Mount Druitt Hospital: Emergency department (ED) overview
October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 8,762 patients	8,502	3%
Emergency presentations:[2] 8,706 patients	8,416	3%

Mount Druitt Hospital: Time patients waited to start treatment [3]
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,603 patients	1,446	
Median time to start treatment [4] 9 minutes	8 minutes	8 minutes
90th percentile time to start treatment [5] 18 minutes	17 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,140 patients	3,258	
Median time to start treatment [4] 21 minutes	21 minutes	20 minutes
90th percentile time to start treatment [5] 56 minutes	62 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,060 patients	2,762	
Median time to start treatment [4] 30 minutes	27 minutes	26 minutes
90th percentile time to start treatment [5] 87 minutes	82 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 873 patients	907	
Median time to start treatment [4] 25 minutes	24 minutes	23 minutes
90th percentile time to start treatment [5] 103 minutes	86 minutes	104 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED
October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,762 patients	8,501	3%
Percentage of patients who spent four hours or less in the ED 80%	80%	

* 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: October to December 2018.*
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.
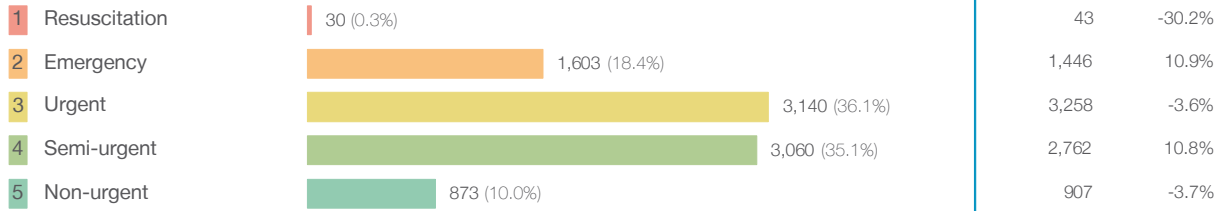6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mount Druitt Hospital: Patients presenting to the emergency department
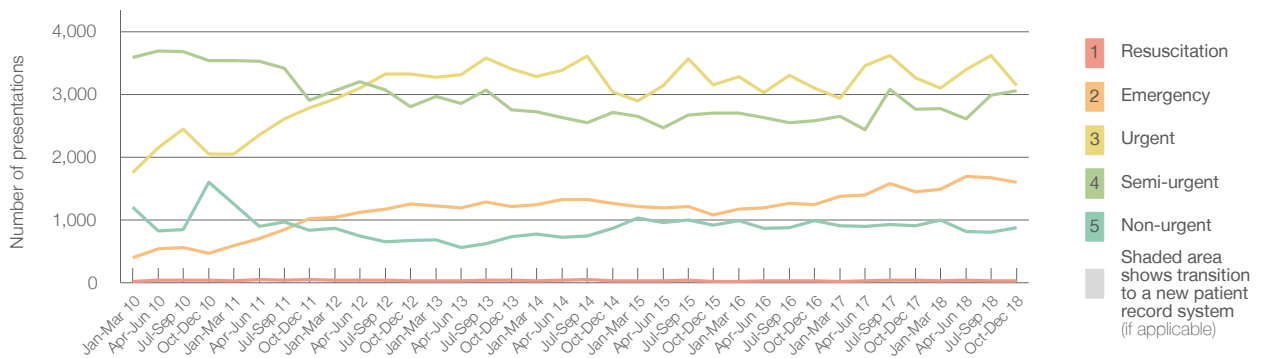October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 8,762 patients	8,502	3%
Emergency presentations[2] by triage category: 8,706 patients	8,416	3%

