
Non-urgent	381	588	891	306	301	396
All emergency presentations	3,530	3,871	4,102	3,782	4,047	4,113

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 189 patients **

ED Transfer of care time



Same period last year	Change since one year ago
209	
11 minutes	0 minutes
27 minutes	-5 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 trans 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.

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

Murwillumbah 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: 285

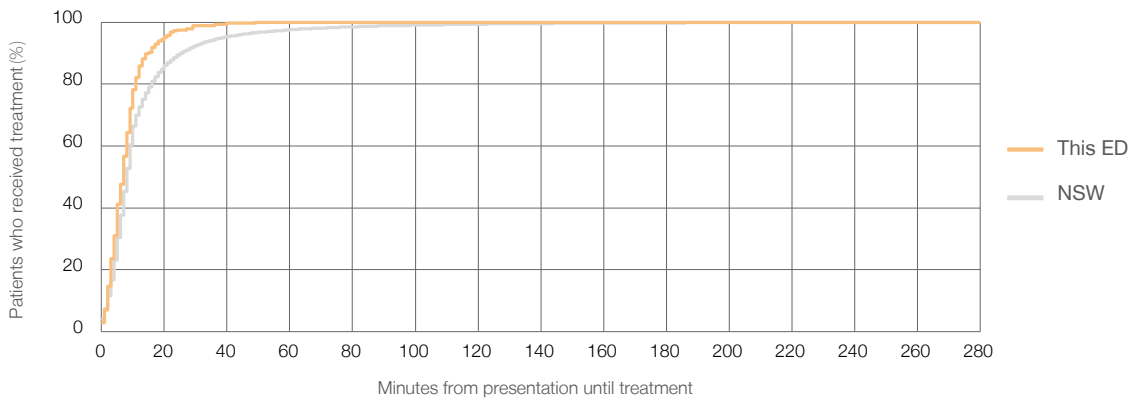
Number of triage 2 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ ■ 7 minutes

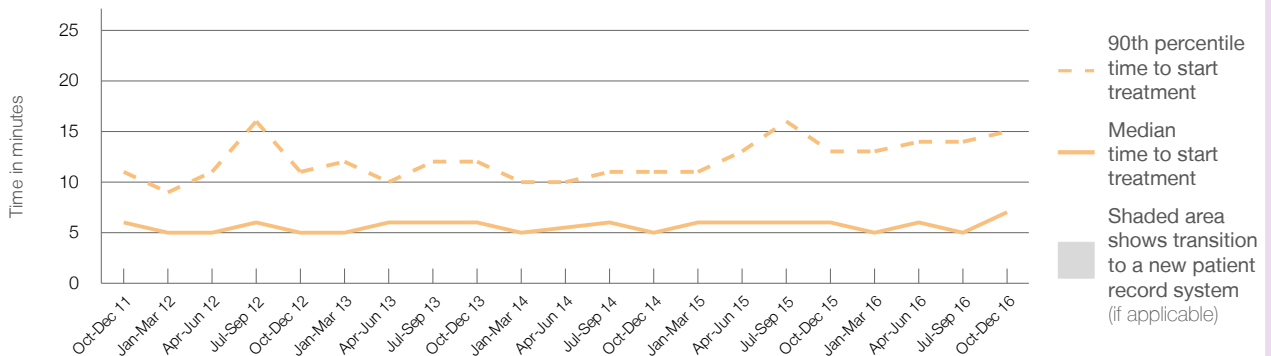
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
249	
247	
6 minutes	8 minutes
13 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	11	11	12	11	13	15

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

Murwillumbah 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: 1,288

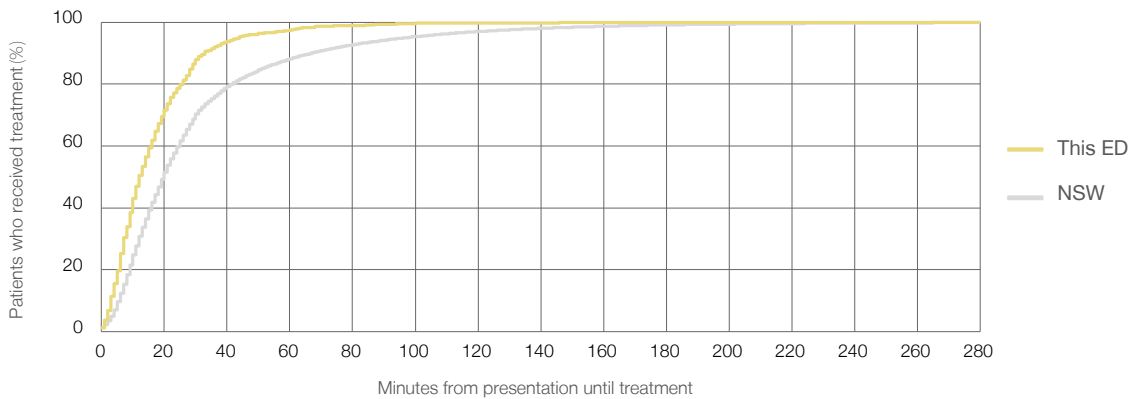
Number of triage 3 patients used to calculate waiting time:³ 1,276

