

Mudgee District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,730 patients
 Emergency presentations:² 2,547 patients

Same period last year	Change since one year ago
3,405	-19.8%
3,164	-19.5%

Mudgee District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 234 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 593 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,261 patients

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
240	
10 minutes	8 minutes
43 minutes	41 minutes
612	
26 minutes	21 minutes
107 minutes	103 minutes
1,502	
42 minutes	27 minutes
162 minutes	139 minutes
802	
48 minutes	24 minutes
182 minutes	138 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,730 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,405	-19.8%
89.3%	

* 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.

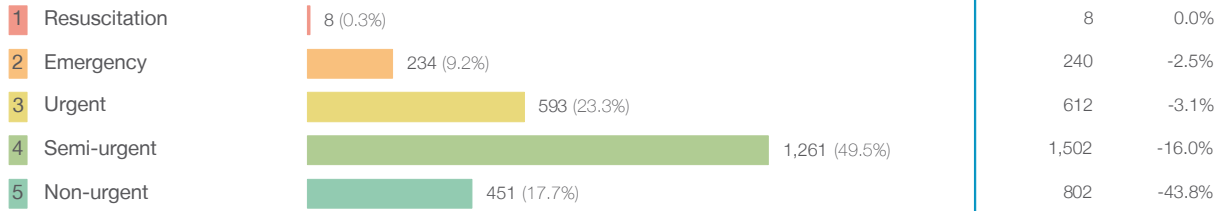
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Mudgee District Hospital: Patients presenting to the emergency department July to September 2016

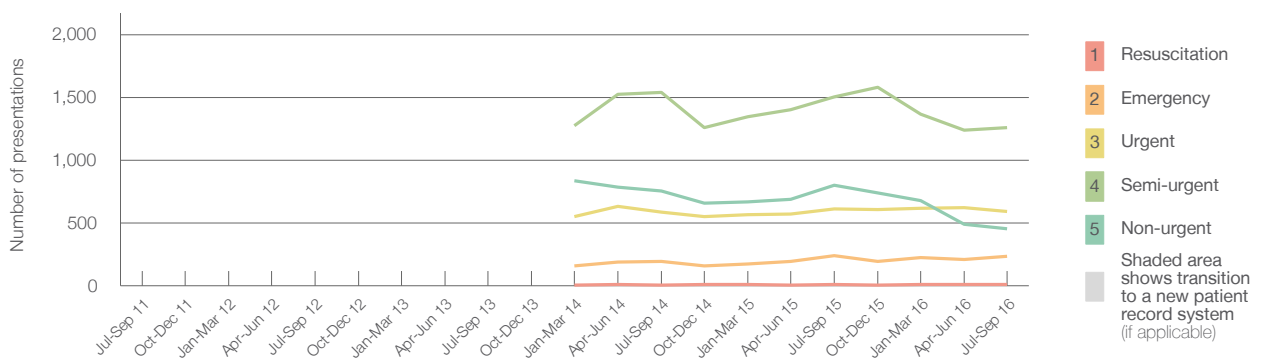
All presentations:¹ 2,730 patients

Emergency presentations² by triage category: 2,547 patients



Same period last year	Change since one year ago
3,405	-19.8%
3,164	-19.5%
8	0.0%
240	-2.5%
612	-3.1%
1,502	-16.0%
802	-43.8%

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				< 5	8	8
Emergency				196	240	234
Urgent				584	612	593
Semi-urgent				1,539	1,502	1,261
Non-urgent				754	802	451
All emergency presentations				3,073	3,164	2,547

Mudgee District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 240 patients

ED Transfer of care time



Same period last year	Change since one year ago
180	
16 minutes	-4 minutes
99 minutes	-55 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 District 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: 234

