

Mudgee Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,182 patients
Emergency presentations:² 3,108 patients

Same period last year	Change since one year ago
2,944	8%
2,864	9%

Mudgee Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 204 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 781 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,573 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 531 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
207	
9 minutes	8 minutes
28 minutes	26 minutes
682	
25 minutes	20 minutes
59 minutes	72 minutes
1,453	
33 minutes	26 minutes
104 minutes	104 minutes
514	
32 minutes	23 minutes
132 minutes	104 minutes

Mudgee Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,182 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
2,943	8%
87%	

* 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: October to December 2018*.
- 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 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.
- 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.

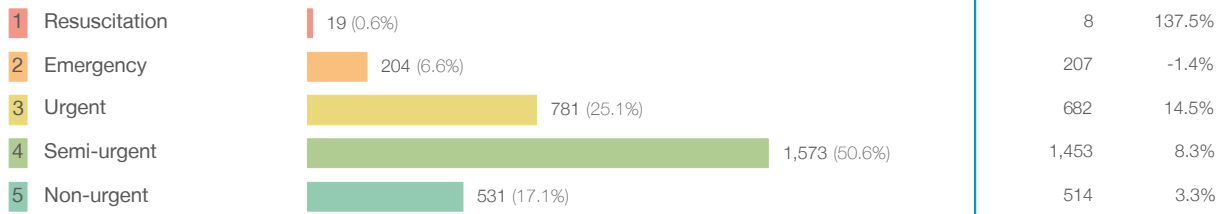
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mudgee Health Service: Patients presenting to the emergency department

October to December 2018

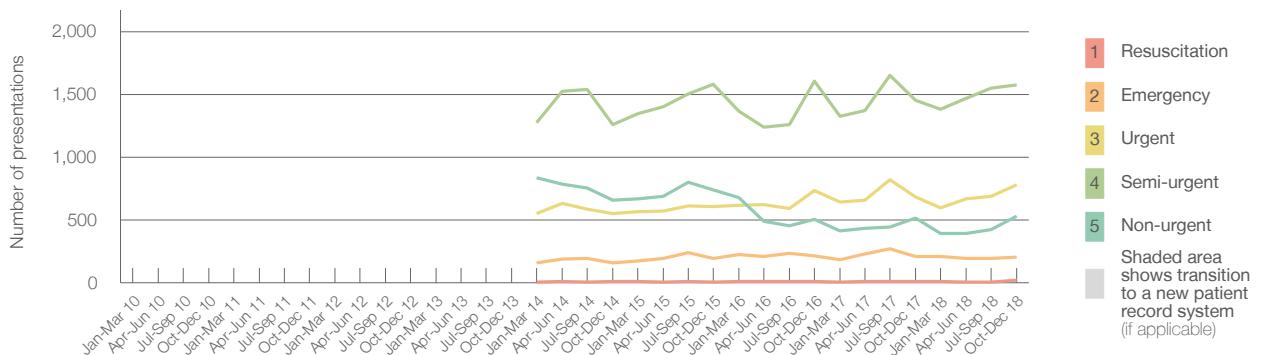
All presentations:¹ 3,182 patients

Emergency presentations² by triage category: 3,108 patients



Same period last year	Change since one year ago
2,944	8%
2,864	9%
8	137.5%
207	-1.4%
682	14.5%
1,453	8.3%
514	3.3%

Emergency presentations² 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					8	5	11	8	19
Emergency					156	192	213	207	204
Urgent					548	606	732	682	781
Semi-urgent					1,261	1,582	1,608	1,453	1,573
Non-urgent					655	739	504	514	531
All emergency presentations					2,628	3,124	3,068	2,864	3,108

Mudgee Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:⁷ 273 patients

ED Transfer of care time



Same period last year	Change since one year ago
243	
7 minutes	1 minute
19 minutes	0 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 Health Service: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 204

