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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Emergency department (ED) overview
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	2,706 patients	3,307	-18.2%
Emergency presentations:[2]	2,566 patients	2,896	-11.4%

Mudgee District Hospital: Time patients waited to start treatment[3]
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 181 patients		223	
Median time to start treatment[4]	10 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	27 minutes	24 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 644 patients		616	
Median time to start treatment[4]	23 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	54 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,325 patients		1,366	
Median time to start treatment[4]	32 minutes	33 minutes	26 minutes
90th percentile time to start treatment[5]	95 minutes	110 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 411 patients		679	
Median time to start treatment[4]	31 minutes	37 minutes	23 minutes
90th percentile time to start treatment[5]	108 minutes	133 minutes	104 minutes

Mudgee District Hospital: Time from presentation until leaving the ED
January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,706 patients		3,305	-18.1%
Percentage of patients who spent four hours or less in the ED	89.2%	89.6%	

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* 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 *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 waited equal to or longer than this time.
5. 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.
6. 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.
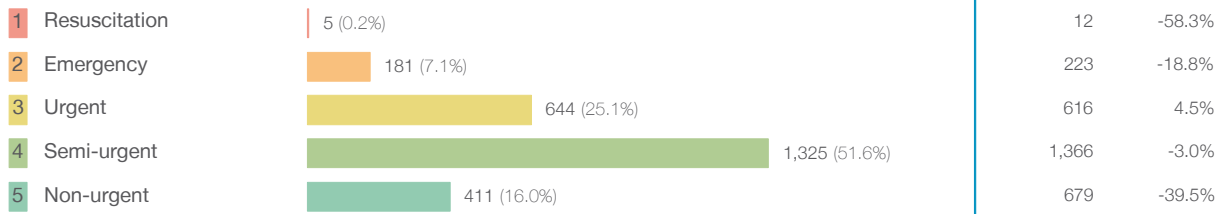Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

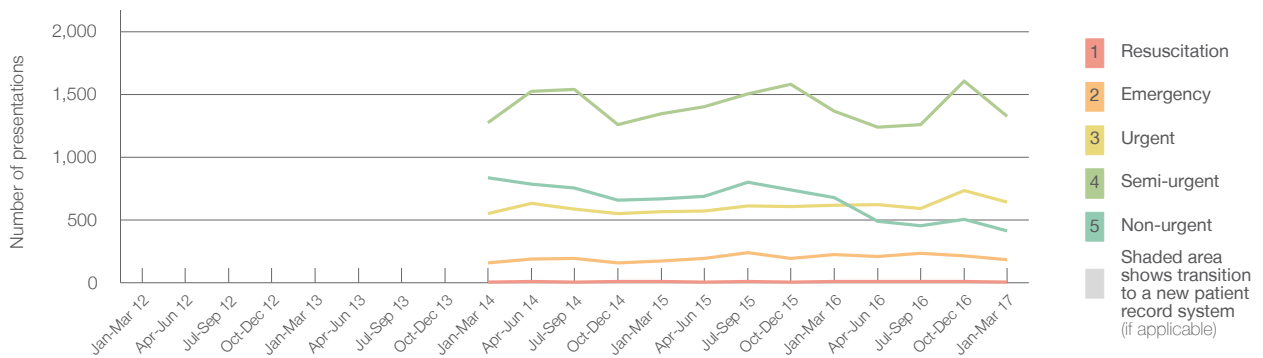## Mudgee District Hospital: Patients presenting to the emergency department
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 2,706 patients		3,307	-18.2%
Emergency presentations[2] by triage category: 2,566 patients		2,896	-11.4%
1 Resuscitation	5 (0.2%)	12	-58.3%
2 Emergency	181 (7.1%)	223	-18.8%
3 Urgent	644 (25.1%)	616	4.5%
4 Semi-urgent	1,325 (51.6%)	1,366	-3.0%
5 Non-urgent	411 (16.0%)	679	-39.5%

Emergency presentations[2] by quarter, January 2012 to March 2017 [‡] [§]

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation			6	9	12	5
Emergency			159	171	223	181
Urgent			548	565	616	644
Semi-urgent			1,272	1,348	1,366	1,325
Non-urgent			835	666	679	411
All emergency presentations			2,820	2,759	2,896	2,566

