More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Mount Druitt Hospital: Emergency department (ED) overview
July to September 2016

All presentations: 1 8,131 patients
Emergency presentations: 2 8,022 patients

Mount Druitt Hospital: Time patients waited to start treatment
July to September 2016

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns): 1,262 patients</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>11 minutes</td>
<td>1,208</td>
<td>9 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>35 minutes</td>
<td>8 minutes</td>
<td>40 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration): 3,300 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>32 minutes</td>
<td>3,568</td>
<td>38 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>150 minutes</td>
<td>174 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache): 2,551 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>44 minutes</td>
<td>2,667</td>
<td>56 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>157 minutes</td>
<td>187 minutes</td>
<td>139 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions): 880 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>39 minutes</td>
<td>1,002</td>
<td>51 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>156 minutes</td>
<td>168 minutes</td>
<td>138 minutes</td>
</tr>
</tbody>
</table>

Mount Druitt Hospital: Time from presentation until leaving the ED
July to September 2016

Attendances used to calculate time to leaving the ED: 4 8,125 patients

<table>
<thead>
<tr>
<th></th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of patients who spent four hours or less in the ED</td>
<td>8,551</td>
<td>-5.0%</td>
</tr>
<tr>
<td></td>
<td>59.8%</td>
<td>8,483</td>
</tr>
</tbody>
</table>

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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
4. 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.
5. 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.
6. All presentations that have a departure time.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).
Mount Druitt Hospital: Patients presenting to the emergency department
July to September 2016

All presentations: $^1$ 8,131 patients

Emergency presentations $^2$ by triage category: 8,022 patients

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>41</td>
<td>44</td>
<td>39</td>
<td>45</td>
<td>38</td>
<td>29</td>
</tr>
<tr>
<td>Emergency</td>
<td>849</td>
<td>1,167</td>
<td>1,296</td>
<td>1,328</td>
<td>1,208</td>
<td>1,262</td>
</tr>
<tr>
<td>Urgent</td>
<td>2,617</td>
<td>3,325</td>
<td>3,581</td>
<td>3,606</td>
<td>3,568</td>
<td>3,300</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>3,412</td>
<td>3,071</td>
<td>3,073</td>
<td>2,548</td>
<td>2,667</td>
<td>2,551</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>963</td>
<td>648</td>
<td>624</td>
<td>745</td>
<td>1,002</td>
<td>880</td>
</tr>
<tr>
<td>All emergency</td>
<td>7,882</td>
<td>8,255</td>
<td>8,603</td>
<td>8,272</td>
<td>8,483</td>
<td>8,022</td>
</tr>
</tbody>
</table>

*Resuscitation* and *Emergency* 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.
Mount Druitt 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: 1,262
Number of triage 2 patients used to calculate waiting time: 1,254
Median time to start treatment 11 minutes
95th percentile time to start treatment 35 minutes

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

<table>
<thead>
<tr>
<th>Minutes from presentation until treatment</th>
<th>Patients who received treatment (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>80</td>
</tr>
<tr>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

Same period  last year  NSW  (this period)
1,208  1,192
9 minutes  8 minutes
40 minutes  41 minutes


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

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Mount Druitt 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: 3,300
Number of triage 3 patients used to calculate waiting time: 3,167

Median time to start treatment 4 32 minutes
95th percentile time to start treatment 5 150 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

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

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**Mount Druitt 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: 2,551
- Number of triage 4 patients used to calculate waiting time: 2,381
- Median time to start treatment: 44 minutes
- 95th percentile time to start treatment: 157 minutes

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

- **This ED**:
  - Median time to start treatment: 4 minutes
  - 95th percentile time to start treatment: 5 minutes

- **NSW**
  - Same period last year: 2,667
  - (this period): 2,317

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

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

- **Median time to start treatment**: 70, 55, 49, 55, 56, 44
- **95th percentile time to start treatment**: 256, 186, 163, 202, 187, 157

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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.
Mount Druitt 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: 880
Number of triage 5 patients used to calculate waiting time: 784

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

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

![Graph showing percentage of triage 5 patients who received treatment by time.](image)

**Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (minutes)</td>
<td>75</td>
<td>48</td>
<td>44</td>
<td>46</td>
<td>51</td>
<td>39</td>
</tr>
<tr>
<td>95th percentile time to start treatment (minutes)</td>
<td>259</td>
<td>193</td>
<td>165</td>
<td>158</td>
<td>168</td>
<td>156</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.
Mount Druitt Hospital: Time patients spent in the ED
July to September 2016

All presentations: 8,131 patients
Presentations used to calculate time to leaving the ED: 8,125 patients

Median time spent in the ED
3 hours and 22 minutes

95th percentile time spent in the ED
19 hours and 32 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

Median time to leaving the ED
4h 52m 4h 33m 4h 10m 3h 52m 3h 40m 3h 22m

95th percentile time to leaving the ED
16h 59m 17h 0m 18h 11m 23h 44m 20h 43m 19h 32m

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Mount Druitt Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

All presentations: 8,131 patients
Presentations used to calculate time to leaving the ED: 8,125 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>5,220</td>
<td>64.2%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>1,536</td>
<td>18.9%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>489</td>
<td>6.0%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>881</td>
<td>10.8%</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>0.1%</td>
</tr>
</tbody>
</table>


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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.
Mount Druitt 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: 1 8,131 patients
Presentations used to calculate time to leaving the ED: 6 8,125 patients

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>% of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>39.5%</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>42.6%</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>48.1%</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>53.2%</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>59.8%</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>64.7%</td>
</tr>
</tbody>
</table>

* 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).