

## Mona Vale and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 8,424 patients  
Emergency presentations:<sup>2</sup> 8,383 patients

Same period last year	Change since one year ago
8,366	0.7%
8,297	1.0%

## Mona Vale and District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,124 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,202 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,286 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
1,016	
6 minutes	8 minutes
18 minutes	41 minutes
3,134	
15 minutes	21 minutes
69 minutes	103 minutes
3,494	
15 minutes	27 minutes
117 minutes	139 minutes
618	
13 minutes	24 minutes
123 minutes	138 minutes

## Mona Vale and District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,424 patients

Percentage of patients who spent four hours or less in the ED 84.5%

Same period last year	Change since one year ago
8,366	0.7%
80.7%	

\* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

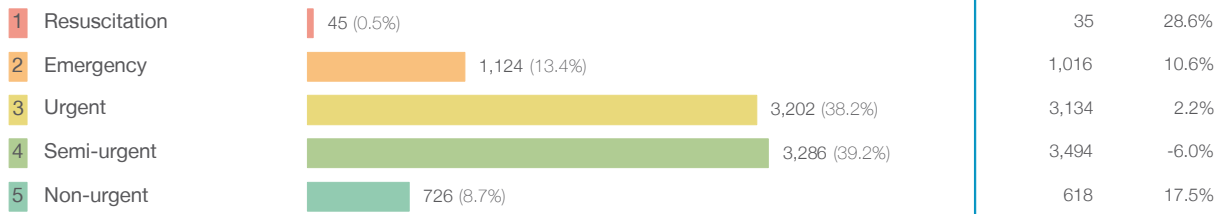
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Mona Vale and District Hospital: Patients presenting to the emergency department

July to September 2016

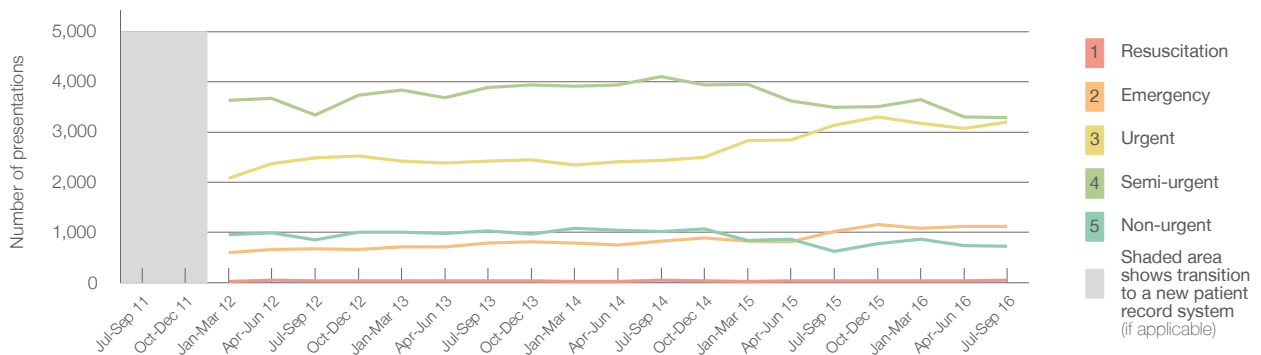
All presentations:<sup>1</sup> 8,424 patients

Emergency presentations<sup>2</sup> by triage category: 8,383 patients



Same period last year	Change since one year ago
8,366	0.7%
8,297	1.0%
35	28.6%
1,016	10.6%
3,134	2.2%
3,494	-6.0%
618	17.5%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		38	40	43	35	45
Emergency		678	783	822	1,016	1,124
Urgent		2,481	2,422	2,430	3,134	3,202
Semi-urgent		3,334	3,884	4,106	3,494	3,286
Non-urgent		851	1,036	1,013	618	726
All emergency presentations		7,382	8,165	8,414	8,297	8,383

## Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,662 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,731	
10 minutes	0 minutes
26 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.