Median time to start treatment⁴ 12 minutes

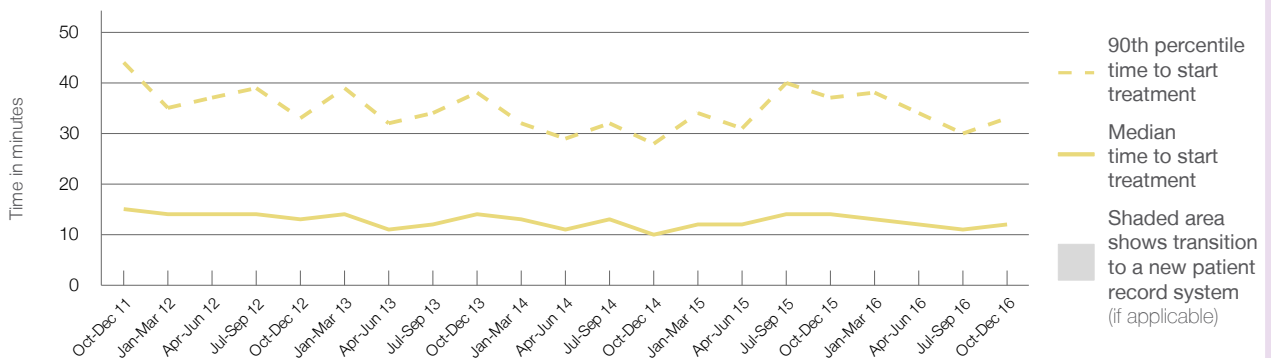
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
1,297	
1,288	
14 minutes	20 minutes
37 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	13	14	10	14	12
90th percentile time to start treatment ⁵ (minutes)	44	33	38	28	37	33

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

Murwillumbah 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: 2,139

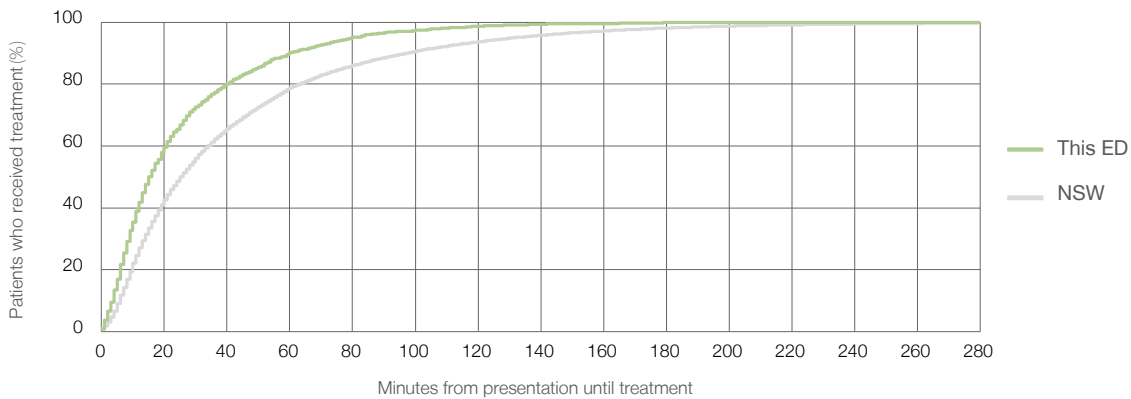
Number of triage 4 patients used to calculate waiting time:³ 2,086