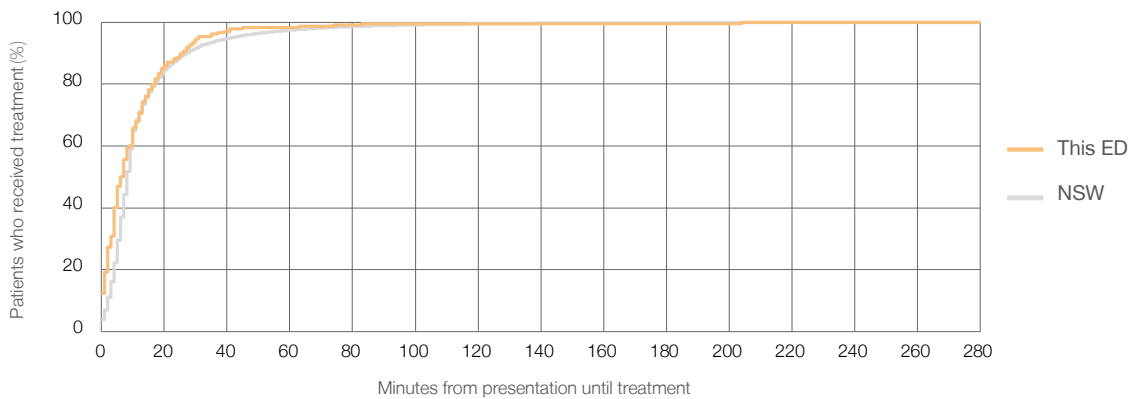
Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴ 7 minutes

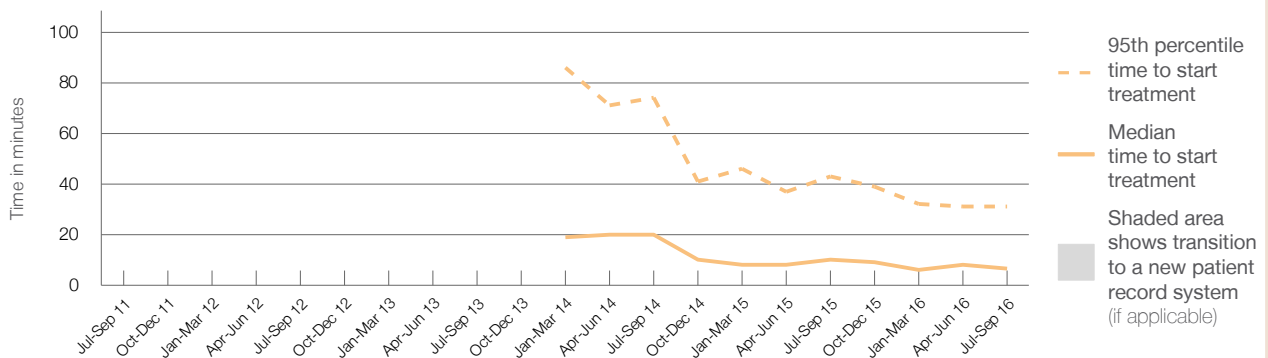
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
240	238
10 minutes	8 minutes
43 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)				20	10	7
95th percentile time to start treatment ⁵ (minutes)				74	43	31

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Mudgee District 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: 593

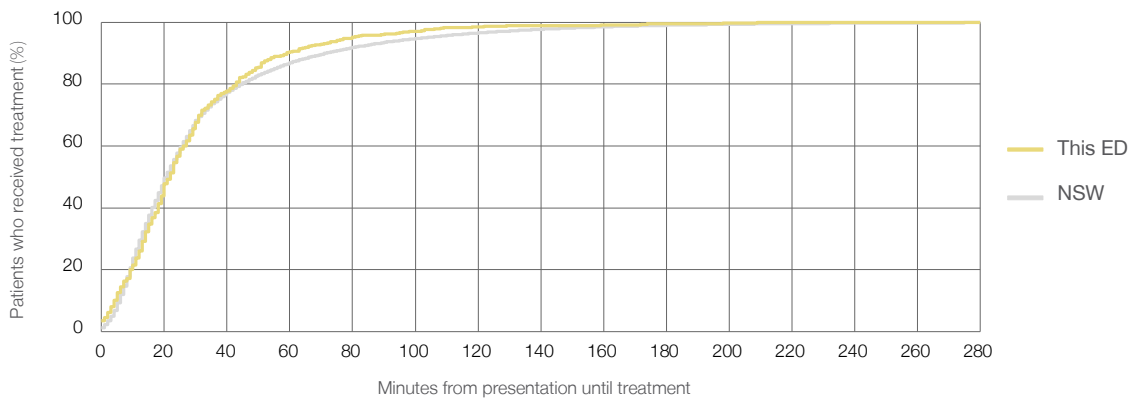
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 22 minutes