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,124

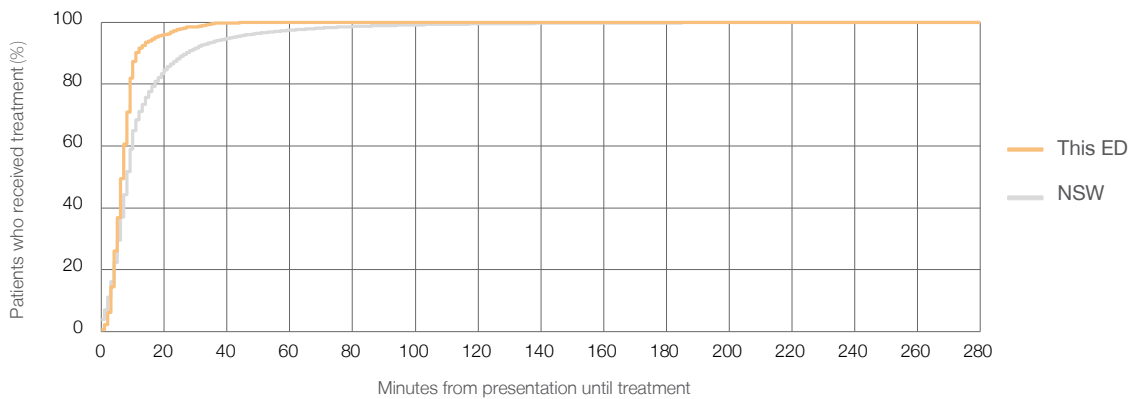
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,120

Median time to start treatment<sup>4</sup>  7 minutes

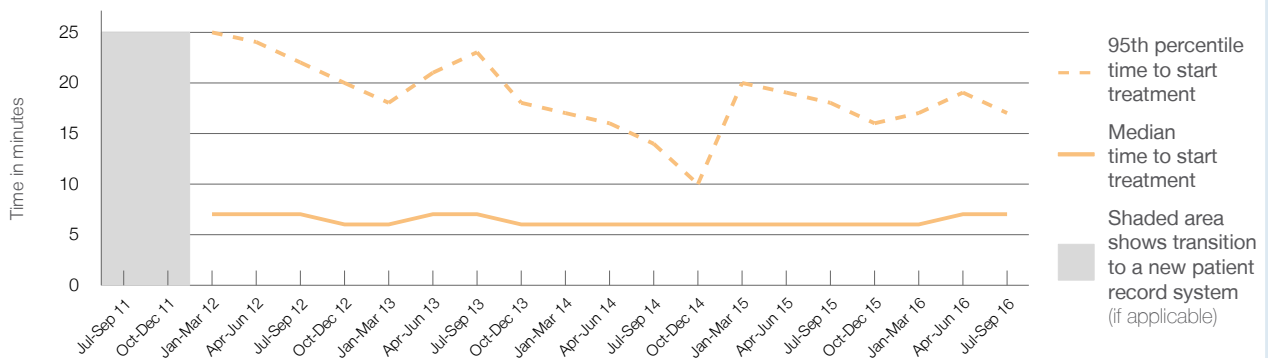
95th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
1,016	1,016
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		7	7	6	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)		22	23	14	18	17

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## Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,202

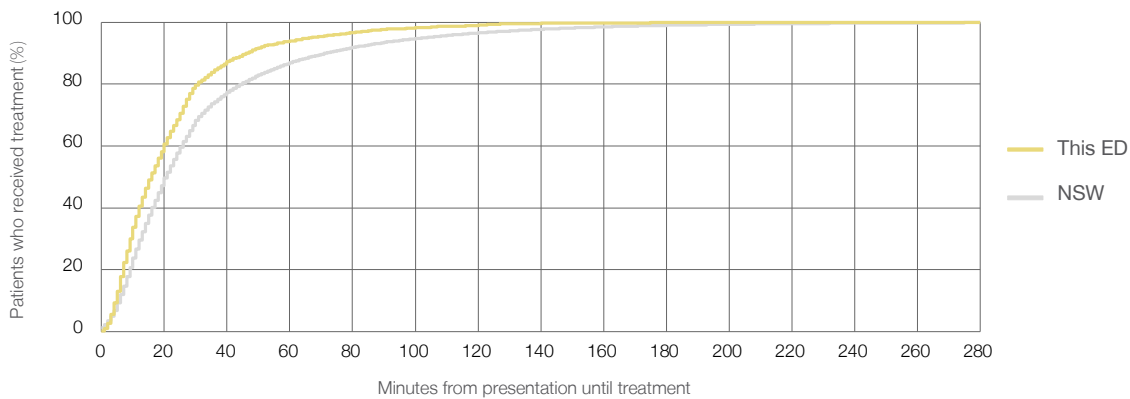
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,167