Median time to start treatment⁴ 15 minutes

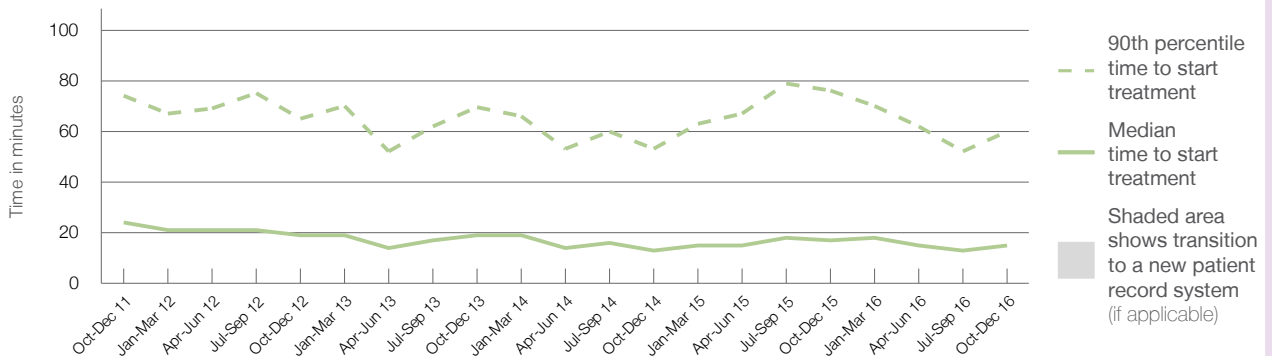
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,189	2,122
17 minutes	25 minutes
76 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	19	19	13	17	15
90th percentile time to start treatment ⁵ (minutes)	74	65	70	53	76	60

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

Murwillumbah 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: 396

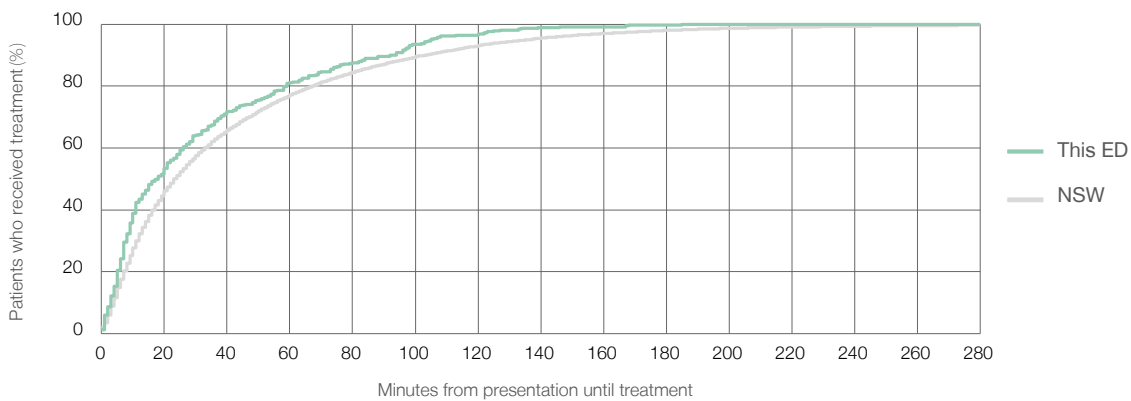
Number of triage 5 patients used to calculate waiting time:³ 371

Median time to start treatment⁴ 18 minutes

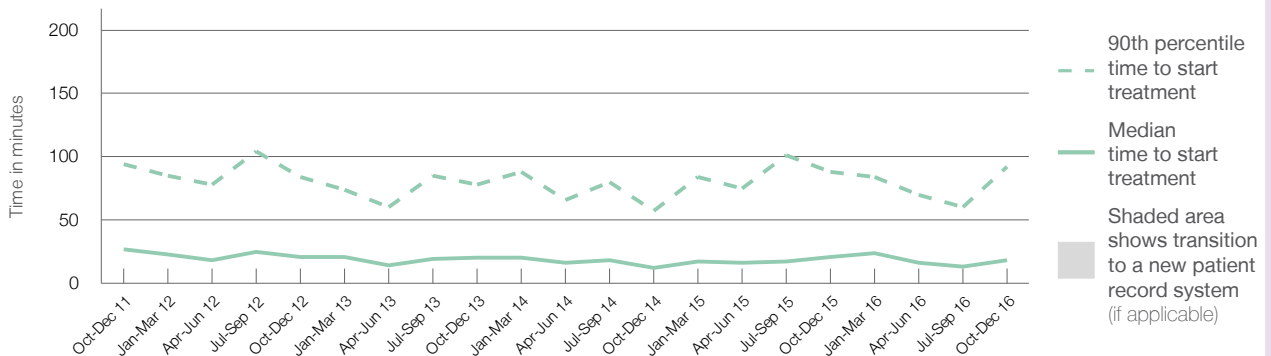
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
301	
277	
21 minutes	24 minutes
88 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	21	20	12	21	18
90th percentile time to start treatment ⁵ (minutes)	94	84	78	57	88	92

