Mona Vale and District Hospital: Emergency department (ED) overview
July to September 2016

All presentations: 8,424 patients
Emergency presentations: 8,383 patients

Mona Vale and District Hospital: Time patients waited to start treatment
July to September 2016

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Emergency (e.g. chest pain, severe burns):</td>
<td>7 minutes</td>
<td>17 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Urgent (e.g. moderate blood loss, dehydration):</td>
<td>16 minutes</td>
<td>67 minutes</td>
</tr>
<tr>
<td>4</td>
<td>Semi-urgent (e.g. sprained ankle, earache):</td>
<td>15 minutes</td>
<td>107 minutes</td>
</tr>
<tr>
<td>5</td>
<td>Non-urgent (e.g. small cuts or abrasions):</td>
<td>13 minutes</td>
<td>130 minutes</td>
</tr>
</tbody>
</table>

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: 8,424 patients

Percentage of patients who spent four hours or less in the ED: 84.5%
Mona Vale and District Hospital: Patients presenting to the emergency department
July to September 2016

All presentations: 1,842 patients

Emergency presentations2 by triage category: 8,383 patients

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>45 (0.5%)</td>
<td>1,124 (13.4%)</td>
<td>3,202 (38.2%)</td>
<td>3,298 (39.2%)</td>
<td>618 (7.3%)</td>
<td>8,366 (0.7%)</td>
</tr>
<tr>
<td>Emergency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>35 (0.4%)</td>
</tr>
<tr>
<td>Urgent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,016 (10.6%)</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,134 (2.2%)</td>
</tr>
<tr>
<td>Non-urgent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,494 (-6.0%)</td>
</tr>
<tr>
<td>All emergency presentations</td>
<td>7,382 (10.4%)</td>
<td>8,165 (12.0%)</td>
<td>8,414 (13.1%)</td>
<td>8,297 (1.0%)</td>
<td>8,366 (0.7%)</td>
<td></td>
</tr>
</tbody>
</table>

Mona Vale and District Hospital: Patients arriving by ambulance
July to September 2016

Arrivals used to calculate transfer of care time: 7,1662 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time Measure</th>
<th>Median Time</th>
<th>95th Percentile Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 minutes</td>
<td>10 minutes</td>
<td>24 minutes</td>
</tr>
</tbody>
</table>

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: 3

Median time to start treatment \(^4\) 7 minutes

95th percentile time to start treatment \(^5\) 17 minutes

**Same period last year**

NSW (this period)

<table>
<thead>
<tr>
<th></th>
<th>1,016</th>
<th>1,016</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 minutes</td>
<td>8 minutes</td>
<td></td>
</tr>
<tr>
<td>18 minutes</td>
<td>41 minutes</td>
<td></td>
</tr>
</tbody>
</table>

**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 \(^\uparrow\uparrow\)**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (minutes)</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>95th percentile time to start treatment (minutes)</td>
<td>22</td>
<td>23</td>
<td>14</td>
<td>18</td>
<td>17</td>
<td></td>
</tr>
</tbody>
</table>

\(^{\dagger}\) Data points are not shown in graphs for quarters when patient numbers are too small.

\(^{\dagger\dagger}\) 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 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: 3,167

<table>
<thead>
<tr>
<th>Median time to start treatment</th>
<th>16 minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>95th percentile time to start treatment</td>
<td>67 minutes</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Minutes from presentation until treatment</th>
<th>0</th>
<th>20</th>
<th>40</th>
<th>60</th>
<th>80</th>
<th>100</th>
<th>120</th>
<th>140</th>
<th>160</th>
<th>180</th>
<th>200</th>
<th>220</th>
<th>240</th>
<th>260</th>
<th>280</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients who received treatment (%)</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>80</td>
<td>100</td>
<td>120</td>
<td>140</td>
<td>160</td>
<td>180</td>
<td>200</td>
<td>220</td>
<td>240</td>
<td>260</td>
<td>280</td>
</tr>
</tbody>
</table>

Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>22</td>
<td>18</td>
<td>17</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>96</td>
<td>98</td>
<td>69</td>
<td>69</td>
<td>67</td>
</tr>
</tbody>
</table>

(•) 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 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: 3,124
- Median time to start treatment: 15 minutes
- 95th percentile time to start treatment: 107 minutes

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

![Chart showing percentage of triage 4 patients who received treatment by time]

Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>31</td>
<td>165</td>
<td>28</td>
<td>154</td>
<td>24</td>
<td>133</td>
<td>15</td>
<td>117</td>
<td>15</td>
<td>107</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 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: 677
Median time to start treatment 4
95th percentile time to start treatment 5

<table>
<thead>
<tr>
<th></th>
<th>This ED</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>last year</td>
<td>13 min</td>
<td>13</td>
</tr>
<tr>
<td>NSW (this period)</td>
<td>16 min</td>
<td>13</td>
</tr>
</tbody>
</table>

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

Median time to start treatment
95th percentile time to start treatment

Perfomance profiles: Emergency department care
July to September 2016

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Mona Vale and District Hospital: Time patients spent in the ED
July to September 2016

All presentations: 8,424 patients
Presentations used to calculate time to leaving the ED: 8,424 patients

Median time spent in the ED
95th percentile time spent in the ED

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

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 spent in the ED
By mode of separation
July to September 2016

All presentations: 8,424 patients
Presentations used to calculate time to leaving the ED: 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%)

Percentage of patients who left the ED by time and mode of separation, July to September 2016:

- Treated and discharged:
  - 1 hour: 14.0%
  - 2 hours: 48.5%
  - 3 hours: 76.1%
  - 4 hours: 93.8%
  - 6 hours: 99.5%
  - 8 hours: 99.9%
  - 10 hours: 99.9%
  - 12 hours: 99.9%
- Treated and admitted to hospital:
  - 1 hour: 1.2%
  - 2 hours: 8.6%
  - 3 hours: 26.4%
  - 4 hours: 64.0%
  - 6 hours: 86.2%
  - 8 hours: 94.1%
  - 10 hours: 97.3%
  - 12 hours: 98.6%
- Patient left without, or before completing, treatment:
  - 1 hour: 33.9%
  - 2 hours: 71.1%
  - 3 hours: 90.2%
  - 4 hours: 98.5%
  - 6 hours: 99.7%
  - 8 hours: 99.7%
  - 10 hours: 99.7%
  - 12 hours: 99.7%
- Transferred to another hospital:
  - 1 hour: 3.7%
  - 2 hours: 12.2%
  - 3 hours: 30.5%
  - 4 hours: 48.8%
  - 6 hours: 72.0%
  - 8 hours: 84.1%
  - 10 hours: 90.2%
  - 12 hours: 91.5%
- All presentations:
  - 1 hour: 10.9%
  - 2 hours: 37.0%
  - 3 hours: 61.1%
  - 4 hours: 84.5%
  - 6 hours: 94.6%
  - 8 hours: 97.7%
  - 10 hours: 98.9%
  - 12 hours: 99.4%

(1) Data points are not shown in graphs for quarters when patient numbers are too small.
(2) 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 spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2016

<table>
<thead>
<tr>
<th></th>
<th>Patients who spent four hours or less in the ED</th>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same period last year</td>
<td>8,366</td>
<td>84.5%</td>
</tr>
<tr>
<td>Change since one year ago</td>
<td>8,366</td>
<td>80.7%</td>
</tr>
</tbody>
</table>

**Notes:**
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† 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.
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. 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).