Median time to start treatment<sup>4</sup> 16 minutes

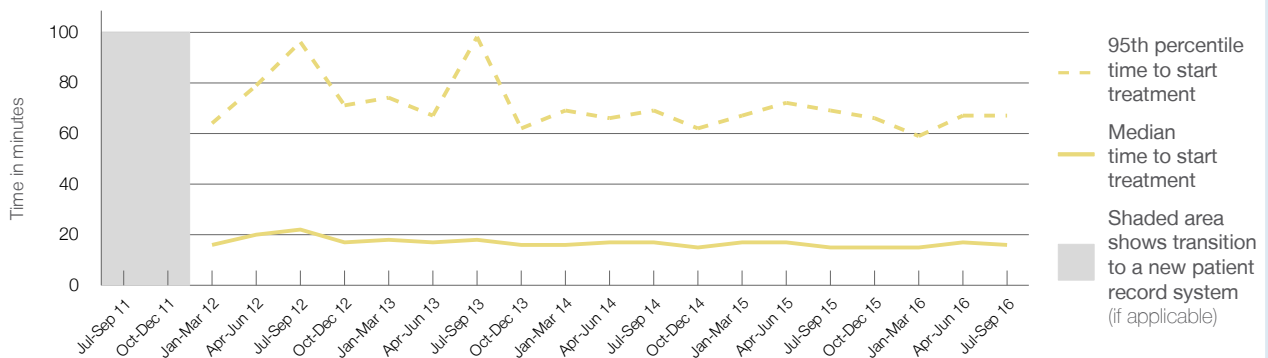
95th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
3,134	3,117
15 minutes	21 minutes
69 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		22	18	17	15	16
95th percentile time to start treatment <sup>5</sup> (minutes)		96	98	69	69	67

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## Mona Vale and District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,286