		Same period last year	Change since one year ago
1 Resuscitation	30 (0.3%)	43	-30.2%
2 Emergency	1,603 (18.4%)	1,446	10.9%
3 Urgent	3,140 (36.1%)	3,258	-3.6%
4 Semi-urgent	3,060 (35.1%)	2,762	10.8%
5 Non-urgent	873 (10.0%)	907	-3.7%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	38	53	32	37	27	22	27	43	30
Emergency	465	1,014	1,258	1,217	1,260	1,080	1,245	1,446	1,603
Urgent	2,048	2,783	3,320	3,402	3,036	3,155	3,095	3,258	3,140
Semi-urgent	3,536	2,904	2,801	2,754	2,711	2,702	2,579	2,762	3,060
Non-urgent	1,602	837	667	730	870	919	991	907	873
All emergency presentations	7,689	7,591	8,078	8,140	7,904	7,878	7,937	8,416	8,706

Mount Druitt Hospital: Patients arriving by ambulance
October to December 2018

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 1,216 patients	886	

ED Transfer of care time

		Same period last year	Change since one year ago
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	22 minutes	26 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

District group 1 hospitals (C1)
Western Sydney Local Health District

Mount Druitt Hospital: Time patients waited to start treatment, triage 2
October to December 2018

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 1,603			1,446	
Number of triage 2 patients used to calculate waiting time: [3] 1,588			1,443	
Median time to start treatment [4]		9 minutes	8 minutes	8 minutes
90th percentile time to start treatment [5]		18 minutes	17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
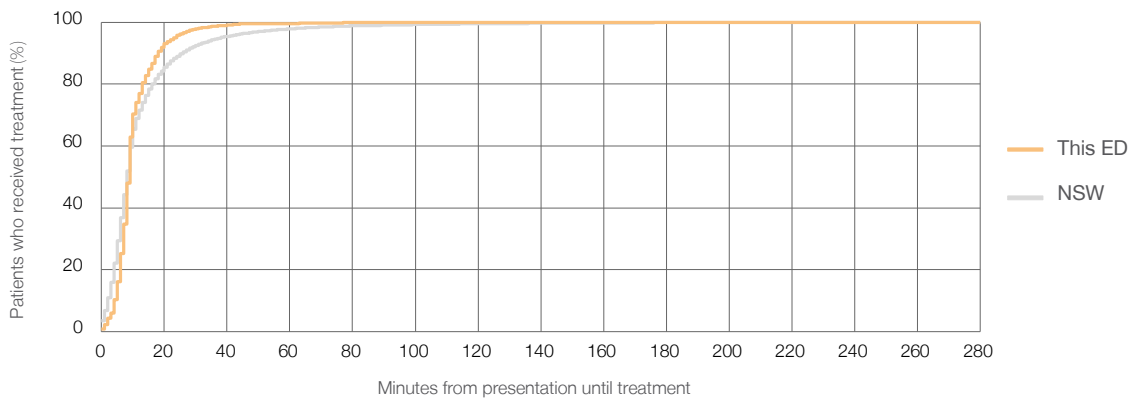
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]
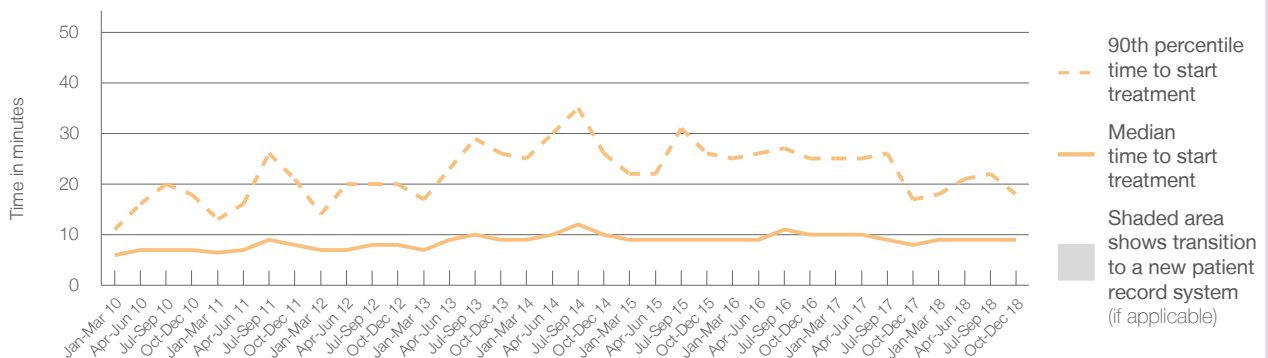
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	7	8	8	9	10	9	10	8	9
90th percentile time to start treatment [5] (minutes)	18	21	20	26	26	26	25	17	18

