

Mount Druiitt Hospital: Emergency department (ED) overview

October to December 2017



All presentations:¹ 8,502 patients
 Emergency presentations:² 8,416 patients

Same period last year	Change since one year ago
8,063	5.4%
7,937	6.0%



Mount Druiitt Hospital: Time patients waited to start treatment³

October to December 2017

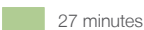
Triage 2 Emergency (e.g. chest pain, severe burns): 1,446 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,258 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,762 patients

Median time to start treatment⁴  27 minutes
 90th percentile time to start treatment⁵  82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 907 patients

Median time to start treatment⁴  24 minutes
 90th percentile time to start treatment⁵  86 minutes

Same period last year	NSW (this period)
1,245	
10 minutes	8 minutes
25 minutes	23 minutes
3,095	
27 minutes	20 minutes
87 minutes	65 minutes
2,579	
37 minutes	26 minutes
108 minutes	99 minutes
991	
34 minutes	23 minutes
112 minutes	103 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,501 patients

Percentage of patients who spent four hours or less in the ED  80.0%

Same period last year	Change since one year ago
8,049	5.6%
71.9%	

* 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.

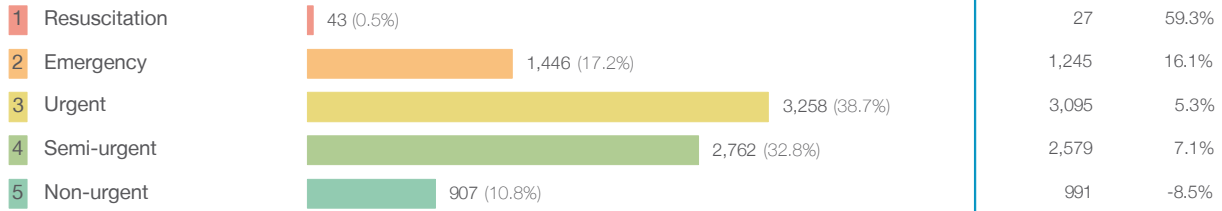
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Mount Druiitt Hospital: Patients presenting to the emergency department October to December 2017

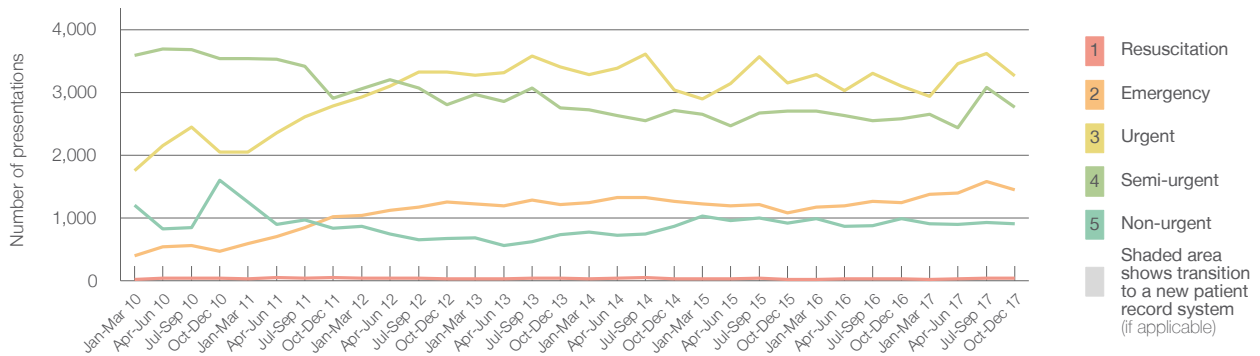
All presentations:¹ 8,502 patients

Emergency presentations² by triage category: 8,416 patients



Same period last year	Change since one year ago
8,063	5.4%
7,937	6.0%
27	59.3%
1,245	16.1%
3,095	5.3%
2,579	7.1%
991	-8.5%

Emergency presentations² by quarter, January 2010 to December 2017 †



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

Mount Druiitt Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 898 patients

ED Transfer of care time



Same period last year	Change since one year ago
798	
14 minutes	-1 minute
30 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 Druiitt Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

