

Mudgee Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,801 patients
 Emergency presentations:² 2,726 patients

Same period last year	Change since one year ago
2,797	0%
2,697	1%

Mudgee Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 196 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 670 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,466 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
227	
7 minutes	8 minutes
27 minutes	24 minutes
658	
21 minutes	19 minutes
53 minutes	63 minutes
1,373	
31 minutes	24 minutes
98 minutes	95 minutes
431	
34 minutes	21 minutes
128 minutes	96 minutes

Mudgee Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,800 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
2,797	0%
87%	

* 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 2018*.
- 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.

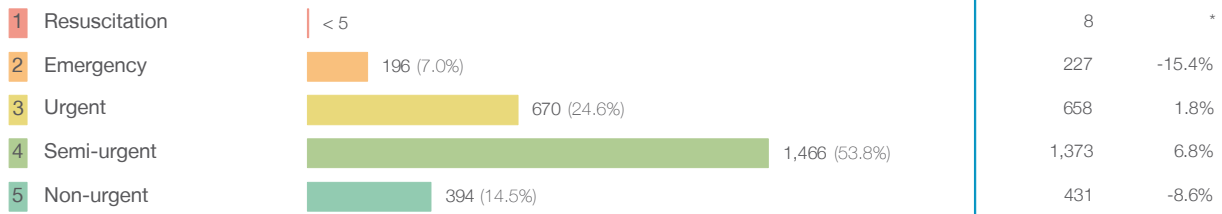
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Mudgee Health Service: Patients presenting to the emergency department

April to June 2018

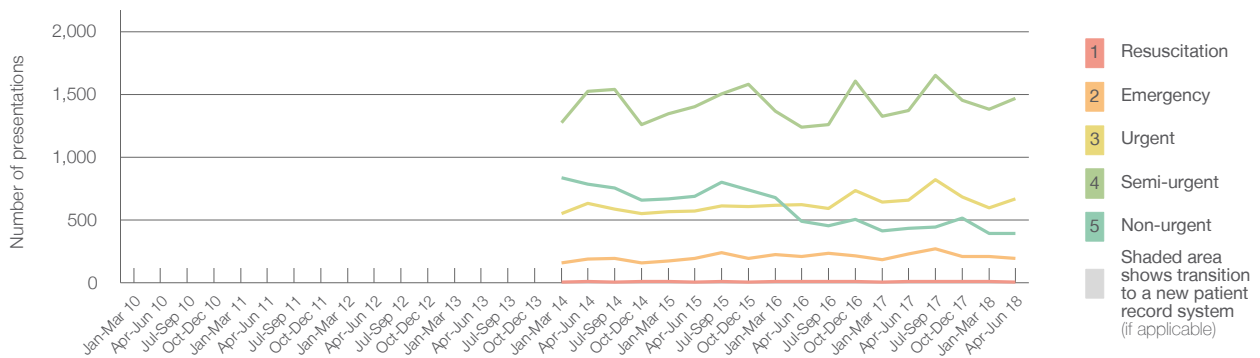
All presentations:¹ 2,801 patients

Emergency presentations² by triage category: 2,726 patients



	Same period last year	Change since one year ago
All presentations	2,797	0%
Emergency presentations	2,697	1%
1 Resuscitation	8	*
2 Emergency	227	-15.4%
3 Urgent	658	1.8%
4 Semi-urgent	1,373	6.8%
5 Non-urgent	431	-8.6%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation					10	6	7	8	< 5
Emergency					189	191	206	227	196
Urgent					633	573	623	658	670
Semi-urgent					1,523	1,402	1,240	1,373	1,466
Non-urgent					784	686	491	431	394
All emergency presentations					3,139	2,858	2,567	2,697	2,726

Mudgee Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 242 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	235	
Median time	9 minutes	-3 minutes
90th percentile time	27 minutes	-12 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 196