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,124

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

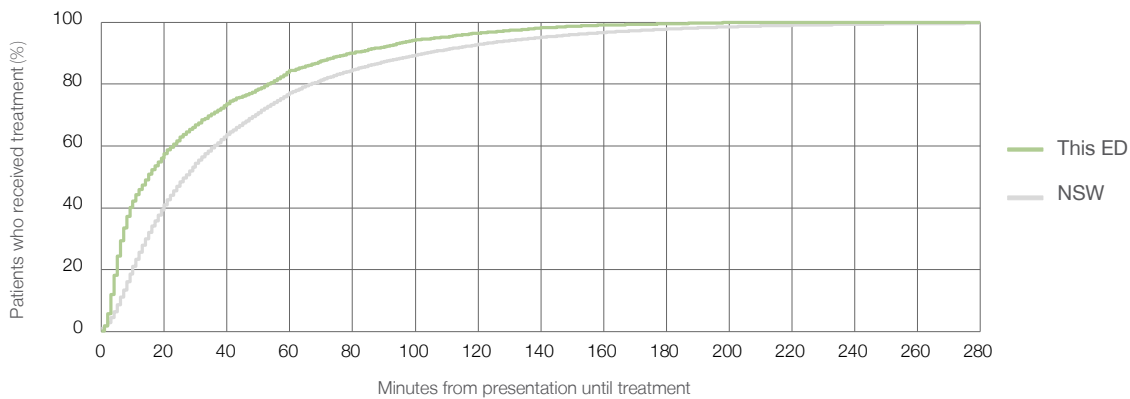
15 minutes

95th percentile time to start treatment<sup>5</sup>

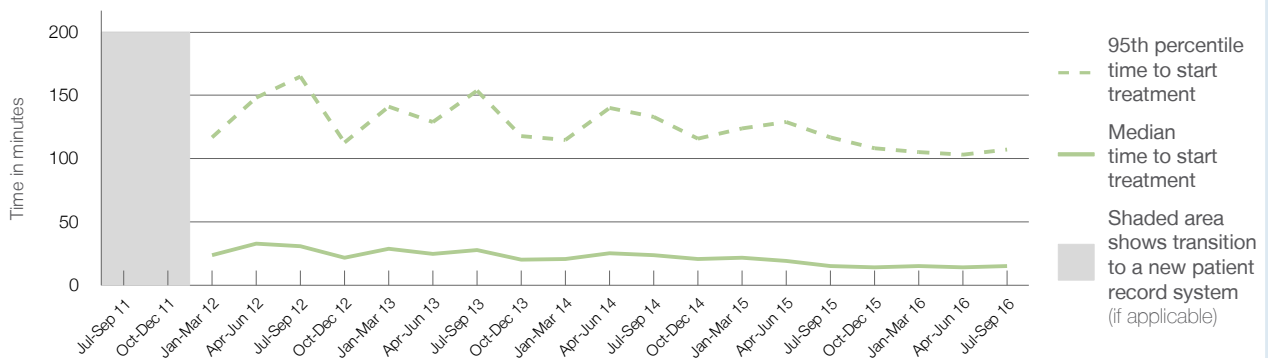
107 minutes

Same period last year	NSW (this period)
3,494	3,362
15 minutes	27 minutes
117 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		31	28	24	15	15
95th percentile time to start treatment <sup>5</sup> (minutes)		165	154	133	117	107

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## Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 726

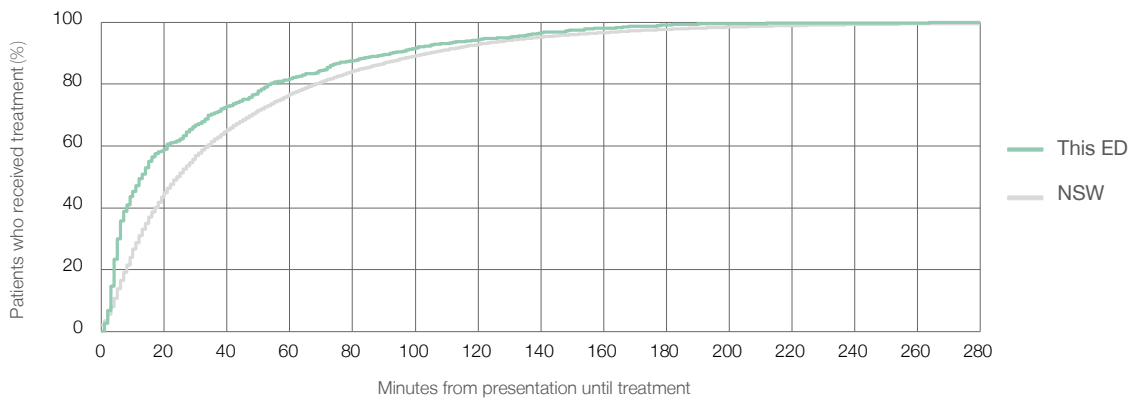
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 677