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Mount Druitt Hospital: Time patients waited to start treatment, triage 3
October to December 2018

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 3,140			3,258	
Number of triage 3 patients used to calculate waiting time: [3] 3,029			3,173	
Median time to start treatment [4]		21 minutes	21 minutes	20 minutes
90th percentile time to start treatment [5]		56 minutes	62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
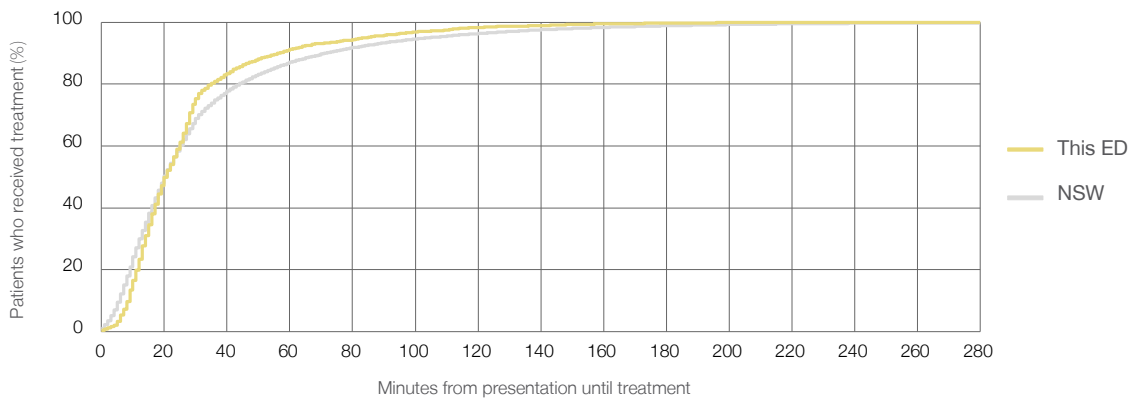
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
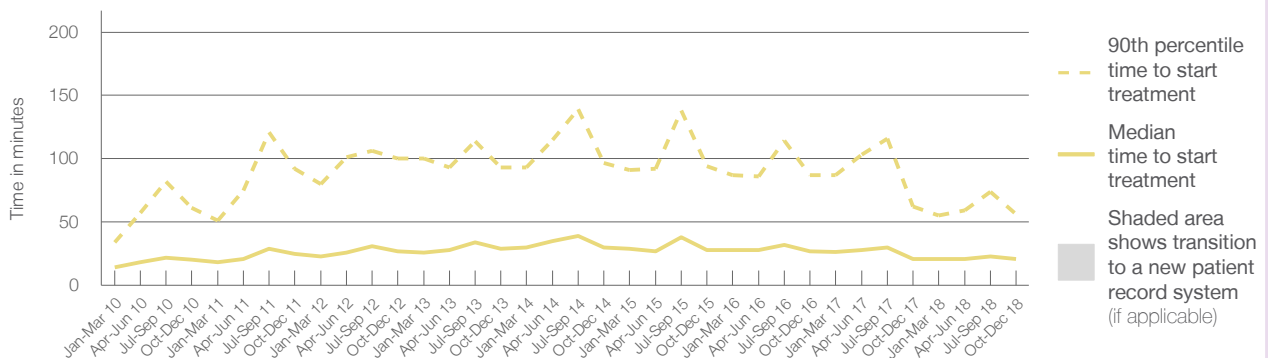
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	20	25	27	29	30	28	27	21	21
90th percentile time to start treatment [5] (minutes)	61	92	100	93	97	94	87	62	56