Mudgee District Hospital: Patients arriving by ambulance
January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 216 patients		160	
ED Transfer of care time			
Median time	10 minutes	13 minutes	-3 minutes
90th percentile time	27 minutes	34 minutes	-7 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 2
January to March 2017

| Triage 2	Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 181			223	
Number of triage 2 patients used to calculate waiting time:[3] 181			221	
Median time to start treatment[4]		10 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]		27 minutes	24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017
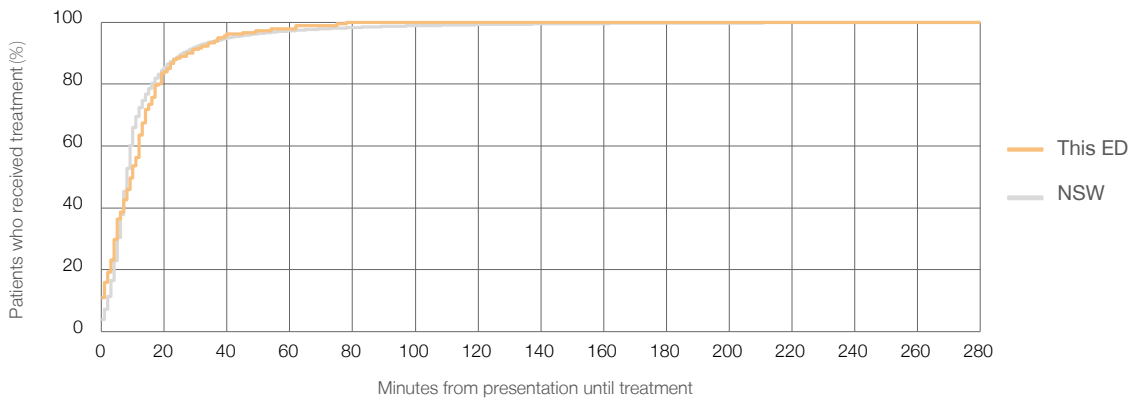
Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017 [†‡§]
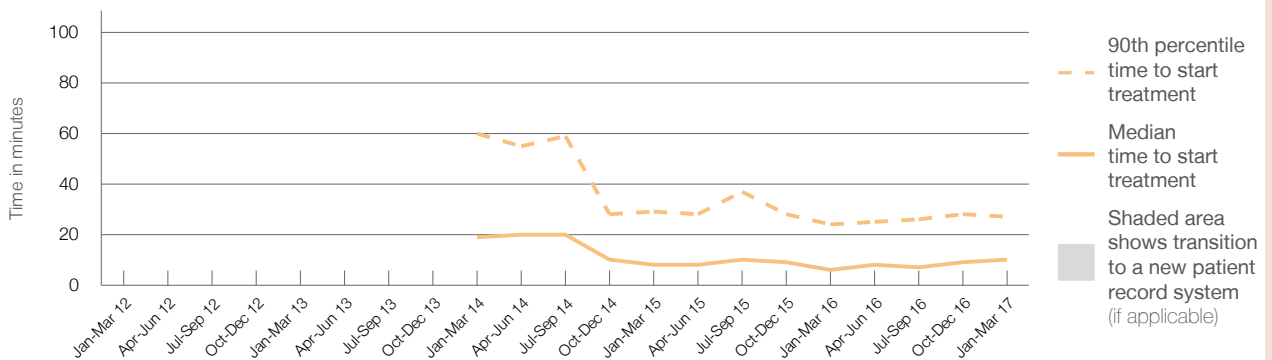
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)			19	8	6	10
90th percentile time to start treatment[5] (minutes)			60	29	24	27