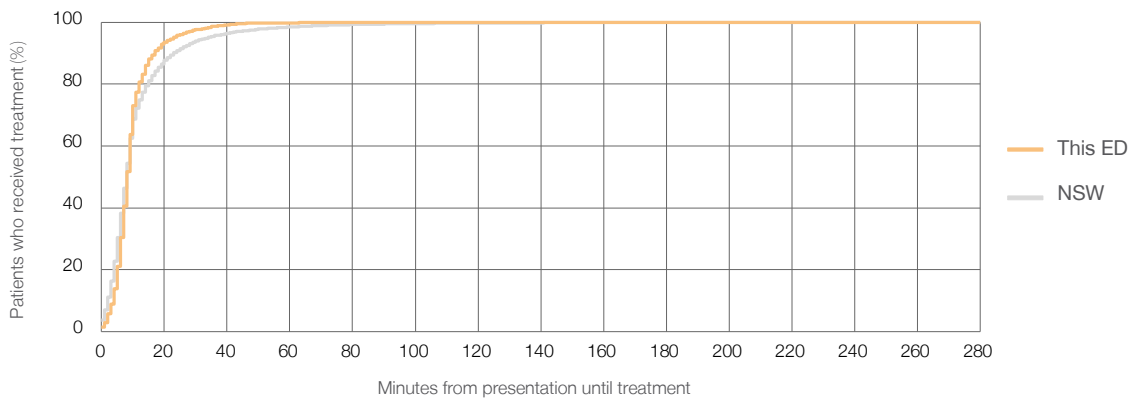
Number of triage 2 patients: 1,446

Number of triage 2 patients used to calculate waiting time:³ 1,442

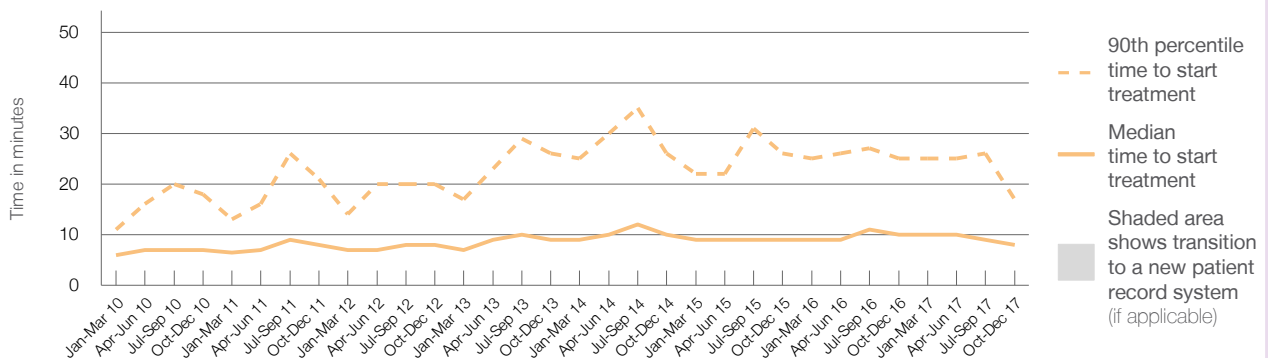
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
1,245	1,239
10 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	8	8	9	10	9	10	8
90th percentile time to start treatment ⁵ (minutes)	18	21	20	26	26	26	25	17

(†) 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 Druiitt Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,258

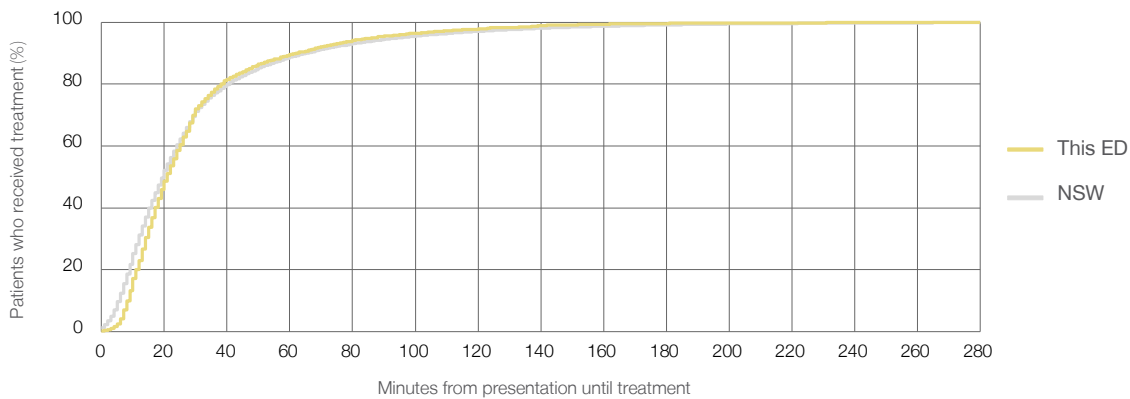
Number of triage 3 patients used to calculate waiting time:³ 3,168