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Mount Druitt Hospital

District group 1 hospitals (C1)
Western Sydney Local Health District

Mount Druitt Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,060			2,762	
Number of triage 4 patients used to calculate waiting time: [3] 2,874			2,641	
Median time to start treatment [4]		30 minutes	27 minutes	26 minutes
90th percentile time to start treatment [5]		87 minutes	82 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
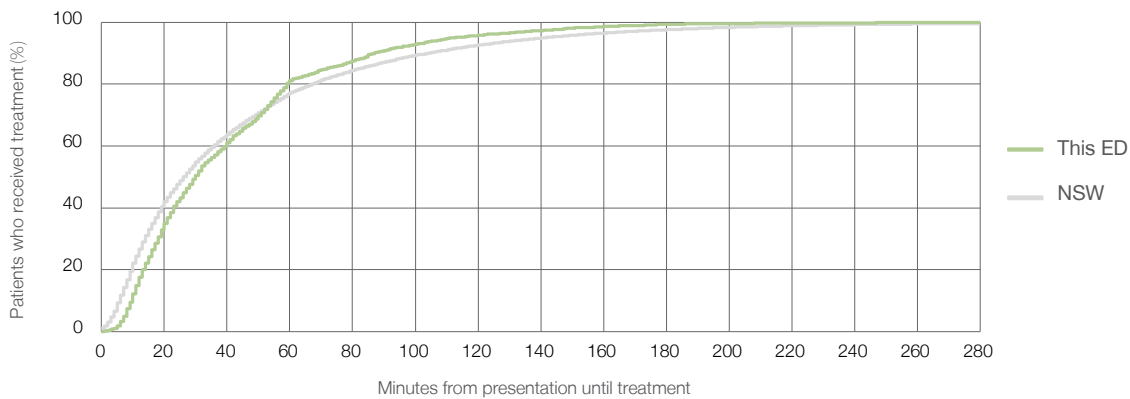
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
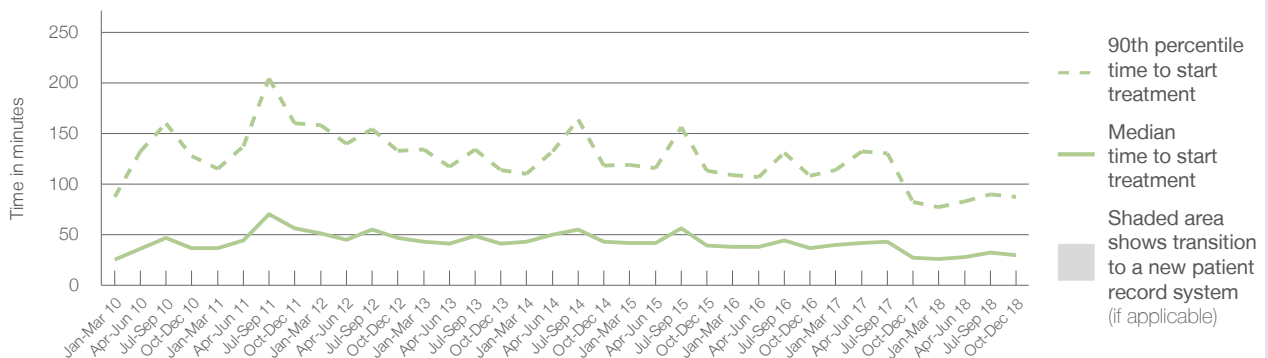
Legend:
- 90th percentile time to start treatment (dashed line)
- Median time to start treatment (solid line)
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	37	56	47	41	43	39	37	27	30
90th percentile time to start treatment [5] (minutes)	128	160	133	114	118	113	108	82	87

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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
October to December 2018