Median time to start treatment<sup>4</sup> 13 minutes

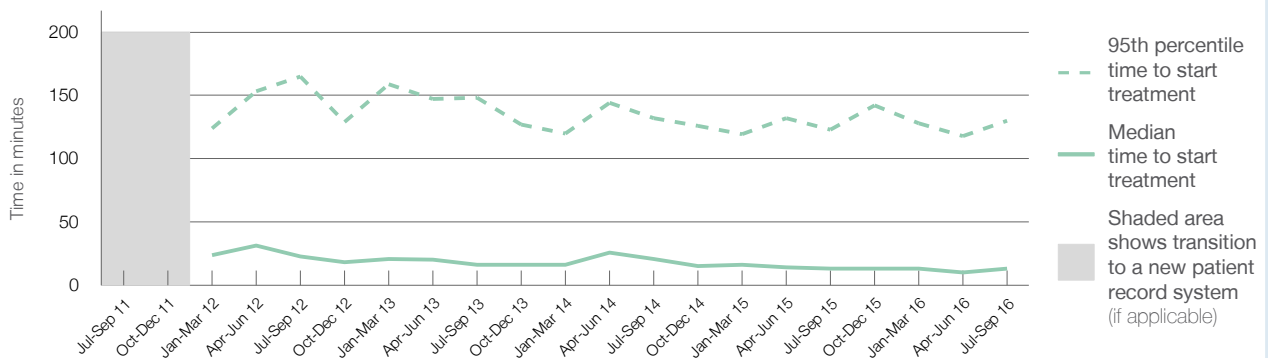
95th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
618	577
13 minutes	24 minutes
123 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		23	16	21	13	13
95th percentile time to start treatment <sup>5</sup> (minutes)		165	148	132	123	130

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## Mona Vale and District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 8,424 patients

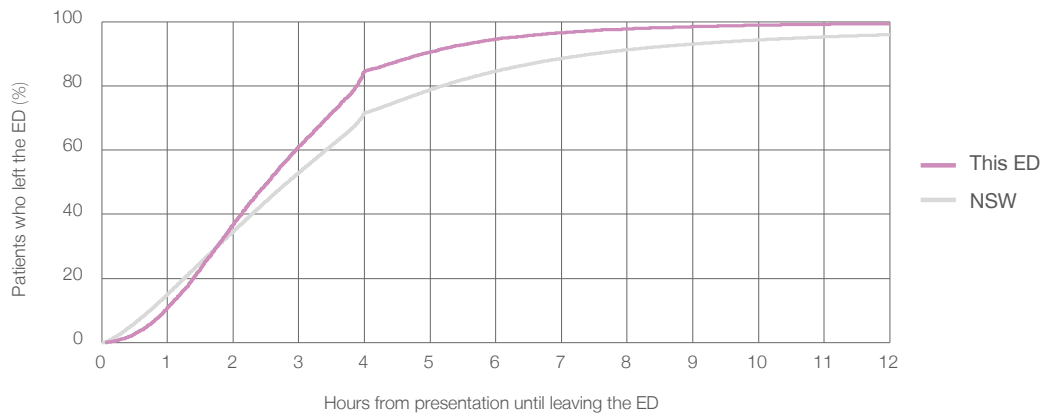
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,424 patients

Median time spent in the ED<sup>8</sup>  2 hours and 32 minutes

95th percentile time spent in the ED<sup>9</sup>  6 hours and 10 minutes

Same period last year	NSW (this period)
8,366	8,366
2 hours and 41 minutes	2 hours and 50 minutes
7 hours and 0 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 54m	2h 47m	2h 36m	2h 41m	2h 32m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		14h 0m	10h 31m	7h 6m	7h 0m	6h 10m

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## Mona Vale and District Hospital: Time patients spent in the ED By mode of separation July to September 2016

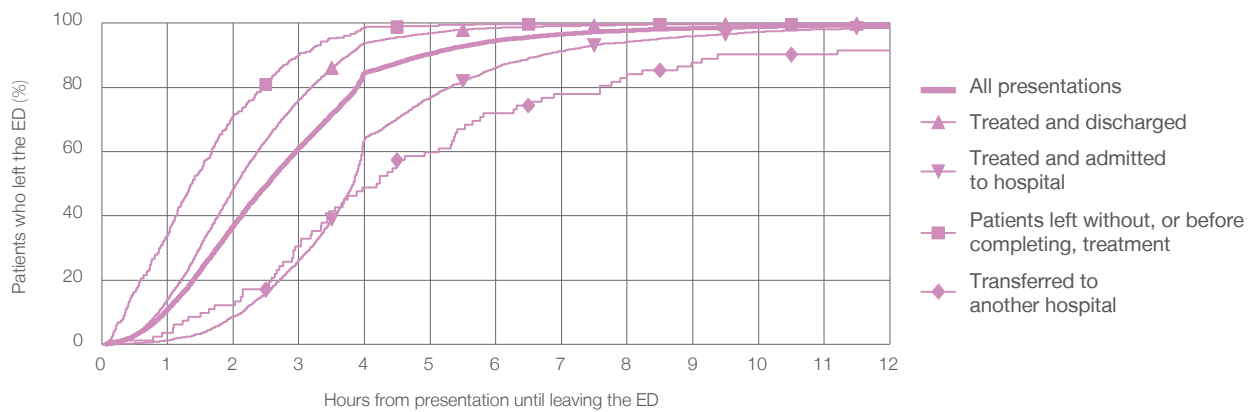
All presentations:<sup>1</sup> 8,424 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,424 patients