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,564 patients

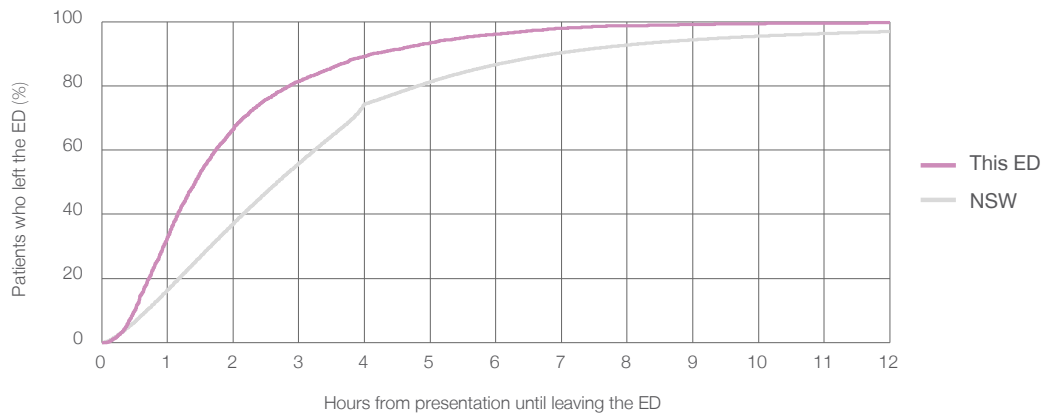
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

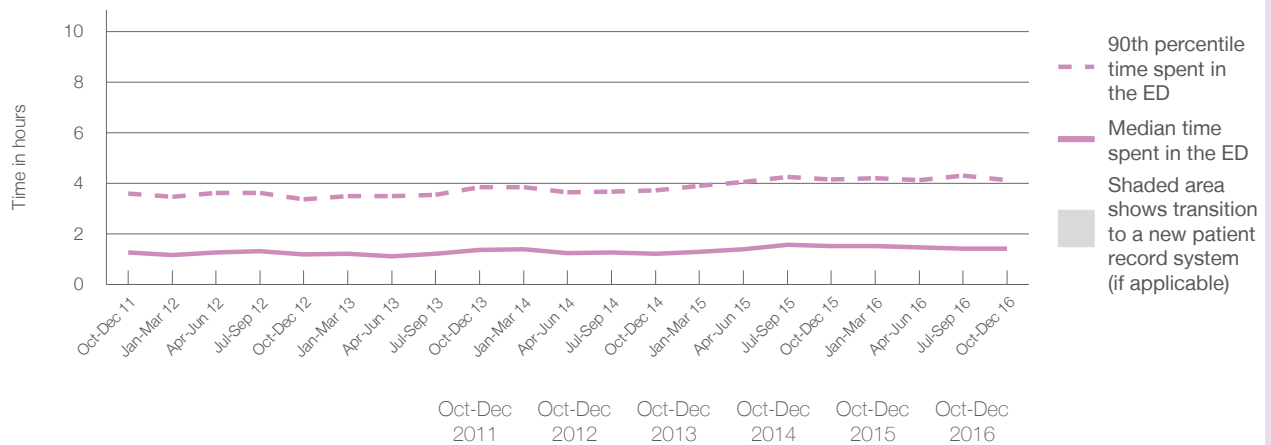
90th percentile time spent in the ED⁹ 4 hours and 8 minutes

Same period last year	NSW (this period)
4,453	
4,448	
1 hours and 31 minutes	2 hours and 41 minutes
4 hours and 10 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^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m

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(‡) 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.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