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 3
January to March 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 644			616	
Number of triage 3 patients used to calculate waiting time:[3] 635			601	
Median time to start treatment[4]		23 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]		51 minutes	54 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017
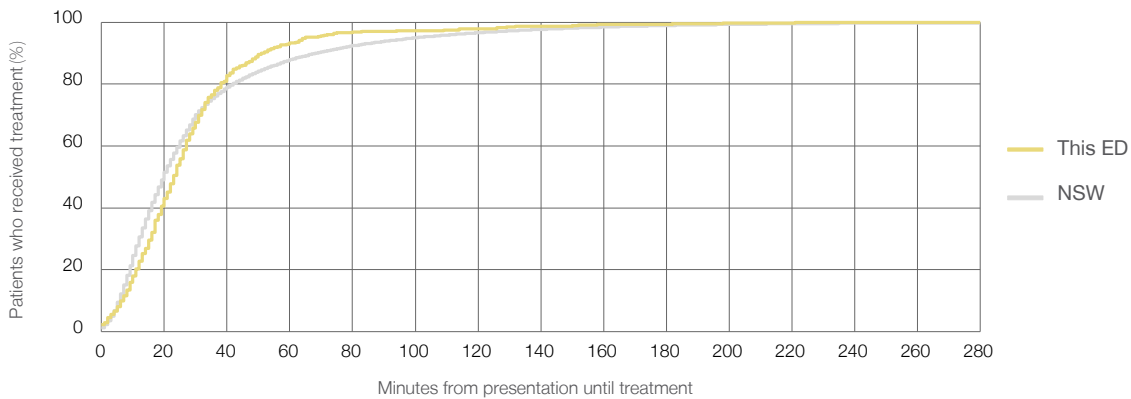
Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017 [†‡§]
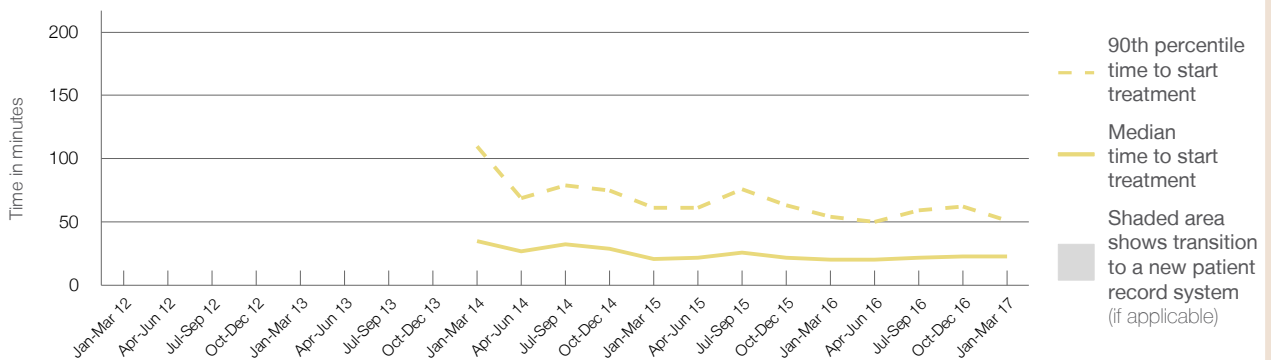
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)			35	21	20	23
90th percentile time to start treatment[5] (minutes)			110	61	54	51