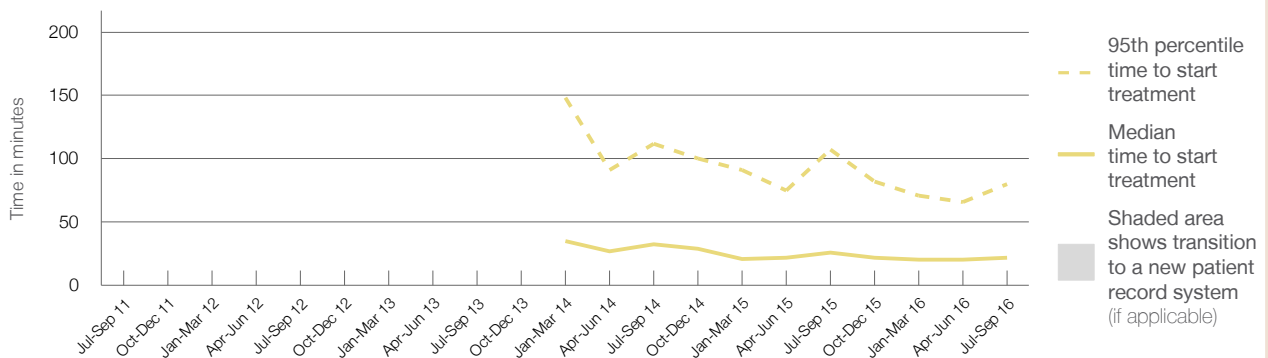
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
612	578
26 minutes	21 minutes
107 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)				33	26	22
95th percentile time to start treatment ⁵ (minutes)				112	107	80

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Mudgee District 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: 1,261

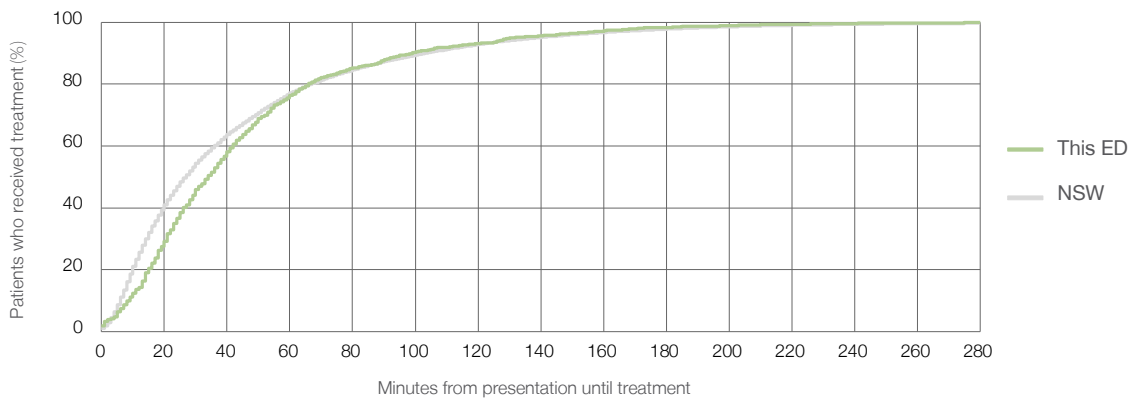
Number of triage 4 patients used to calculate waiting time:³ 1,206