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 873		907	
Number of triage 5 patients used to calculate waiting time:[3] 796		836	
Median time to start treatment[4]	25 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5]	103 minutes	86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
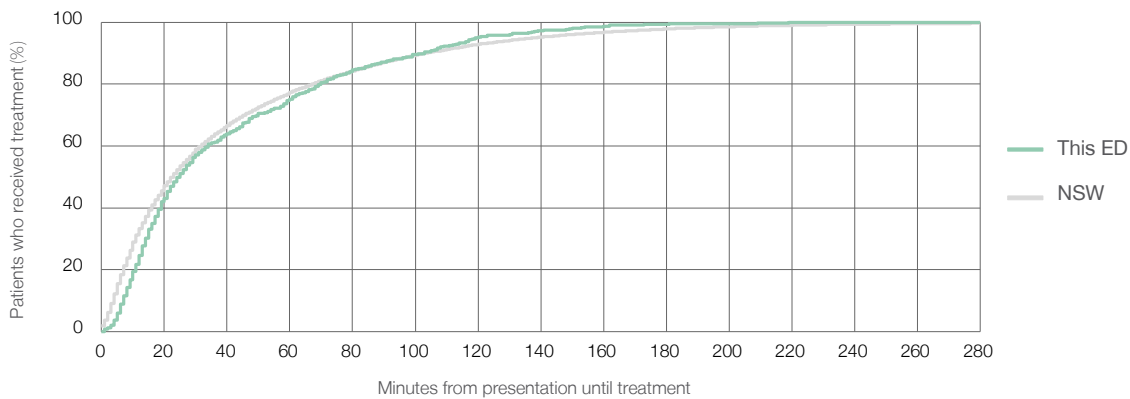
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡]
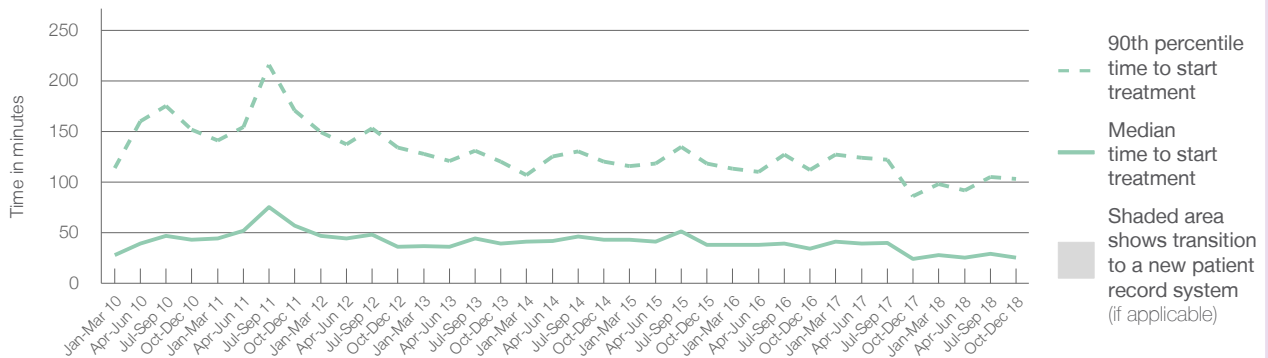
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	43	57	36	39	43	38	34	24	25
90th percentile time to start treatment[5] (minutes)	152	171	134	120	120	118	112	86	103

(†) 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
October to December 2018