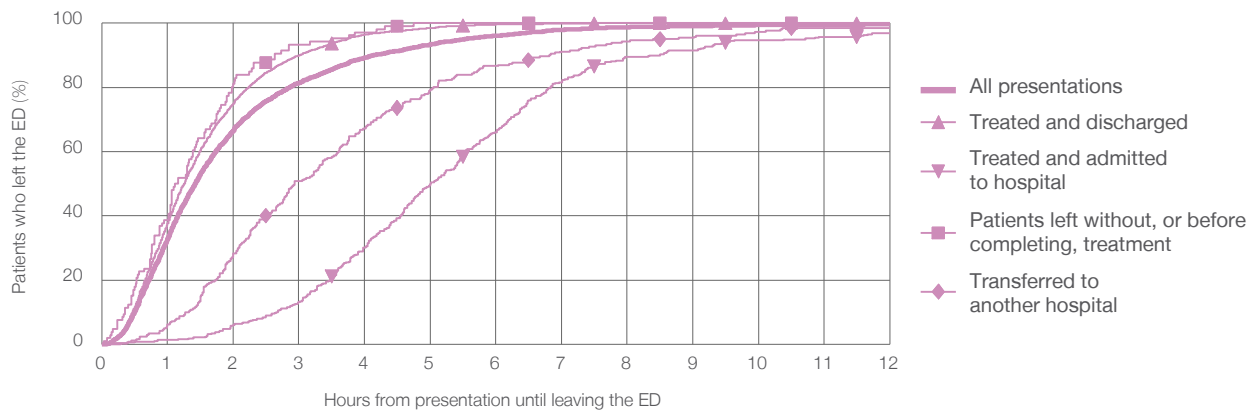
All presentations:¹ 4,564 patients

Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Treated and discharged	3,813 (83.5%)
Treated and admitted to hospital	380 (8.3%)
Patient left without, or before completing, treatment	106 (2.3%)
Transferred to another hospital	262 (5.7%)
Other	3 (0.1%)

Same period last year	Change since one year ago
4,448	2.6%
3,699	3.1%
383	-0.8%
122	-13.1%
242	8.3%
7	-57.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.7%	75.0%	90.0%	96.4%	99.6%	100%	100%	100%
Treated and admitted to hospital	1.3%	6.1%	13.2%	30.0%	66.1%	89.5%	94.7%	96.8%
Patient left without, or before completing, treatment	38.7%	81.1%	93.4%	97.2%	100%	100%	100%	100%
Transferred to another hospital	6.1%	28.2%	50.8%	67.2%	86.6%	94.3%	97.3%	98.5%
All presentations	32.9%	66.7%	81.4%	89.2%	96.1%	98.8%	99.4%	99.6%

(†) 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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Murwillumbah 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:¹ 4,564 patients

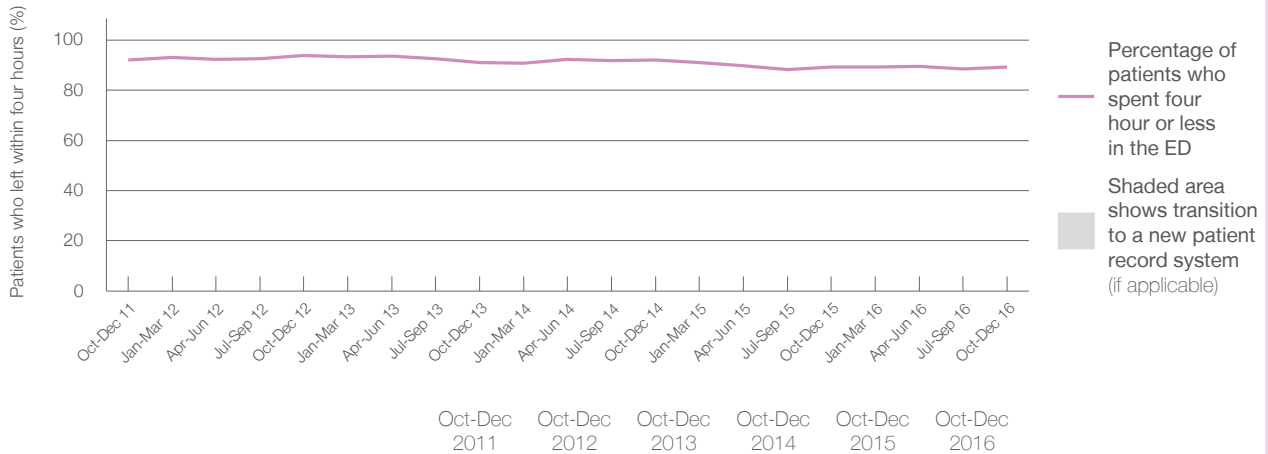
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

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: ¹ 4,564 patients	4,453	2.5%
Presentations used to calculate time to leaving the ED: ⁶ 4,563 patients	4,448	2.6%
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, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	92.1%	93.8%	90.9%	92.0%	89.1%	89.2%

* 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).