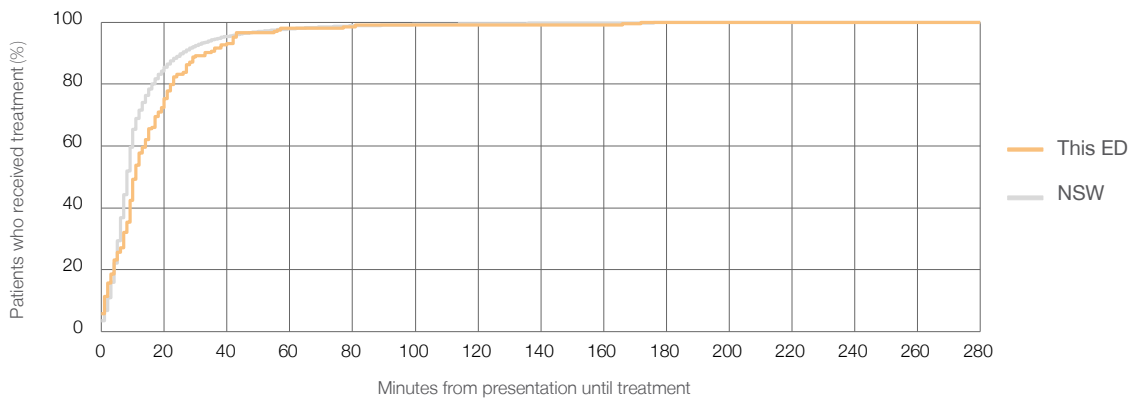
Number of triage 2 patients used to calculate waiting time:³ 203

Median time to start treatment⁴ 11 minutes

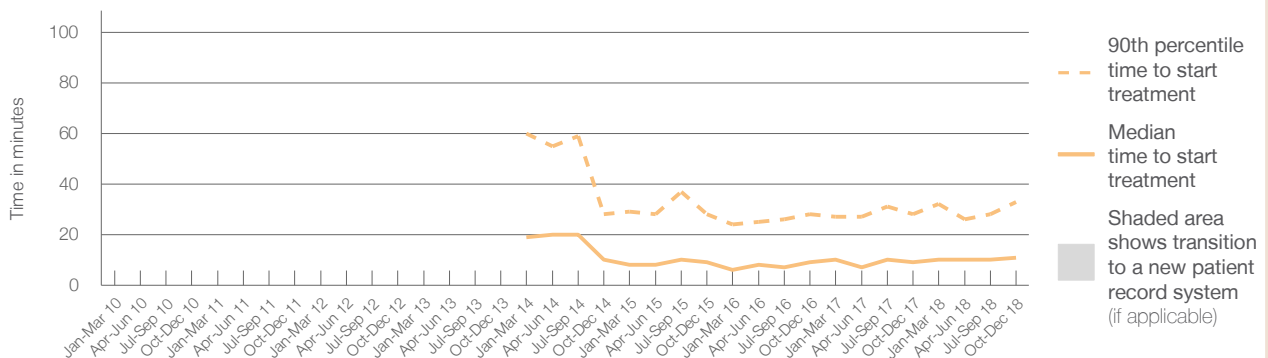
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
207	
206	
9 minutes	8 minutes
28 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)					10	9	9	9	11
90th percentile time to start treatment ⁵ (minutes)					28	28	28	28	33

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Mudgee Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 781

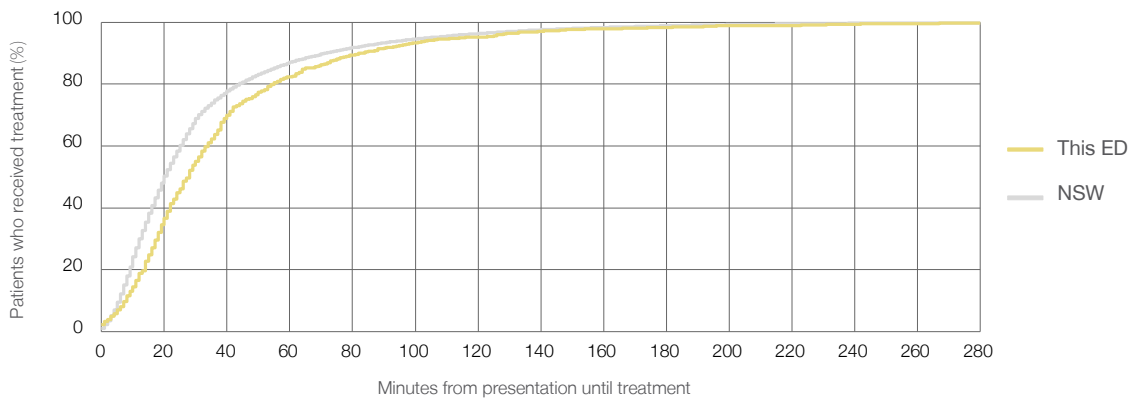
Number of triage 3 patients used to calculate waiting time:³ 762