|		Same period last year	NSW (this period)
All presentations:[1] 8,762 patients		8,502	
Presentations used to calculate time to leaving the ED:[6] 8,762 patients		8,501	
Median time spent in the ED [8]	2 hours and 59 minutes	2 hours and 49 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9]	7 hours and 14 minutes	6 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018
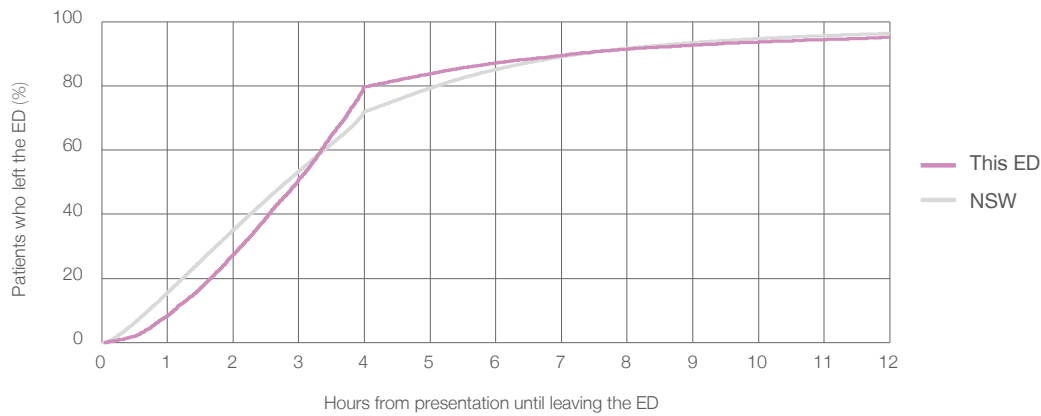
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
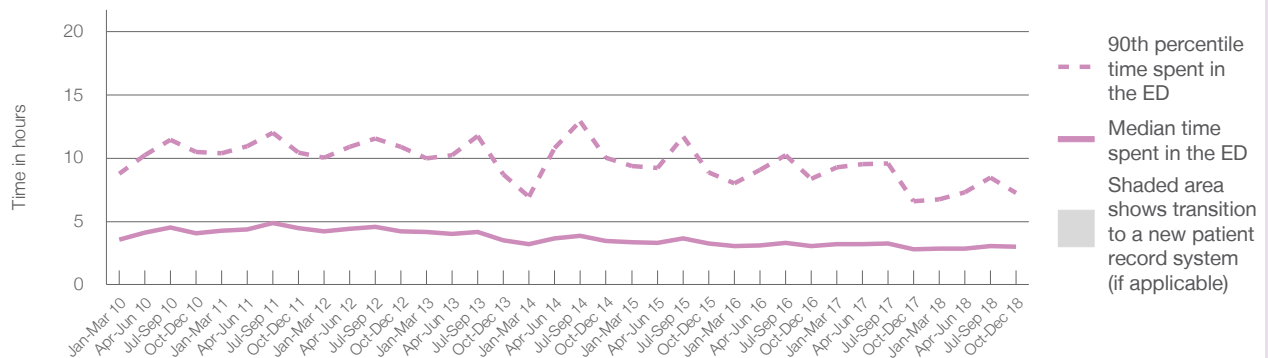
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	4h 5m	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 2m	2h 49m	2h 59m
90th percentile time spent in the ED [9] (hours, minutes)	10h 29m	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m	6h 37m	7h 14m

(†)   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
### By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 8,762 patients			
Presentations used to calculate time to leaving the ED:[6] 8,762 patients		8,501	3%
Treated and discharged	5,830 (66.5%)	5,751	1.4%
Treated and admitted to hospital	1,351 (15.4%)	1,323	2.1%
Patient left without, or before completing, treatment	624 (7.1%)	518	20.5%
Transferred to another hospital	951 (10.9%)	903	5.3%
Other	6 (0.1%)	7	-14.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]
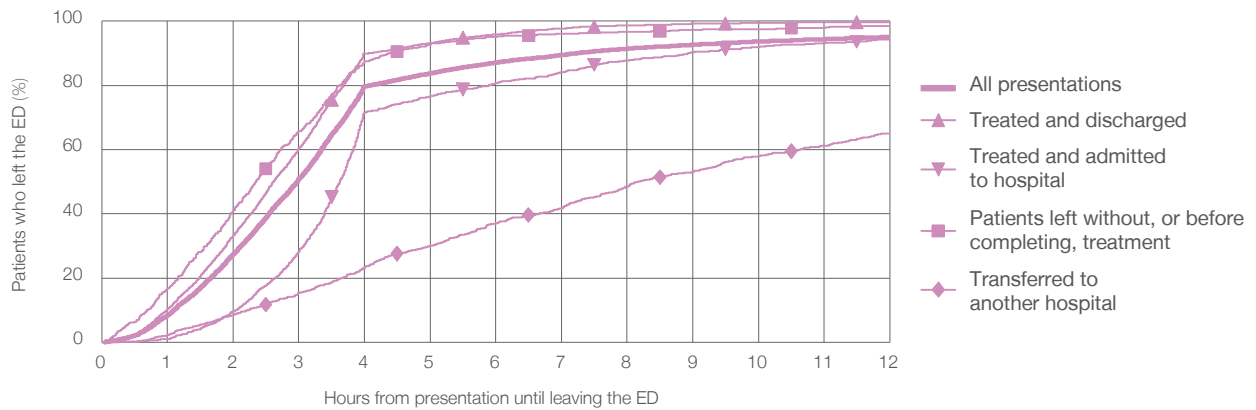
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.3%	33.2%	60.4%	90.0%	95.9%	98.7%	99.5%	99.7%
Treated and admitted to hospital	1.0%	9.5%	28.2%	71.5%	80.7%	87.8%	91.9%	94.4%
Patient left without, or before completing, treatment	16.7%	41.0%	65.9%	87.5%	95.2%	96.6%	97.6%	98.6%
Transferred to another hospital	2.2%	8.6%	15.2%	23.2%	37.0%	48.4%	57.8%	65.1%
All presentations	8.4%	27.4%	50.9%	79.7%	87.1%	91.4%	93.6%	95.1%