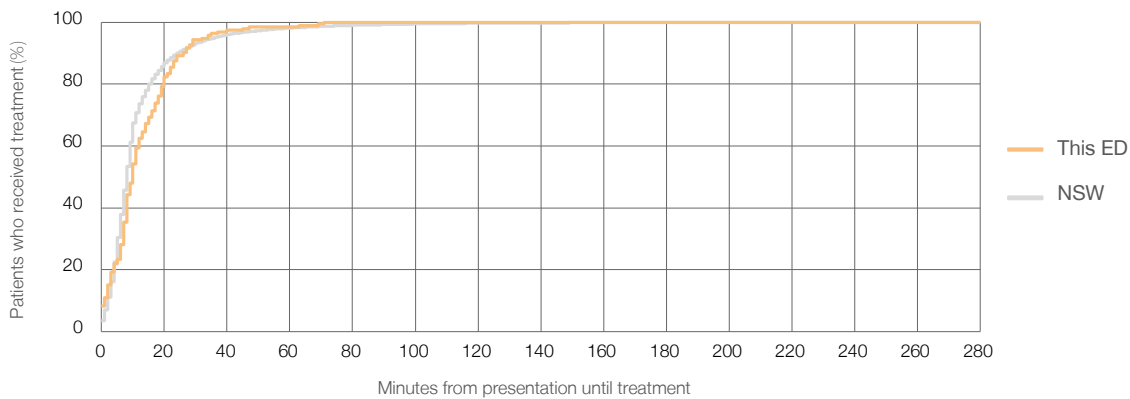
Number of triage 2 patients used to calculate waiting time:³ 192

Median time to start treatment⁴ 10 minutes

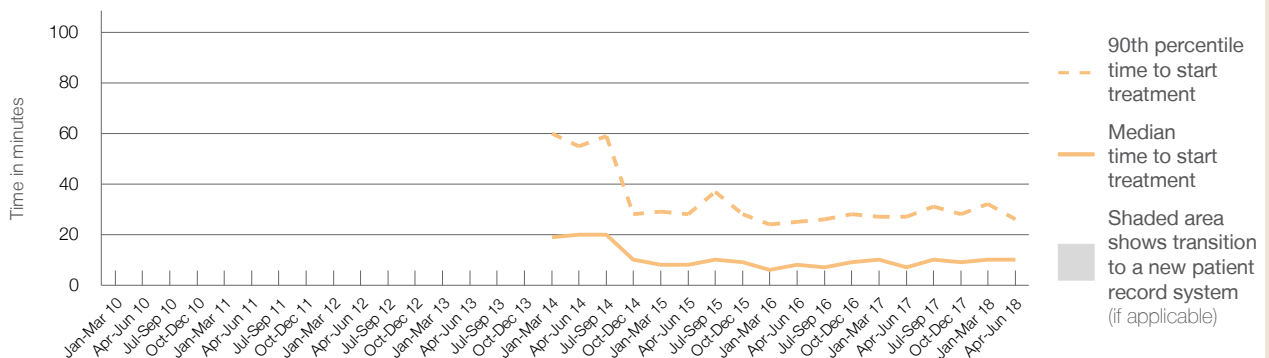
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
227	227
7 minutes	8 minutes
27 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					20	8	8	7	10
90th percentile time to start treatment ⁵ (minutes)					55	28	25	27	26

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Mudgee Health Service: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 670

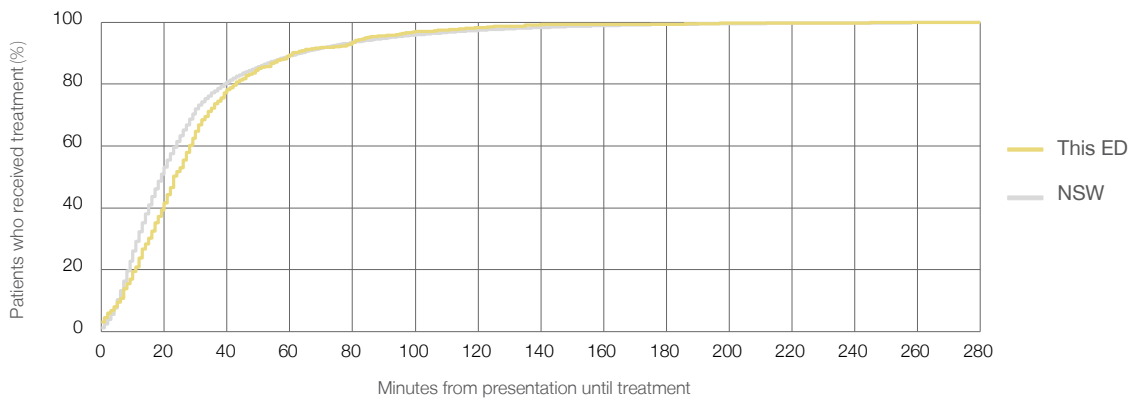
Number of triage 3 patients used to calculate waiting time:³ 645