Median time to start treatment⁴ 34 minutes

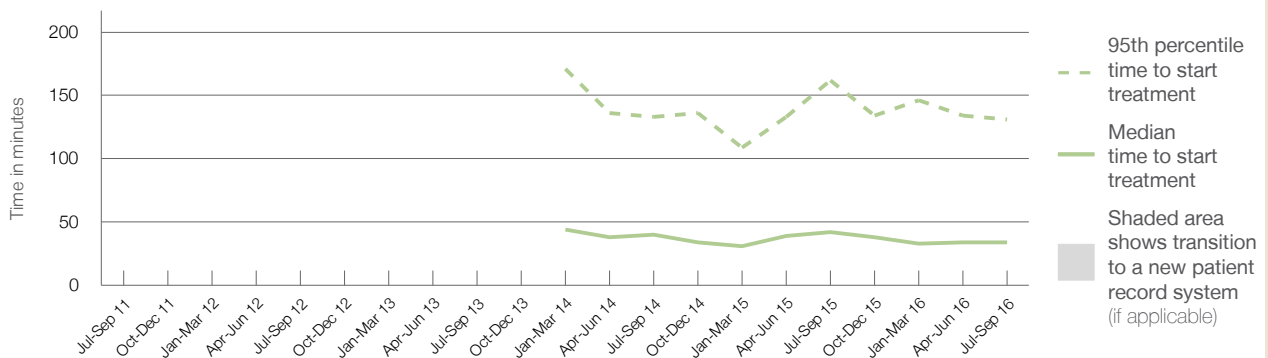
95th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
1,502	1,324
42 minutes	27 minutes
162 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)				40	42	34
95th percentile time to start treatment ⁵ (minutes)				133	162	131

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Mudgee District 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: 451

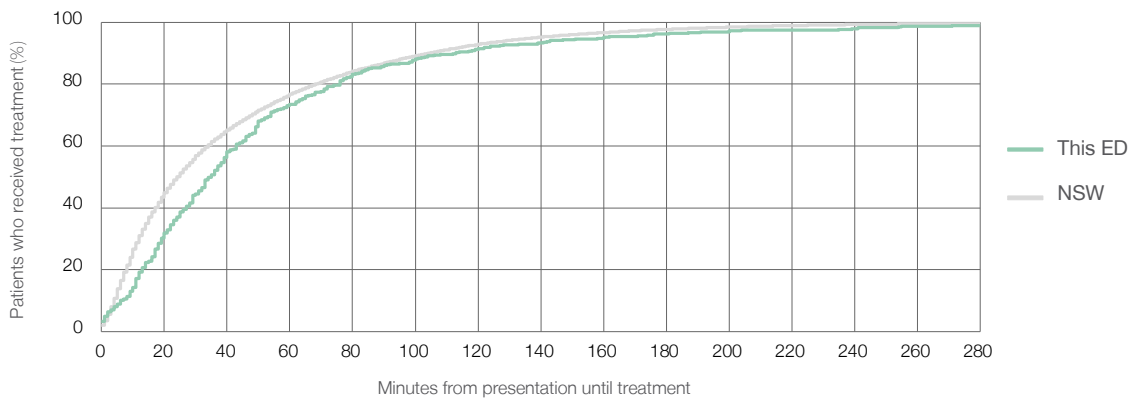
Number of triage 5 patients used to calculate waiting time:³ 385