(†) 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
October to December 2018

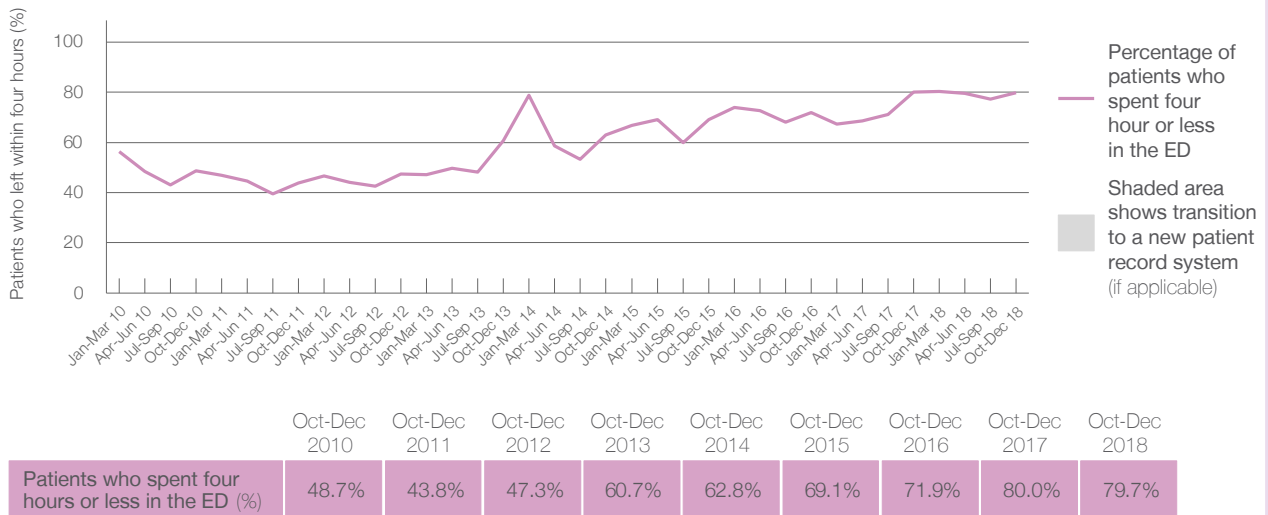|	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 8,762 patients	8,502	3%
Presentations used to calculate time to leaving the ED: [6] 8,762 patients	8,501	3%
Percentage of patients who spent four hours or less in the ED	79.7%	80.0%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡]

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	48.7%	43.8%	47.3%	60.7%	62.8%	69.1%	71.9%	80.0%	79.7%

* 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.*
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: October to December 2018.*
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 105% 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mount Druitt Hospital

District group 1 hospitals (C1)
Western Sydney Local Health District