Median time to start treatment⁴ 23 minutes

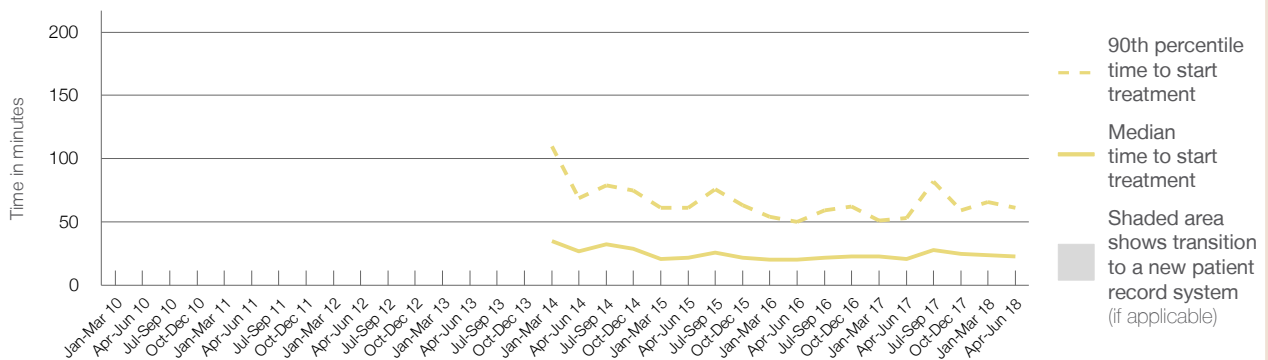
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
658	
653	
21 minutes	19 minutes
53 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					27	22	20	21	23
90th percentile time to start treatment ⁵ (minutes)					69	61	50	53	61

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Mudgee Health Service: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 1,466

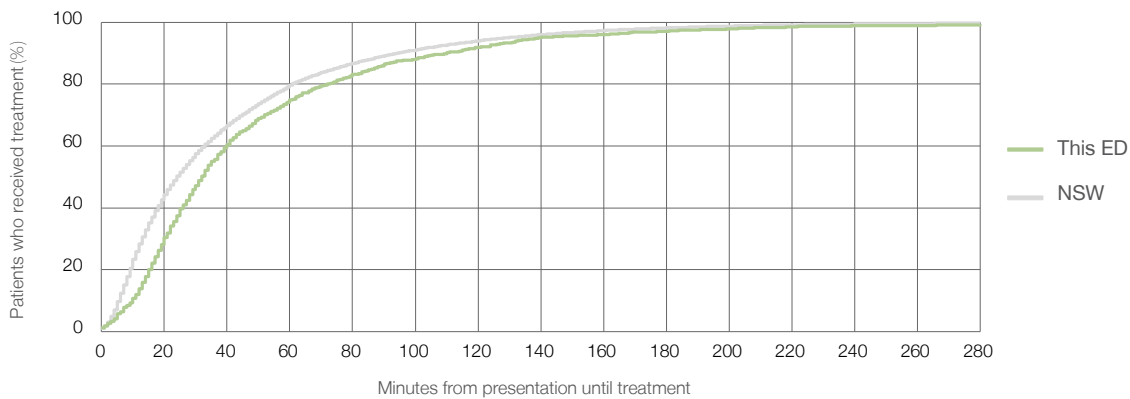
Number of triage 4 patients used to calculate waiting time:³ 1,342

Median time to start treatment⁴ 32 minutes

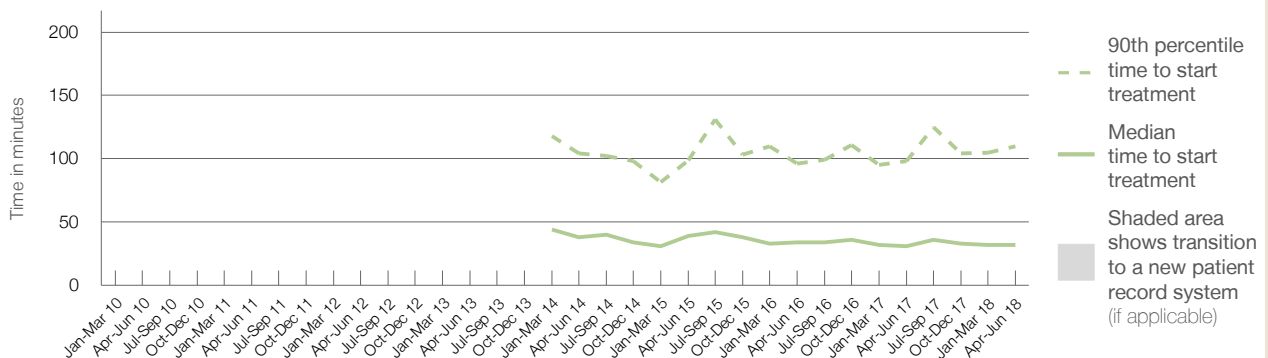
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,373	1,295
31 minutes	24 minutes
98 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					38	39	34	31	32
90th percentile time to start treatment ⁵ (minutes)					104	99	96	98	110