Median time to start treatment⁴ 35 minutes

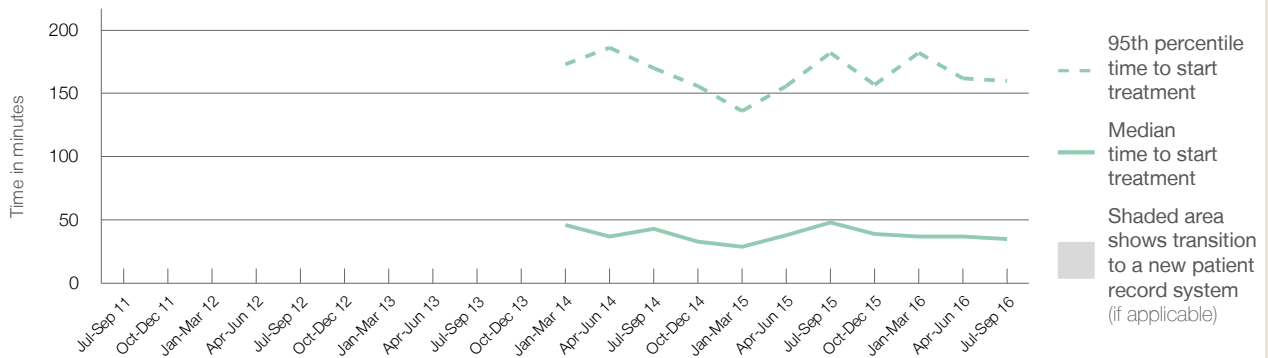
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
802	526
48 minutes	24 minutes
182 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)				43	48	35
95th percentile time to start treatment ⁵ (minutes)				170	182	160

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Mudgee District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,730 patients

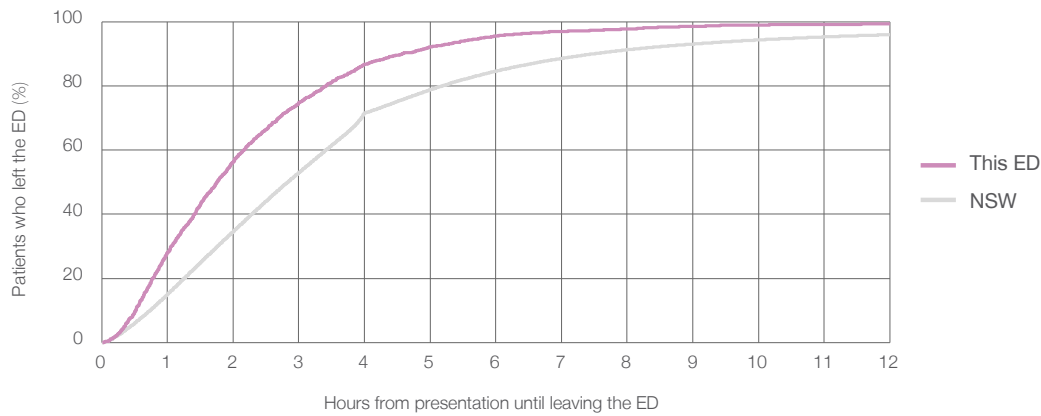
Presentations used to calculate time to leaving the ED:⁶ 2,730 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

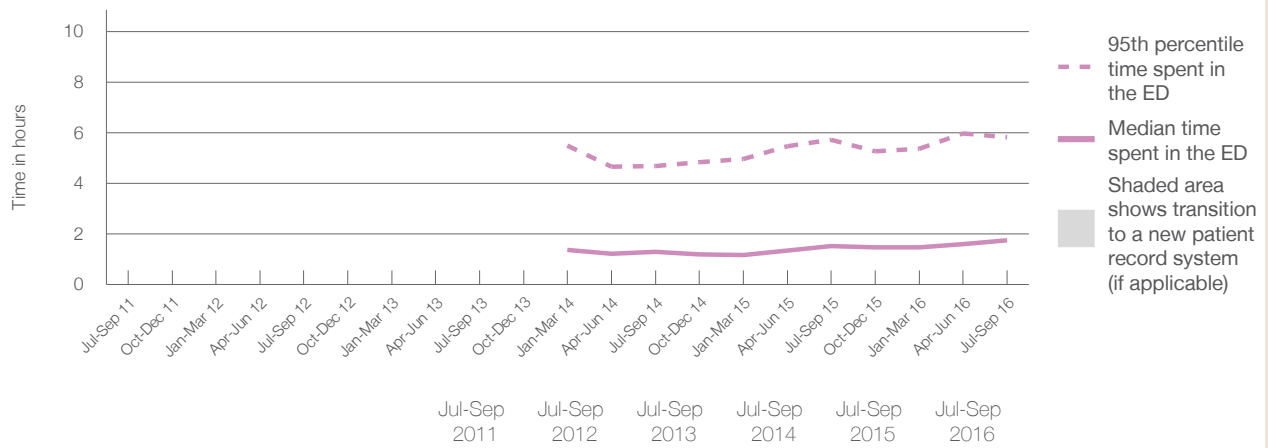
95th percentile time spent in the ED⁹ 5 hours and 49 minutes

