

Mount Druitt Hospital: Emergency department (ED) overview

July to September 2016

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

Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%

Mount Druitt Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,262 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,300 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 150 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,551 patients

Median time to start treatment⁴ 44 minutes
 95th percentile time to start treatment⁵ 157 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 880 patients

Median time to start treatment⁴ 39 minutes
 95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
1,208	
9 minutes	8 minutes
40 minutes	41 minutes
3,568	
38 minutes	21 minutes
174 minutes	103 minutes
2,667	
56 minutes	27 minutes
187 minutes	139 minutes
1,002	
51 minutes	24 minutes
168 minutes	138 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,125 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
8,551	-5.0%
59.8%	

* 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.

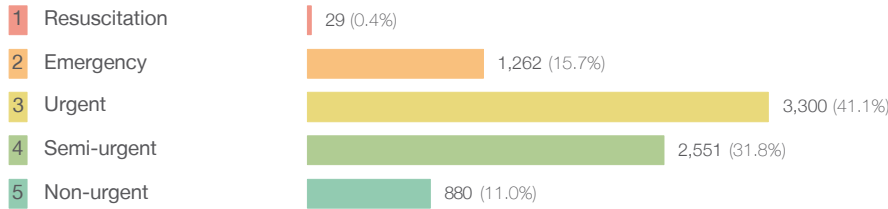
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2016

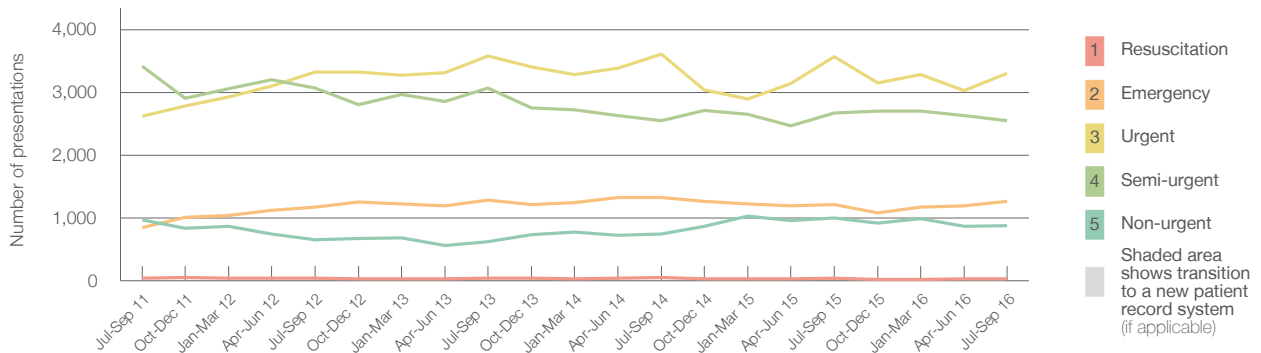
All presentations:¹ 8,131 patients

Emergency presentations² by triage category: 8,022 patients



Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%
38	-23.7%
1,208	4.5%
3,568	-7.5%
2,667	-4.3%
1,002	-12.2%

Emergency presentations² 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	41	44	39	45	38	29
Emergency	849	1,167	1,286	1,328	1,208	1,262
Urgent	2,617	3,325	3,581	3,606	3,568	3,300
Semi-urgent	3,412	3,071	3,073	2,548	2,667	2,551
Non-urgent	963	648	624	745	1,002	880
All emergency presentations	7,882	8,255	8,603	8,272	8,483	8,022

Mount Druiitt Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 844 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,238	
15 minutes	1 minute
54 minutes	-4 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.