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Mudgee Health Service: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 394

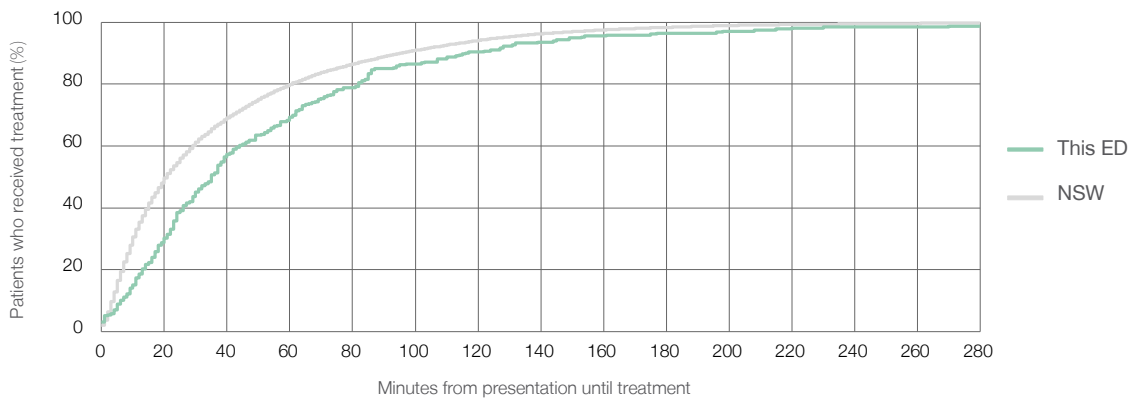
Number of triage 5 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 35 minutes

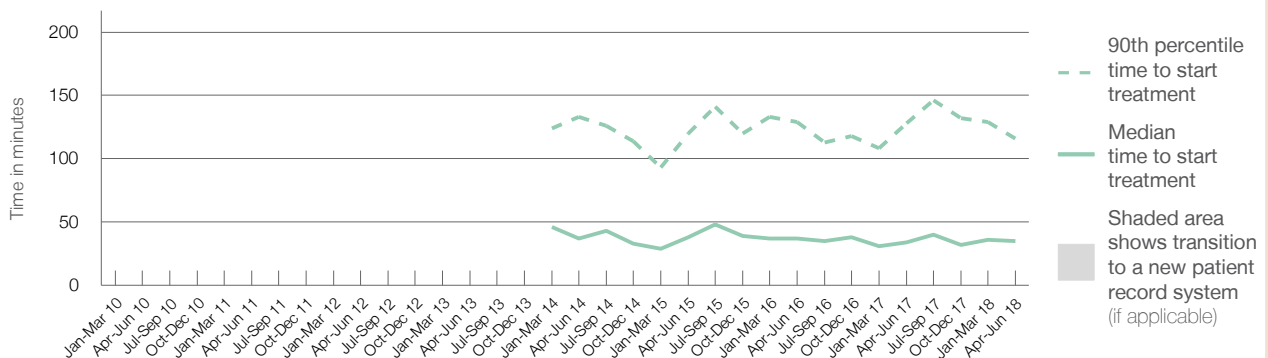
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
431	
398	
34 minutes	21 minutes
128 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					37	38	37	34	35
90th percentile time to start treatment ⁵ (minutes)					133	120	129	128	116

(†) 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.

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Mudgee Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,801 patients