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 4
January to March 2017

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 1,325			1,366	
Number of triage 4 patients used to calculate waiting time:[3] 1,247			1,253	
Median time to start treatment[4]		32 minutes	33 minutes	26 minutes
90th percentile time to start treatment[5]		95 minutes	110 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017
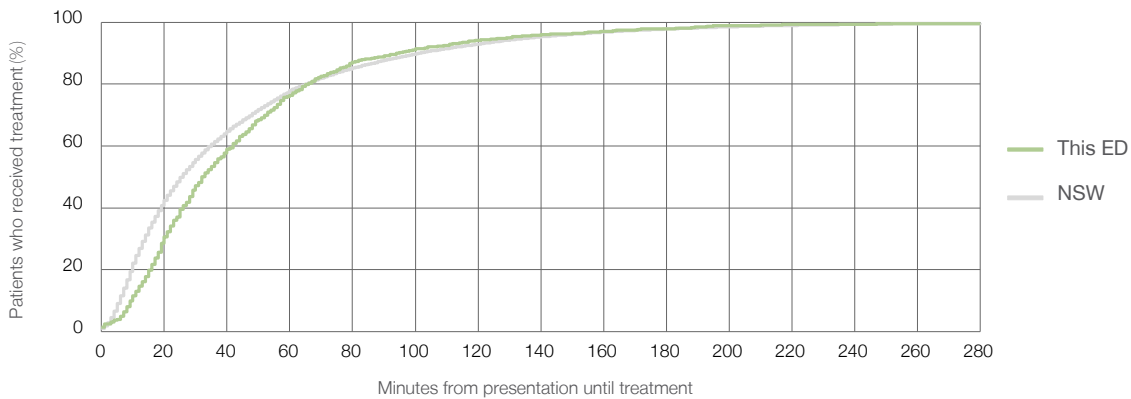
Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017 [†‡§]
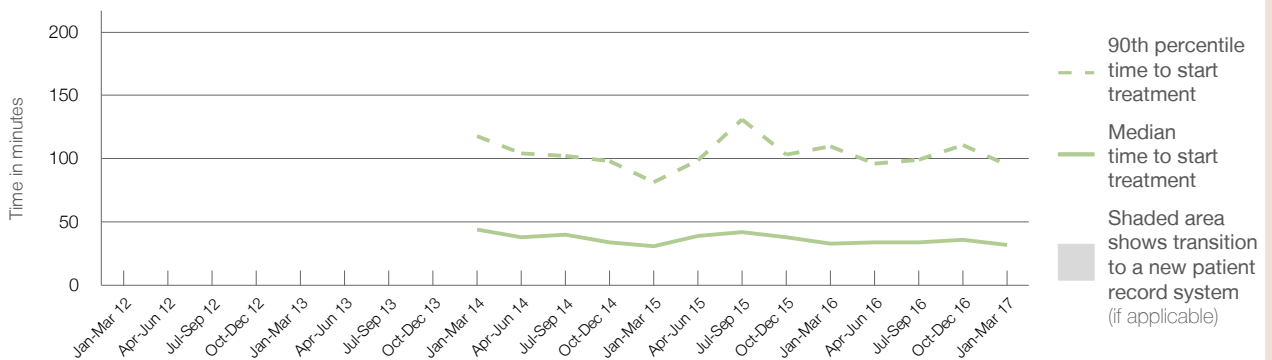
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)			44	31	33	32
90th percentile time to start treatment[5] (minutes)			118	82	110	95

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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.

(§)   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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 5
January to March 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 411			679	
Number of triage 5 patients used to calculate waiting time:[3] 362			548	
Median time to start treatment[4]		31 minutes	37 minutes	23 minutes
90th percentile time to start treatment[5]		108 minutes	133 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017
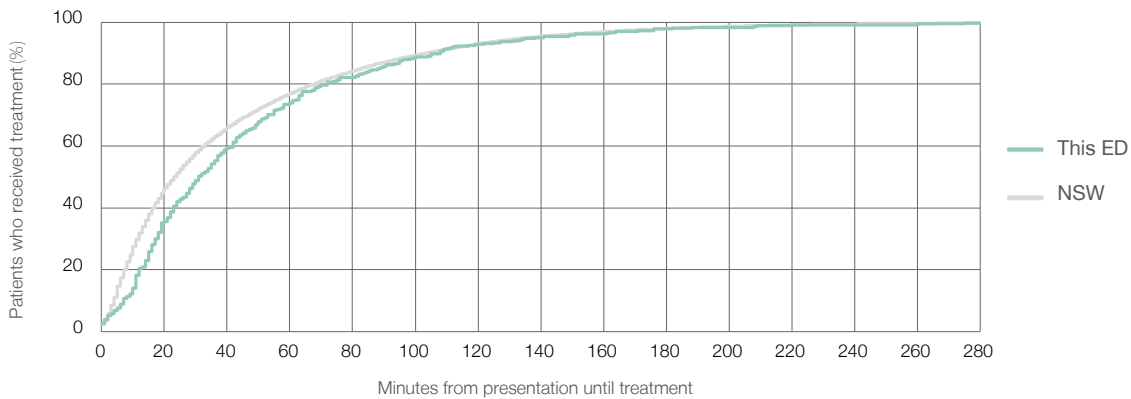
Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017 [†‡§]
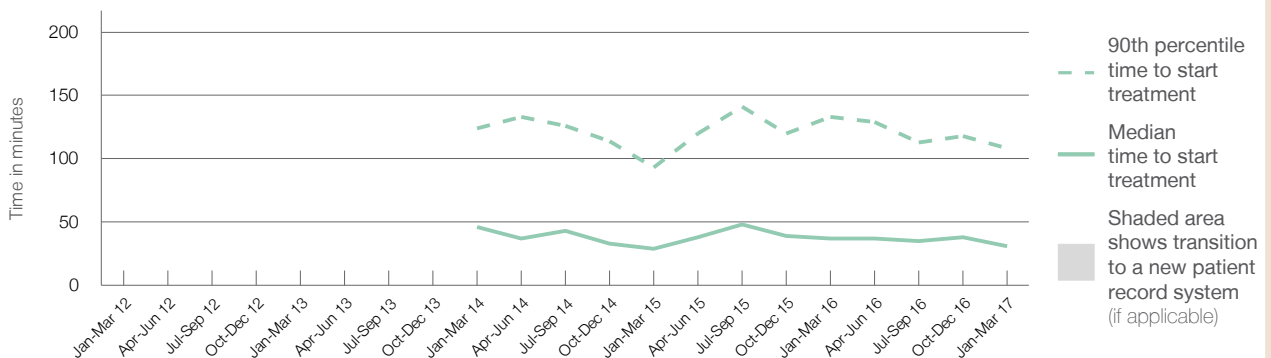
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)			46	29	37	31
90th percentile time to start treatment[5] (minutes)			124	93	133	108