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

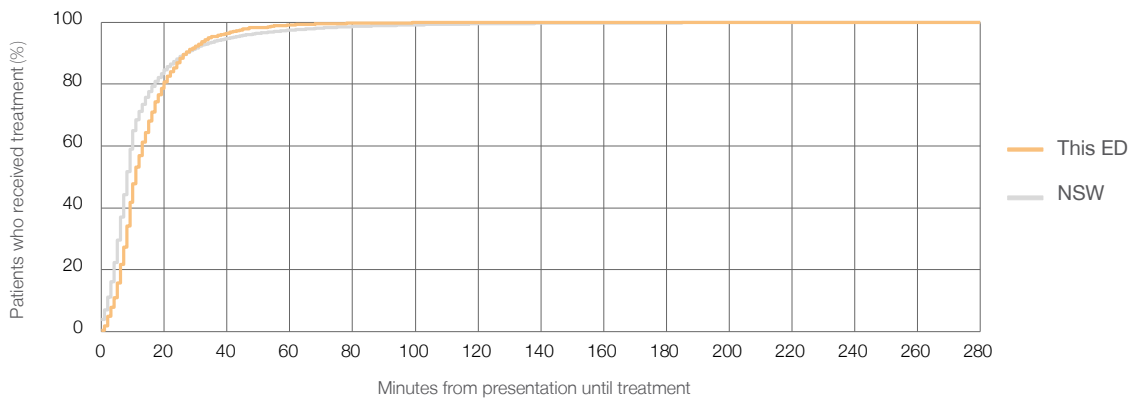
Number of triage 2 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 11 minutes

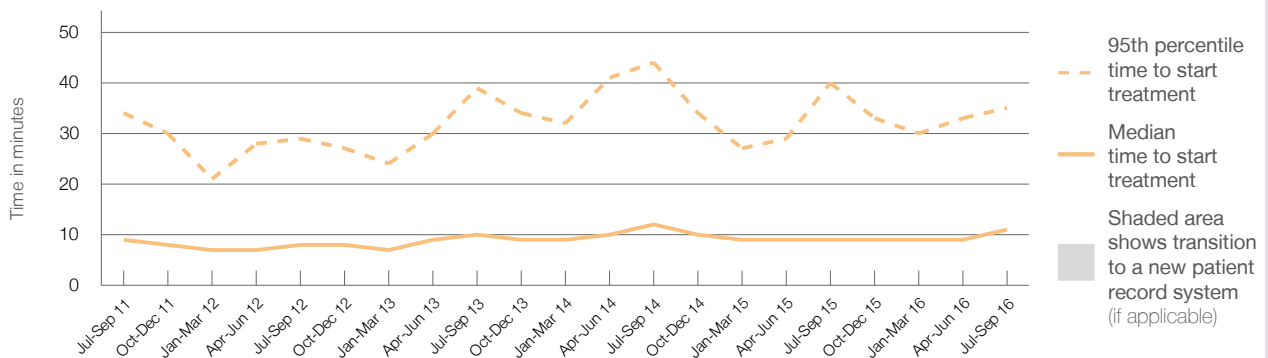
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,208	1,192
9 minutes	8 minutes
40 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	10	12	9	11
95th percentile time to start treatment ⁵ (minutes)	34	29	39	44	40	35

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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

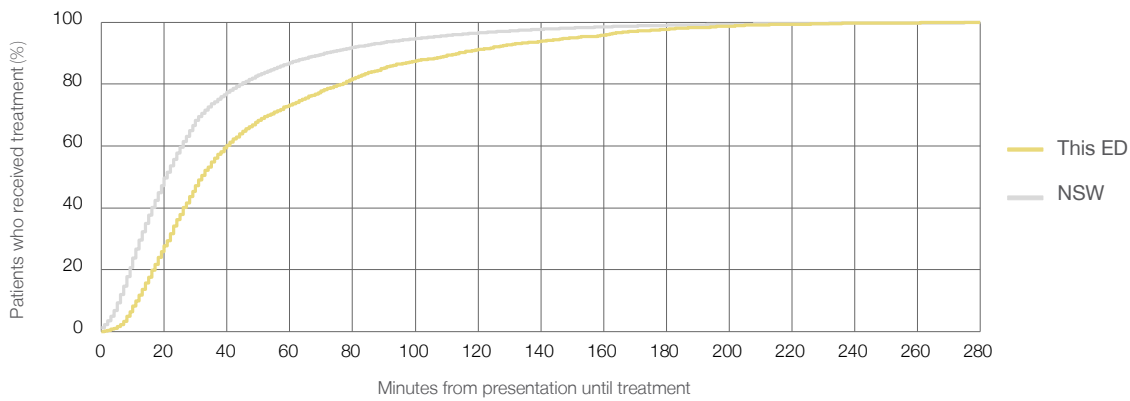
Number of triage 3 patients used to calculate waiting time:³ 3,167