Treated and discharged	5,429 (64.4%)
Treated and admitted to hospital	2,557 (30.4%)
Patient left without, or before completing, treatment	336 (4.0%)
Transferred to another hospital	82 (1.0%)
Other	20 (0.2%)

Same period last year	Change since one year ago
8,366	0.7%
5,106	6.3%
2,874	-11.0%
304	10.5%
81	1.2%
1	1900.0%

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



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	14.0%	48.5%	76.1%	93.8%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.2%	8.6%	26.4%	64.0%	86.2%	94.1%	97.3%	98.6%
Patient left without, or before completing, treatment	33.9%	71.1%	90.2%	98.5%	99.7%	99.7%	99.7%	99.7%
Transferred to another hospital	3.7%	12.2%	30.5%	48.8%	72.0%	84.1%	90.2%	91.5%
All presentations	10.9%	37.0%	61.1%	84.5%	94.6%	97.7%	98.9%	99.4%

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

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## Mona Vale and District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: <sup>1</sup> 8,424 patients

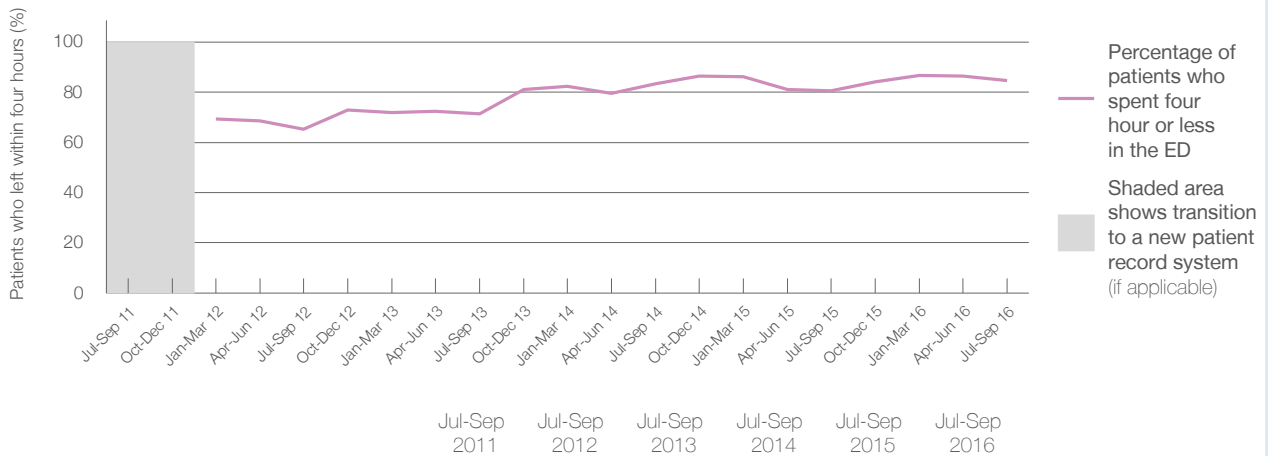
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,424 patients

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	8,366	0.7%
Presentations used to calculate time to leaving the ED	8,366	0.7%
Percentage of patients who spent four hours or less in the ED	80.7%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	65.1	71.3	83.3	80.7	84.5	

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- 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 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 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 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 are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).