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED
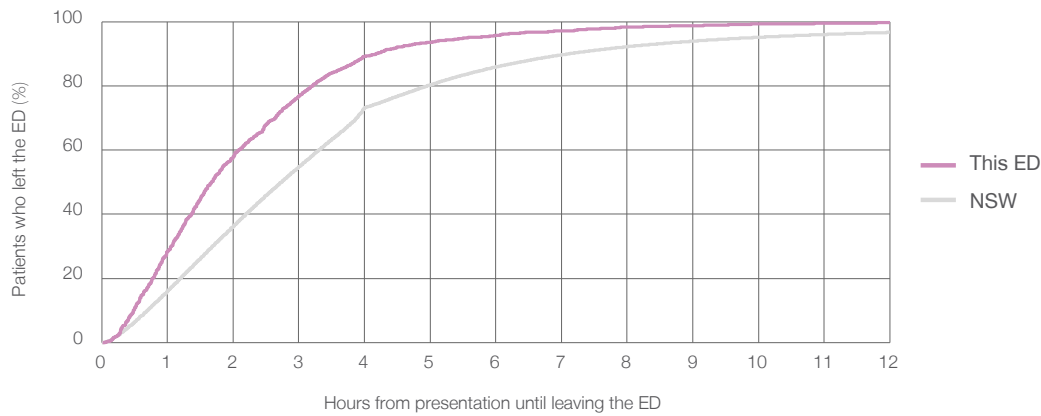### January to March 2017

		Same period last year	NSW (this period)
All presentations:[1] 2,706 patients			3,307
Presentations used to calculate time to leaving the ED:[6] 2,706 patients			3,305
Median time spent in the ED [8]	1 hours and 41 minutes	1 hours and 29 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]	4 hours and 11 minutes	4 hours and 5 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017

Time patients spent in the ED, by quarter, January 2012 to March 2017 [†‡§]

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED [8] (hours, minutes)			1h 22m	1h 10m	1h 29m	1h 41m
90th percentile time to leaving the ED [9] (hours, minutes)			4h 1m	3h 47m	4h 5m	4h 11m