Median time to start treatment⁴ 32 minutes

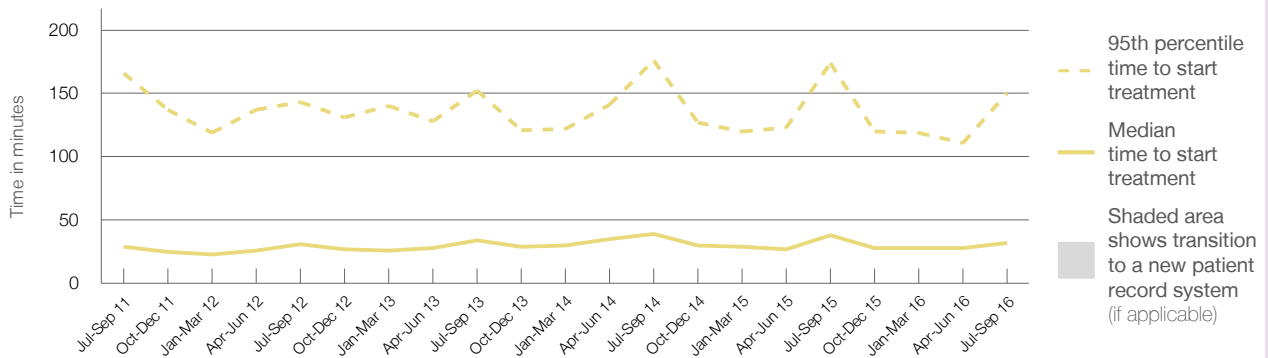
95th percentile time to start treatment⁵ 150 minutes

Same period last year	NSW (this period)
3,568	3,300
38 minutes	21 minutes
174 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	31	34	39	38	32
95th percentile time to start treatment ⁵ (minutes)	166	143	152	176	174	150

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Mount Druiitt 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

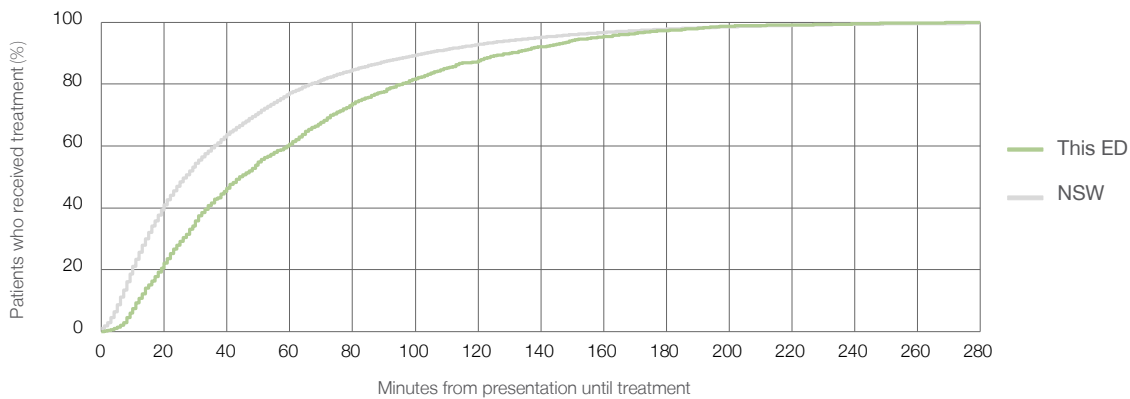
Number of triage 4 patients used to calculate waiting time:³ 2,381