Median time to start treatment⁴ 21 minutes

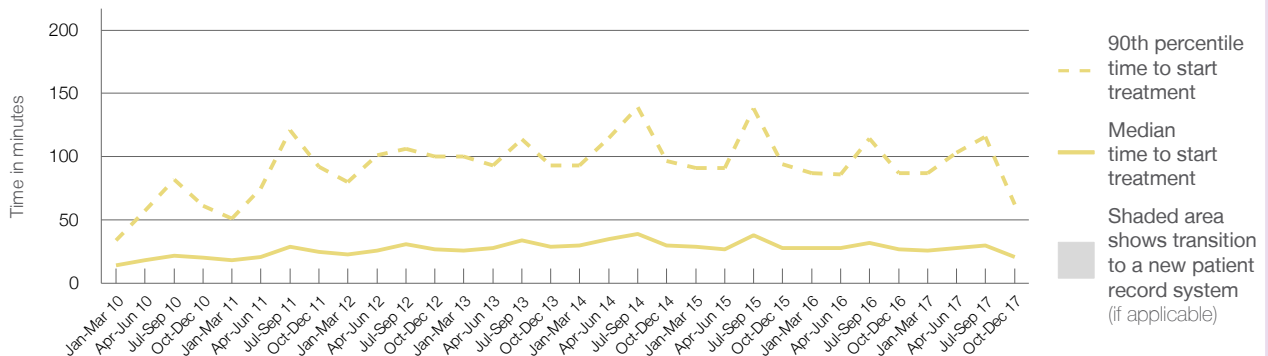
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,095	3,028
27 minutes	20 minutes
87 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	25	27	29	30	28	27	21
90th percentile time to start treatment ⁵ (minutes)	61	92	100	93	97	94	87	62

(†) 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 Druiitt Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,762

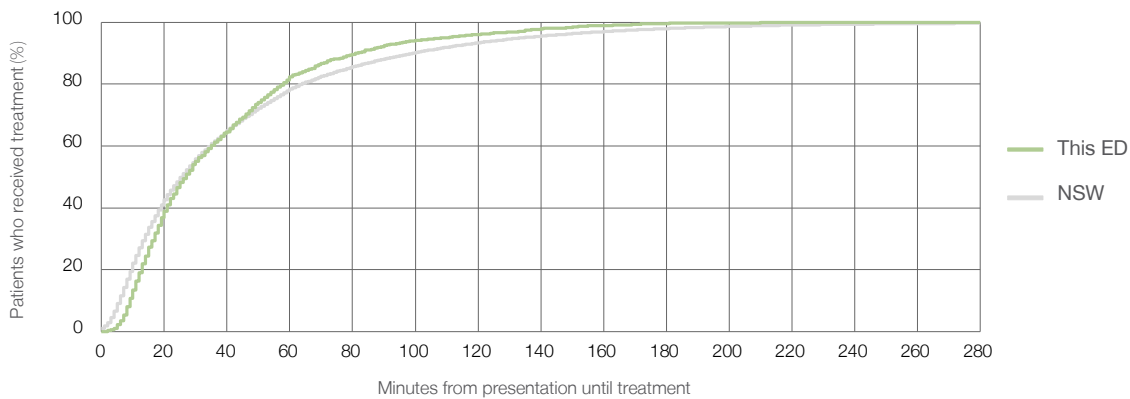
Number of triage 4 patients used to calculate waiting time:³ 2,639