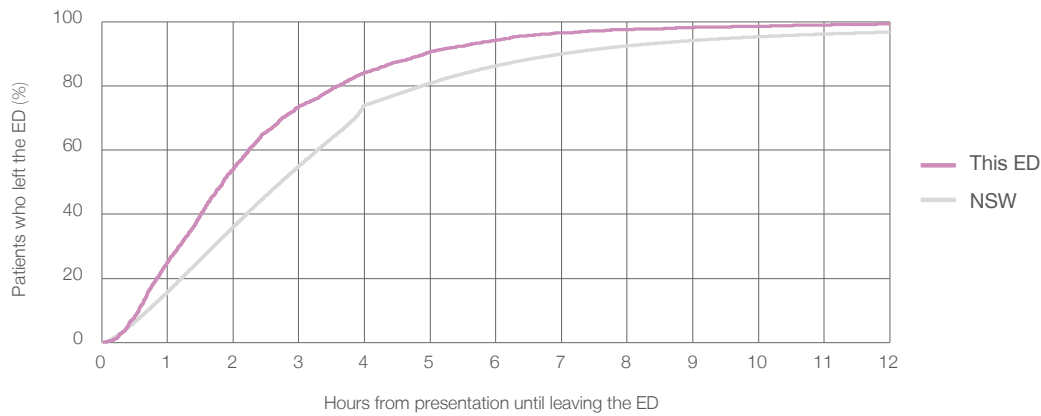
Presentations used to calculate time to leaving the ED:⁶ 2,800 patients

Median time spent in the ED⁸ 1 hours and 51 minutes

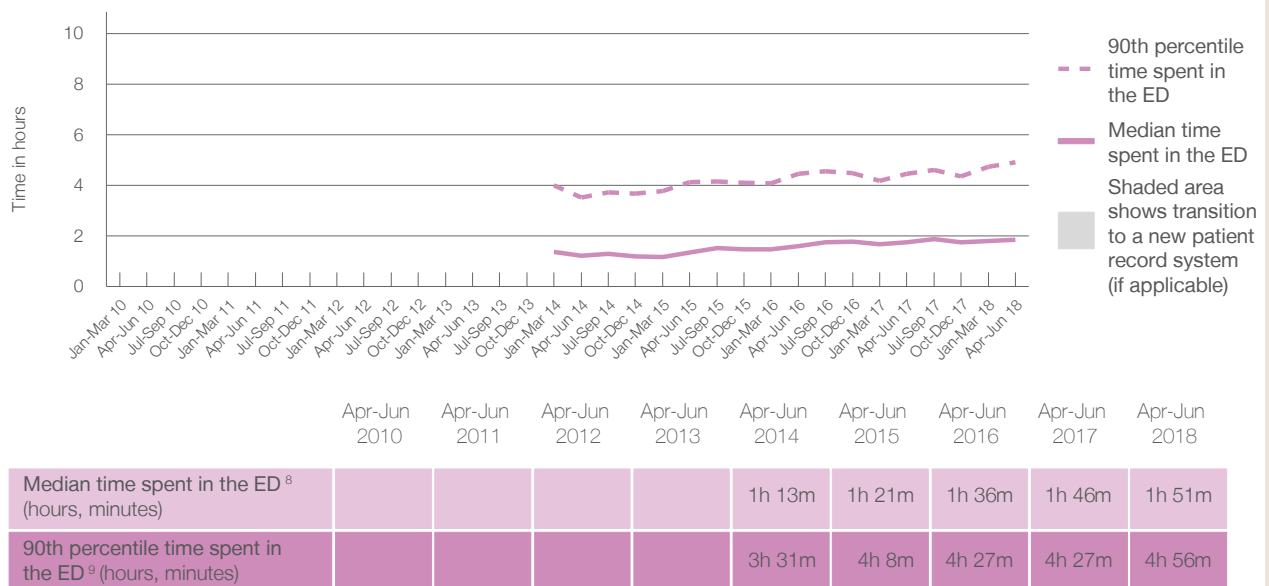
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
2,797	2,797
1 hours and 46 minutes	2 hours and 44 minutes
4 hours and 27 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



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Mudgee Health Service: Time patients spent in the ED
By mode of separation
April to June 2018