Median time to start treatment⁴ 44 minutes

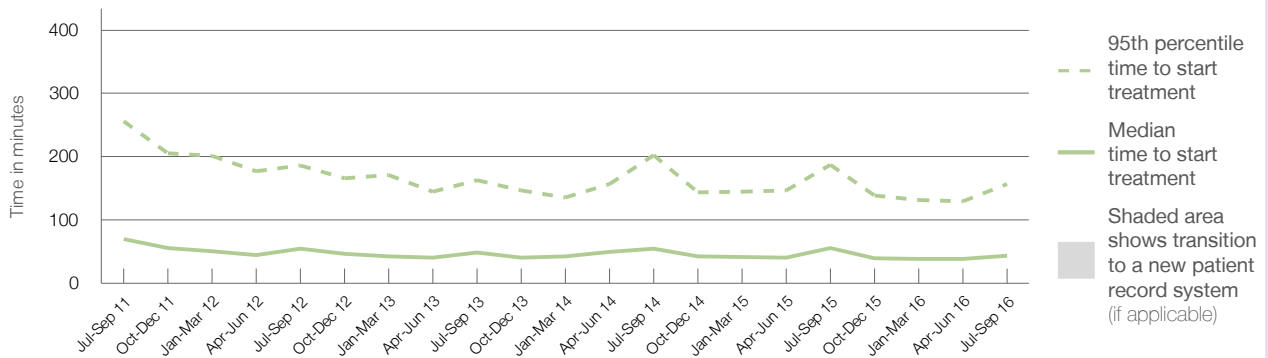
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
2,667	2,317
56 minutes	27 minutes
187 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	70	55	49	55	56	44
95th percentile time to start treatment ⁵ (minutes)	256	186	163	202	187	157

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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

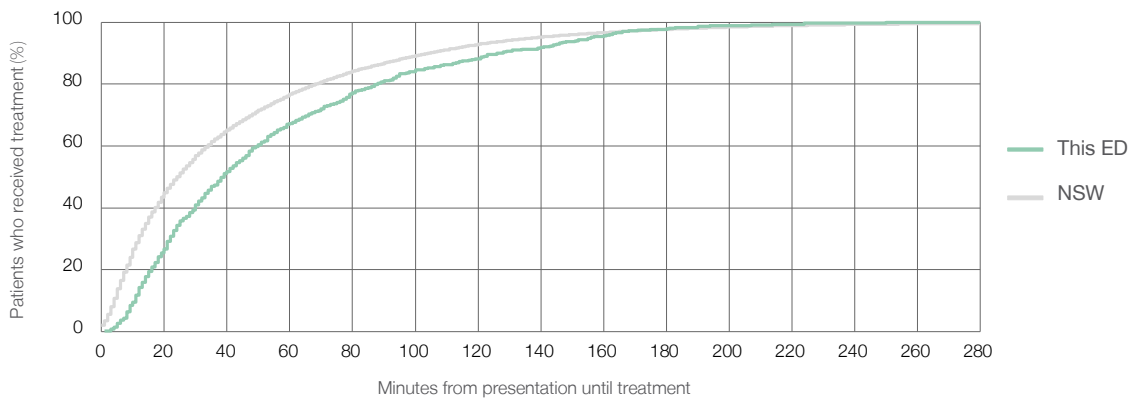
Number of triage 5 patients used to calculate waiting time:³ 784