Median time to start treatment⁴ 28 minutes

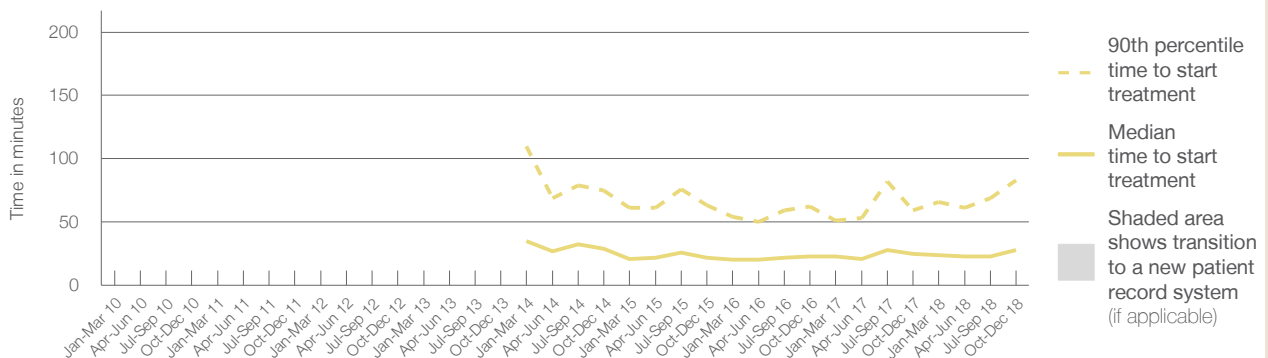
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
682	
662	
25 minutes	20 minutes
59 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)					29	22	23	25	28
90th percentile time to start treatment ⁵ (minutes)					75	63	62	59	83

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Mudgee Health Service: Time patients waited to start treatment, triage 4 October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,573

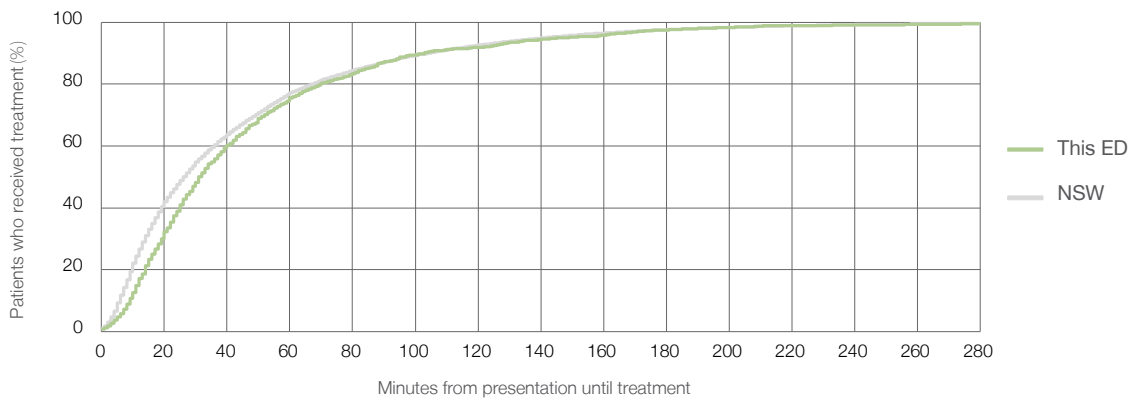
Number of triage 4 patients used to calculate waiting time:³ 1,423