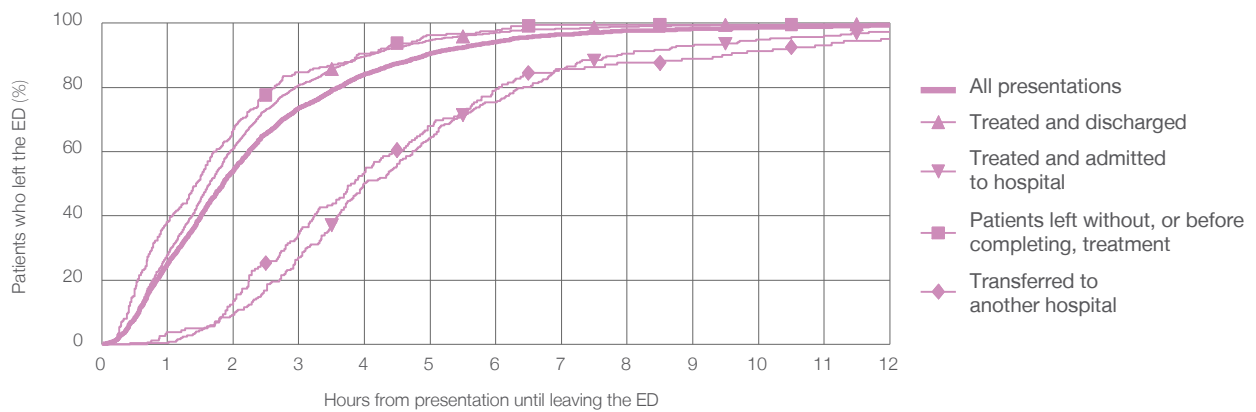
All presentations:¹ 2,801 patients

Presentations used to calculate time to leaving the ED:⁶ 2,800 patients

Treated and discharged	2,137 (76.3%)
Treated and admitted to hospital	251 (9.0%)
Patient left without, or before completing, treatment	242 (8.6%)
Transferred to another hospital	162 (5.8%)
Other	9 (0.3%)

Same period last year	Change since one year ago
2,797	0%
2,243	-4.7%
241	4.1%
178	36.0%
125	29.6%
10	-10.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{††§}



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

Treated and discharged	28.0%	61.0%	80.8%	89.7%	97.1%	99.0%	99.5%	99.9%
Treated and admitted to hospital	0.4%	9.2%	27.1%	50.2%	75.3%	90.4%	94.8%	97.2%
Patient left without, or before completing, treatment	38.0%	66.9%	84.7%	90.5%	97.5%	99.6%	99.6%	99.6%
Transferred to another hospital	3.7%	13.6%	34.6%	53.7%	79.6%	87.7%	91.4%	95.1%
All presentations	25.1%	54.1%	73.6%	84.1%	94.2%	97.6%	98.6%	99.3%

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Mudgee Health Service: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 2,801 patients

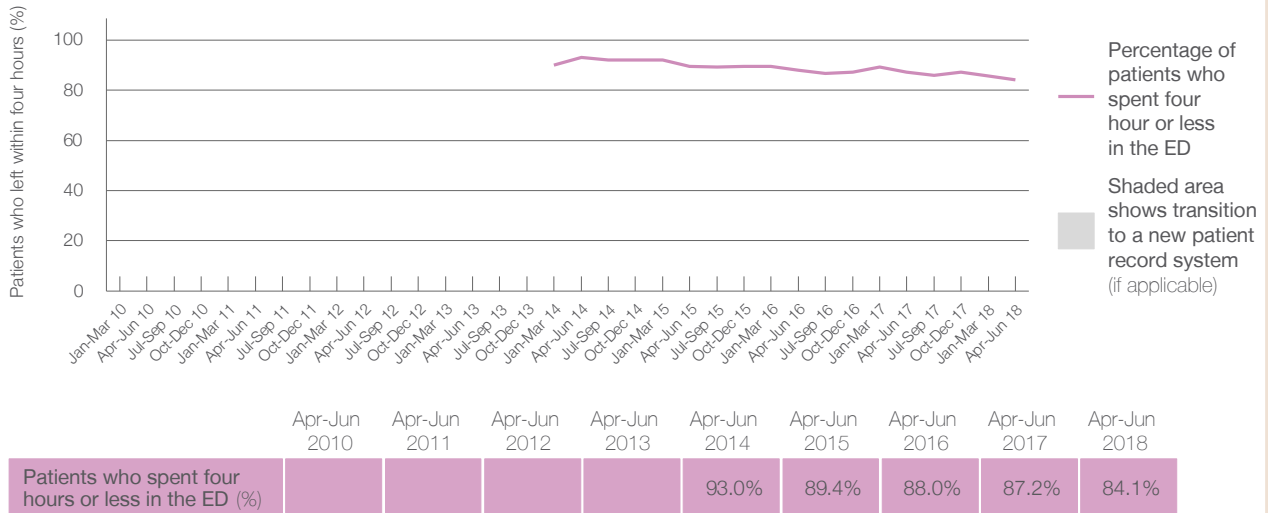
Presentations used to calculate time to leaving the ED: ⁶ 2,800 patients

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 2,801 patients	2,797	0%
Presentations used to calculate time to leaving the ED: ⁶ 2,800 patients	2,797	0%
Percentage of patients who spent four hours or less in the ED	87.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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- 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 2018*.
- 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 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).