Median time to start treatment⁴ 39 minutes

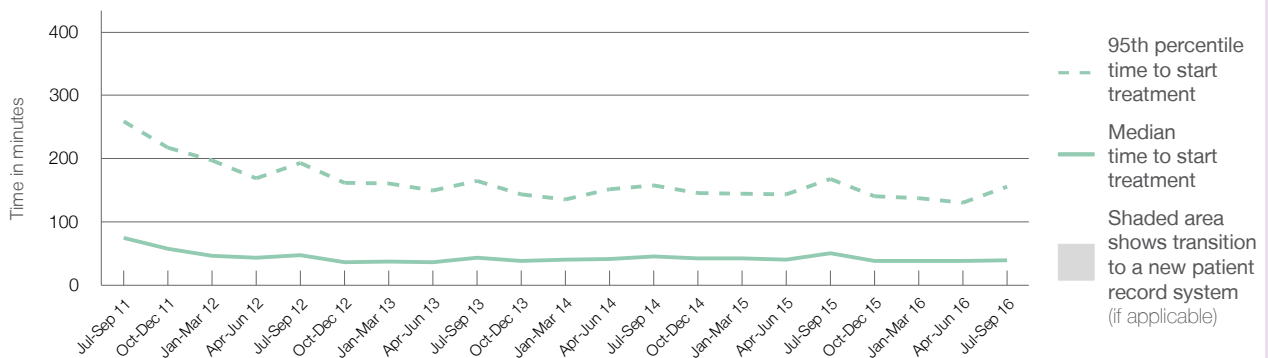
95th percentile time to start treatment⁵ 156 minutes

	Same period last year	NSW (this period)
Number of patients	1,002	826
Median time to start treatment	51 minutes	24 minutes
95th percentile time to start treatment	168 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	75	48	44	46	51	39
95th percentile time to start treatment ⁵ (minutes)	259	193	165	158	168	156

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Mount Druitt Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,131 patients