Median time to start treatment⁴ 31 minutes

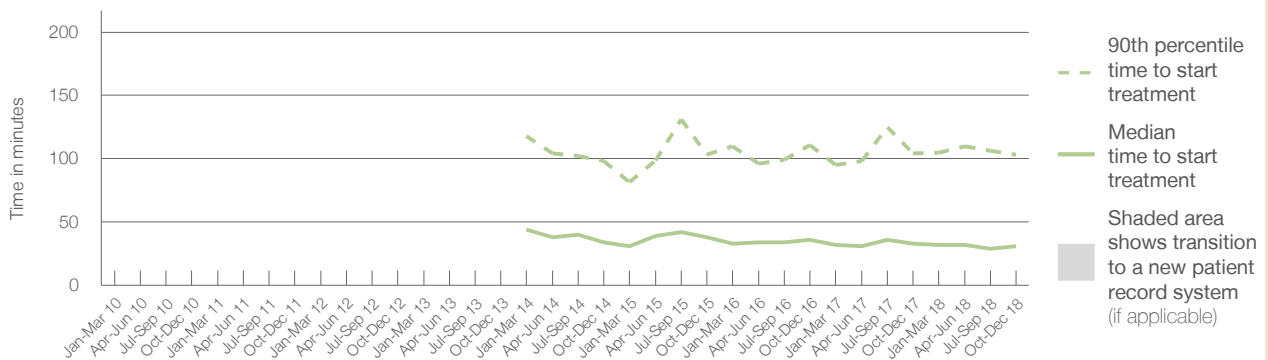
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,453	1,333
33 minutes	26 minutes
104 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^{†‡§}



	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)					34	38	36	33	31
90th percentile time to start treatment ⁵ (minutes)					98	103	111	104	103

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Mudgee Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 531

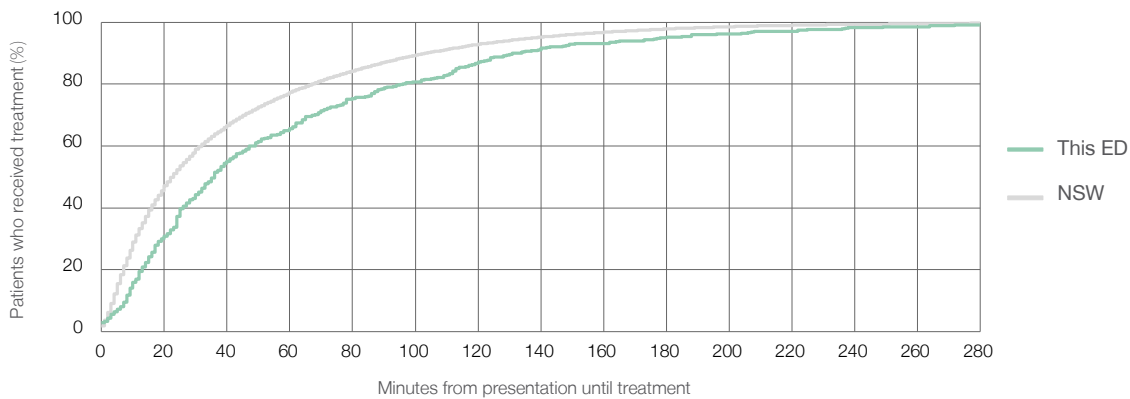
Number of triage 5 patients used to calculate waiting time:³ 416