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED
### By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 2,706 patients			
Presentations used to calculate time to leaving the ED:[6] 2,706 patients		3,305	-18.1%
Treated and discharged	2,166 (80.0%)	2,713	-20.2%
Treated and admitted to hospital	232 (8.6%)	228	1.8%
Patient left without, or before completing, treatment	174 (6.4%)	211	-17.5%
Transferred to another hospital	117 (4.3%)	117	0.0%
Other	17 (0.6%)	38	-55.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017 [†‡§]
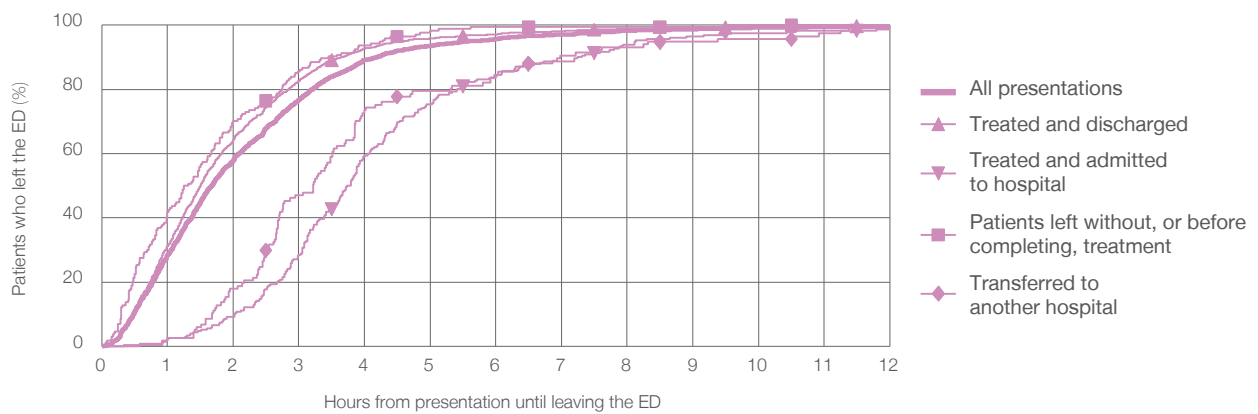
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.3%	64.4%	82.6%	92.8%	97.2%	98.9%	99.5%	99.7%
Treated and admitted to hospital	2.2%	9.1%	28.4%	59.5%	84.1%	94.0%	97.4%	98.7%
Patient left without, or before completing, treatment	42.0%	70.1%	85.6%	93.7%	99.4%	99.4%	100%	100%
Transferred to another hospital	2.6%	17.9%	47.0%	73.5%	84.6%	93.2%	95.7%	99.1%
All presentations	28.5%	58.1%	76.7%	89.2%	95.7%	98.3%	99.2%	99.6%

(†)   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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 2,706 patients		3,307	-18.2%
Presentations used to calculate time to leaving the ED:[6] 2,706 patients		3,305	-18.1%
Percentage of patients who spent four hours or less in the ED	89.2%	89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 [†‡§]
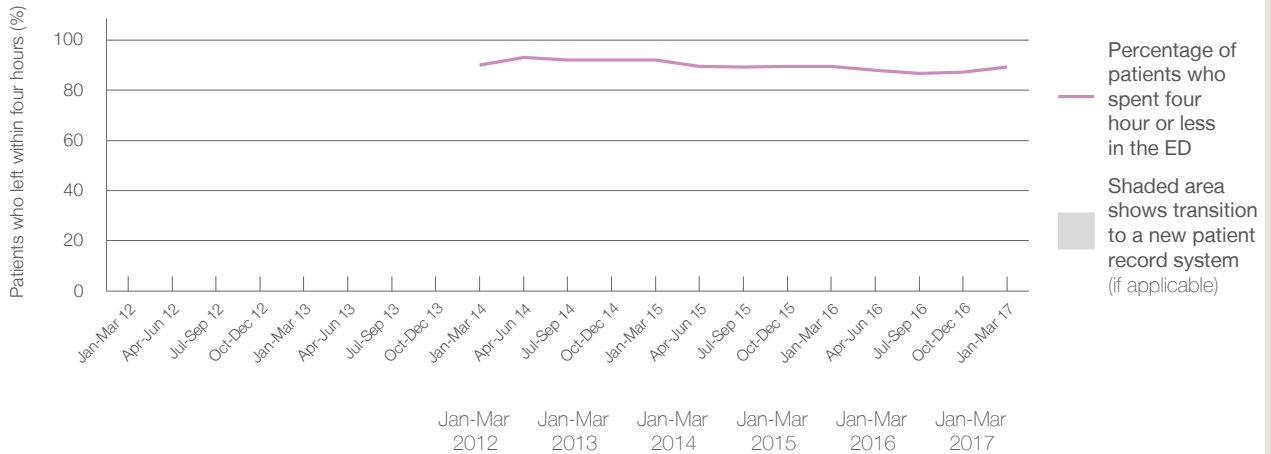
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who left within four hours (%)			89.9%	92.0%	89.6%	89.2%

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

†   Data points are not shown in graphs for quarters when patient numbers were 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.*

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 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.

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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).