Presentations used to calculate time to leaving the ED:⁶ 8,125 patients

Median time spent in the ED⁸

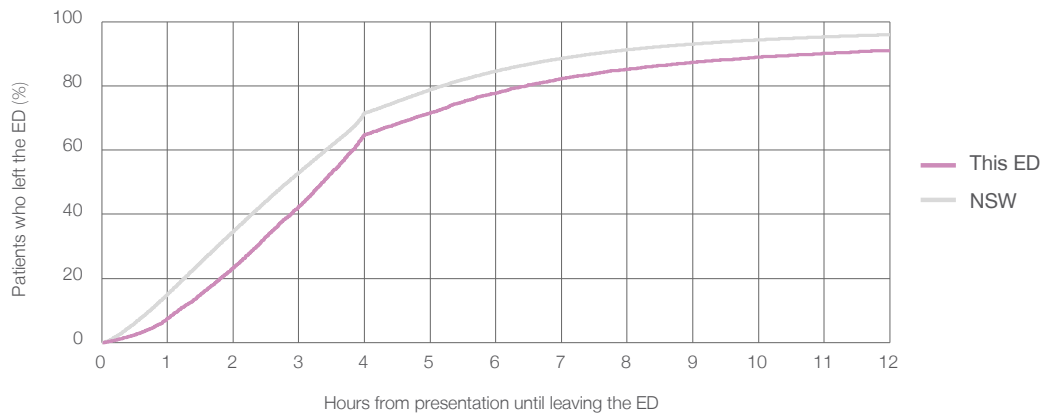
3 hours and 22 minutes

95th percentile time spent in the ED⁹

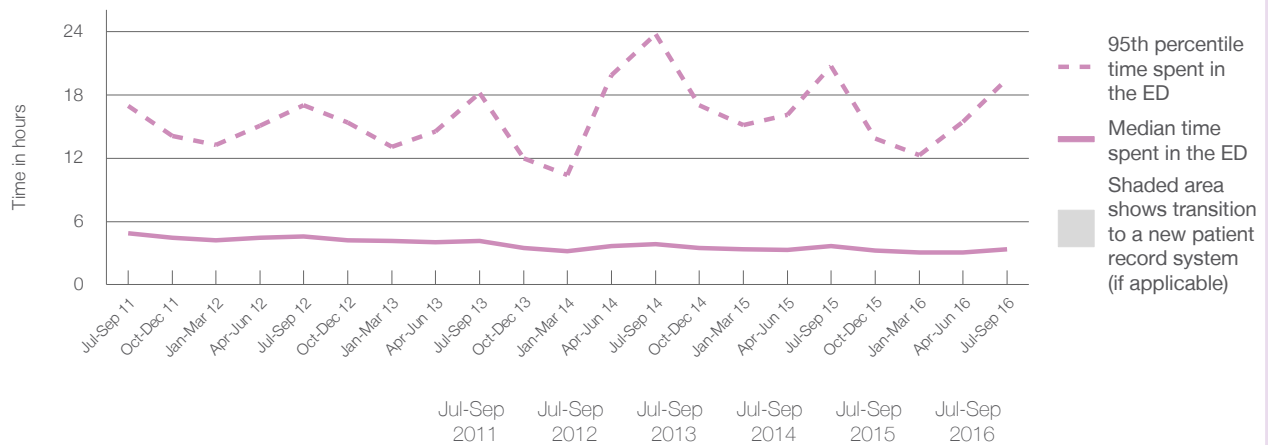
19 hours and 32 minutes

Same period last year	NSW (this period)
8,551	8,551
3 hours and 40 minutes	2 hours and 50 minutes
20 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 52m	4h 33m	4h 10m	3h 52m	3h 40m	3h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 58m	17h 0m	18h 11m	23h 44m	20h 43m	19h 32m

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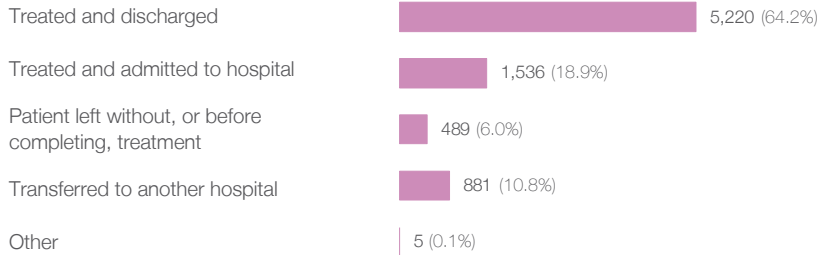
Mount Druiitt Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