Median time to start treatment⁴ 36 minutes

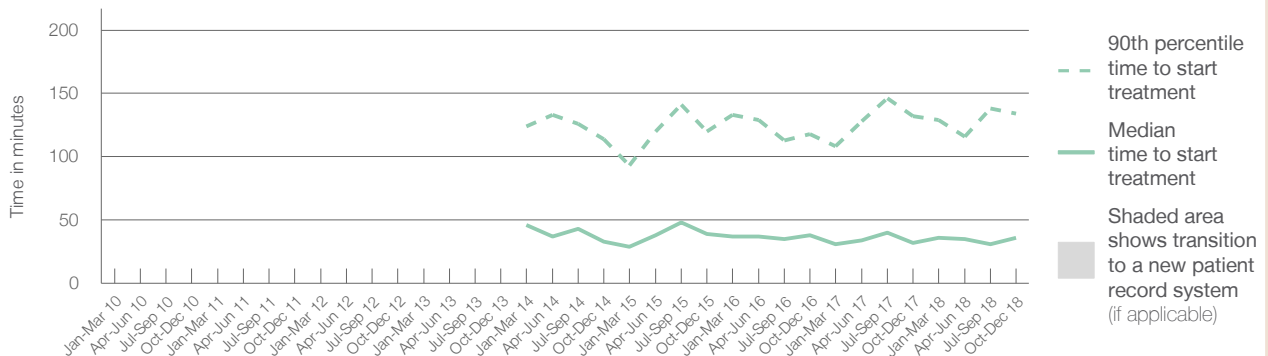
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
514	
432	
32 minutes	23 minutes
132 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^{†‡§}



	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)					33	39	38	32	36
90th percentile time to start treatment ⁵ (minutes)					114	120	118	132	134

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Mudgee Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,182 patients

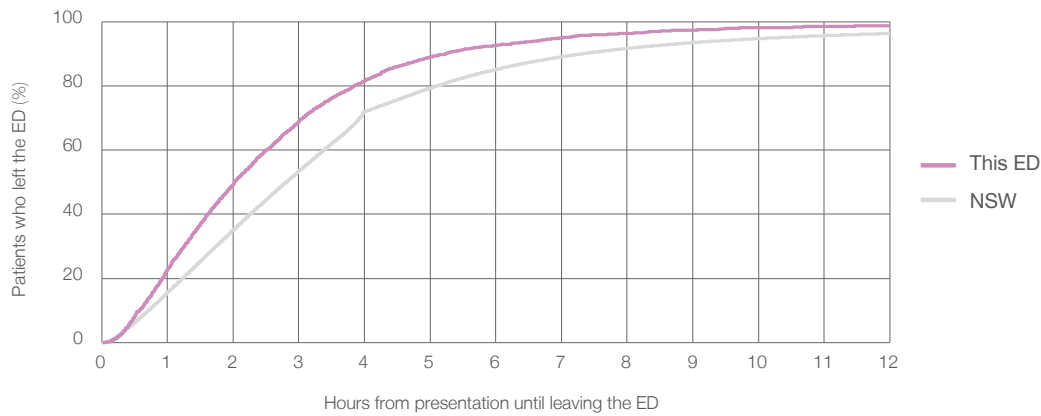
Presentations used to calculate time to leaving the ED:⁶ 3,182 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

90th percentile time spent in the ED⁹ 5 hours and 14 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	2 hours and 49 minutes
4 hours and 22 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)					1h 12m	1h 28m	1h 47m	1h 46m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 41m	4h 6m	4h 29m	4h 22m	5h 14m

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Mudgee Health Service: Time patients spent in the ED