Same period last year	NSW (this period)
3,405	3,405
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 44 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)				1h 18m	1h 31m	1h 45m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 41m	5h 44m	5h 49m

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

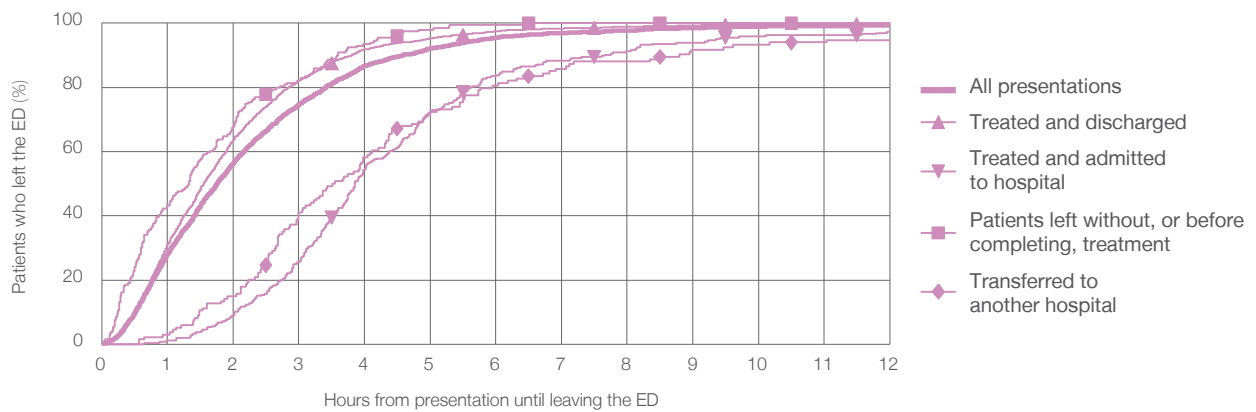
All presentations:¹ 2,730 patients

Presentations used to calculate time to leaving the ED:⁶ 2,730 patients

Treated and discharged	2,102 (77.0%)
Treated and admitted to hospital	266 (9.7%)
Patient left without, or before completing, treatment	199 (7.3%)
Transferred to another hospital	134 (4.9%)
Other	29 (1.1%)

Same period last year	Change since one year ago
3,405	-19.8%
2,850	-26.2%
218	22.0%
180	10.6%
141	-5.0%
16	81.3%

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	31.0%	63.6%	82.2%	91.9%	97.5%	98.9%	99.6%	99.8%
Treated and admitted to hospital	1.1%	9.0%	25.6%	54.5%	83.8%	91.4%	95.9%	97.4%
Patient left without, or before completing, treatment	43.2%	67.8%	82.4%	93.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.0%	14.9%	41.0%	58.2%	80.6%	88.1%	93.3%	94.8%
All presentations	28.1%	56.4%	74.7%	86.7%	95.5%	97.7%	99.0%	99.3%

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Mudgee District 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 2,730 patients

Presentations used to calculate time to leaving the ED: ⁶ 2,730 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	3,405	-19.8%
Presentations used to calculate time to leaving the ED	3,405	-19.8%
Percentage of patients who spent four hours or less in the ED	89.3%	

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



Patients who left within four hours (%)						
				92.1%	89.3%	86.7%

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

- 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).