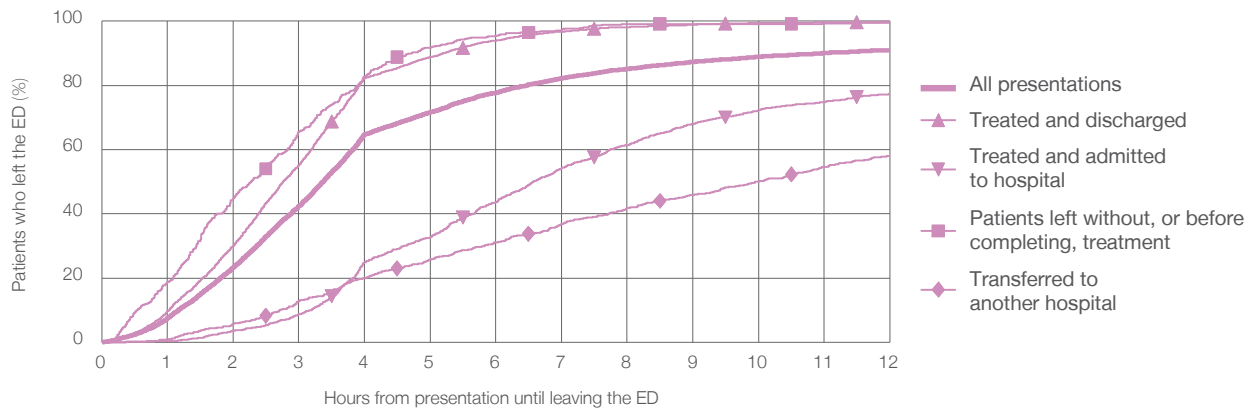
All presentations:¹ 8,131 patients

Presentations used to calculate time to leaving the ED:⁶ 8,125 patients



	Same period last year	Change since one year ago
	8,551	-5.0%
Treated and discharged	5,337	-2.2%
Treated and admitted to hospital	1,554	-1.2%
Patient left without, or before completing, treatment	716	-31.7%
Transferred to another hospital	938	-6.1%
Other	6	-16.7%

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



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

Treated and discharged	9.7%	30.1%	55.2%	82.3%	94.0%	98.2%	99.4%	99.8%
Treated and admitted to hospital	0.5%	3.6%	8.7%	25.0%	43.6%	61.5%	72.3%	77.3%
Patient left without, or before completing, treatment	18.8%	44.9%	65.6%	82.7%	95.5%	99.2%	99.2%	99.6%
Transferred to another hospital	1.0%	5.8%	12.8%	20.0%	31.1%	41.8%	50.1%	58.0%
All presentations	7.5%	23.3%	42.4%	64.7%	77.7%	85.1%	88.9%	91.0%

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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

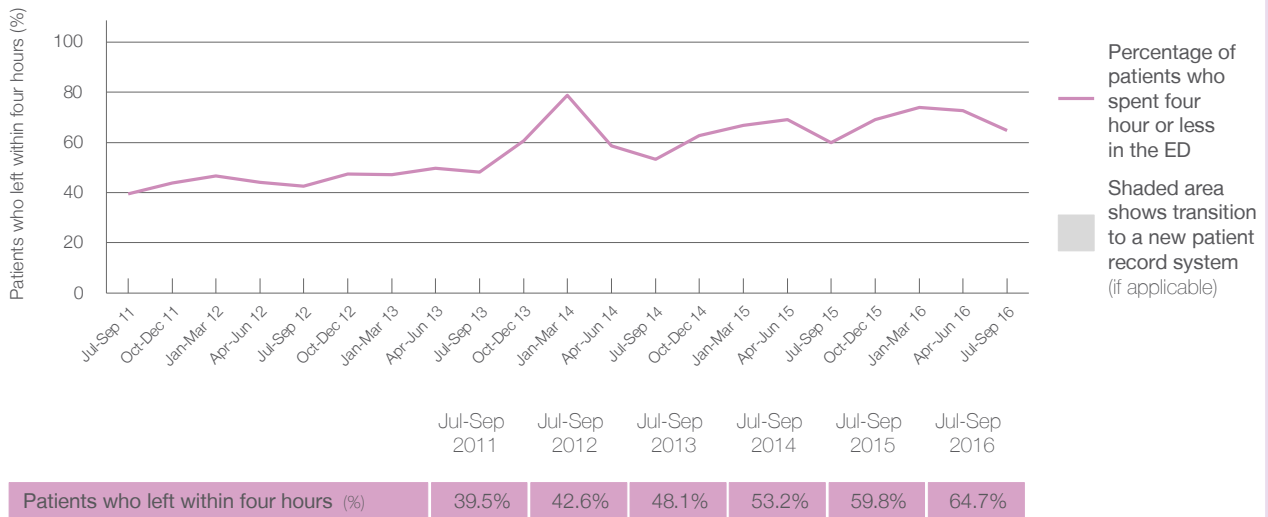
Presentations used to calculate time to leaving the ED: ⁶ 8,125 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,551	-4.9%
Presentations used to calculate time to leaving the ED	8,551	-5.0%
Percentage of patients who spent four hours or less in the ED	59.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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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).