By mode of separation

October to December 2018

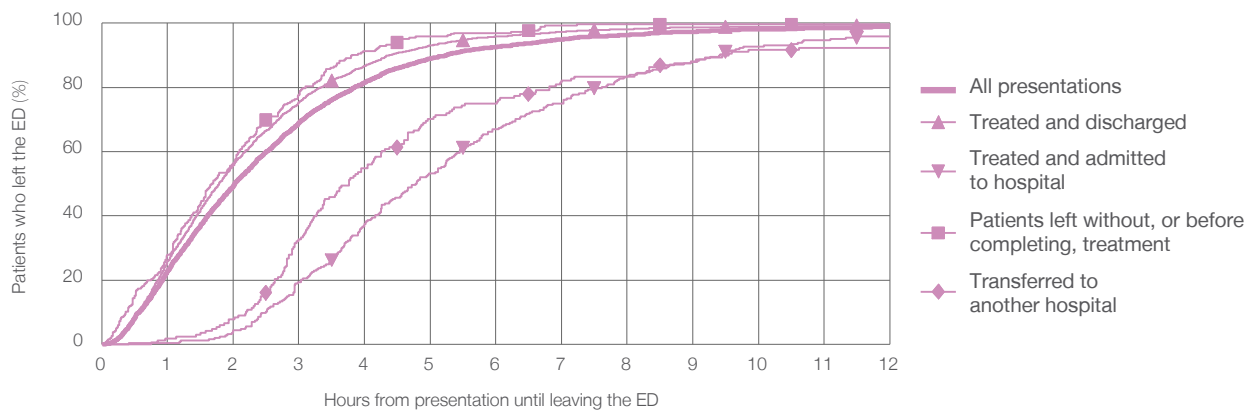
All presentations:¹ 3,182 patients

Presentations used to calculate time to leaving the ED:⁶ 3,182 patients

Treated and discharged	2,487 (78.2%)
Treated and admitted to hospital	248 (7.8%)
Patient left without, or before completing, treatment	266 (8.4%)
Transferred to another hospital	168 (5.3%)
Other	13 (0.4%)

Same period last year	Change since one year ago
2,943	8%
2,316	7.4%
269	-7.8%
222	19.8%
117	43.6%
20	-35.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.8%	55.9%	75.4%	86.7%	95.8%	98.2%	98.9%	99.4%
Treated and admitted to hospital	0.4%	4.4%	19.4%	37.5%	66.9%	83.5%	92.7%	96.0%
Patient left without, or before completing, treatment	27.8%	56.4%	77.8%	91.4%	97.0%	99.6%	99.6%	99.6%
Transferred to another hospital	1.8%	7.7%	32.7%	54.8%	75.0%	83.3%	91.7%	92.3%
All presentations	22.9%	49.5%	69.0%	81.6%	92.6%	96.4%	98.1%	98.8%

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Mudgee Health Service: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 3,182 patients

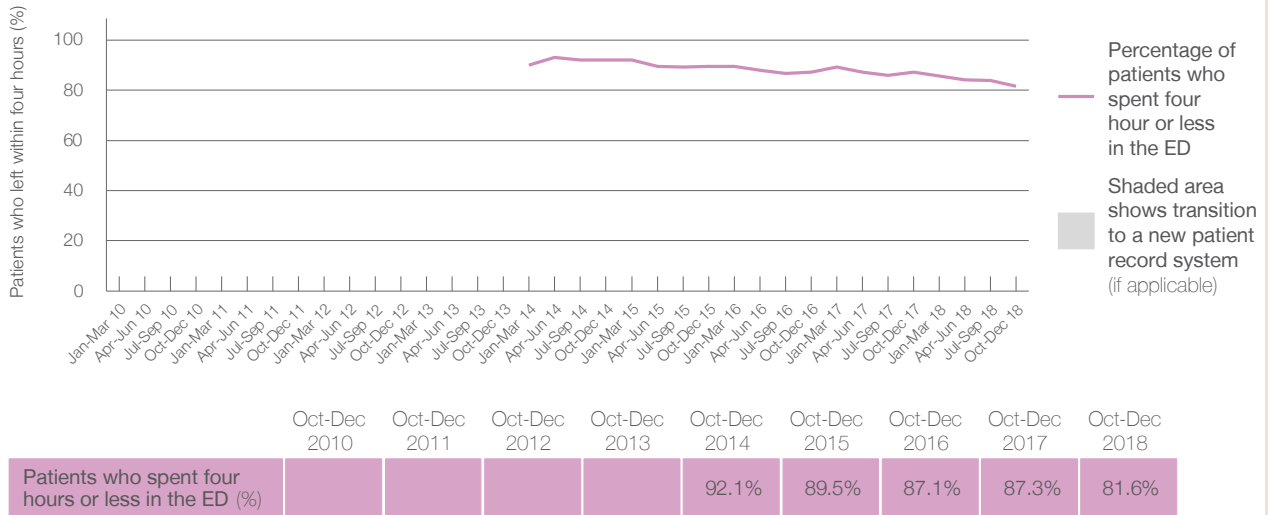
Presentations used to calculate time to leaving the ED: ⁶ 3,182 patients

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	2,944	8%
Presentations used to calculate time to leaving the ED	2,943	8%
Percentage of patients who spent four hours or less in the ED	87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



* 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.

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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*.

- 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, October to December 2018*.
- 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 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.
- 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 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).