Median time to start treatment⁴ 27 minutes

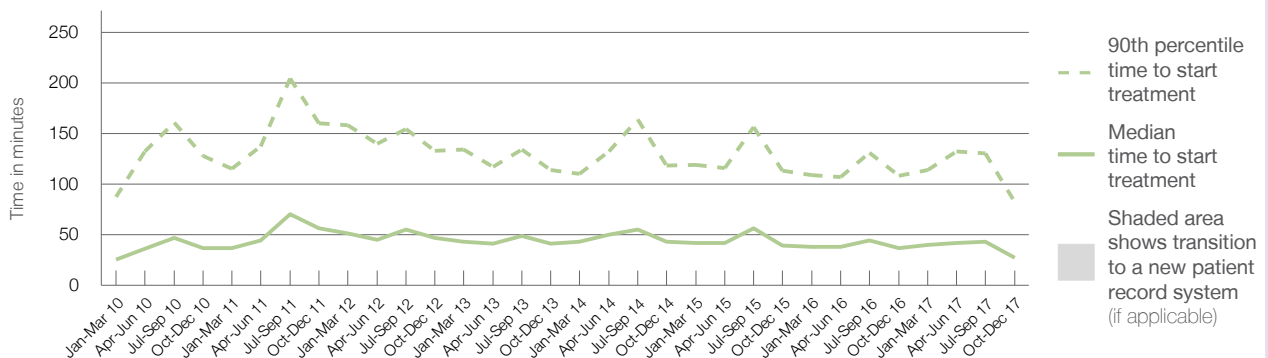
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,579	2,443
37 minutes	26 minutes
108 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

(†) 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 5 October to December 2017

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

Number of triage 5 patients: 907

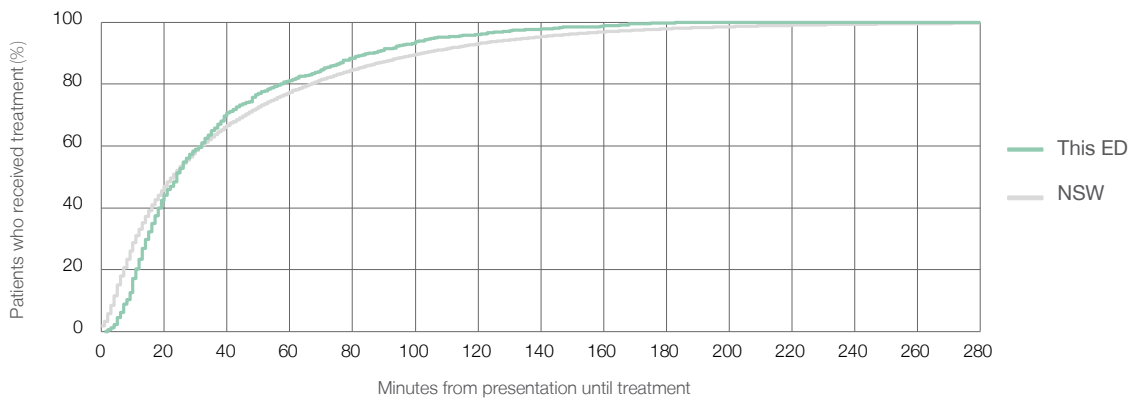
Number of triage 5 patients used to calculate waiting time:³ 835

Median time to start treatment⁴ 24 minutes

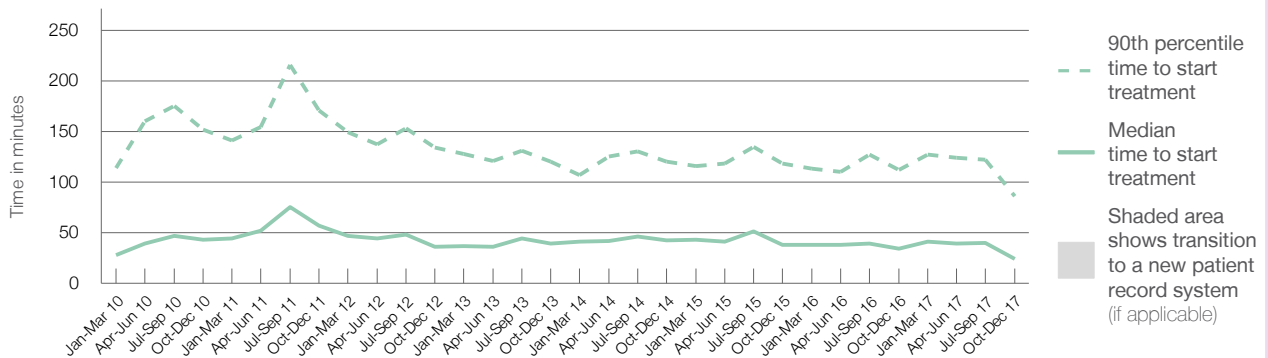
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
991	
864	
34 minutes	23 minutes
112 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

(†) 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 2017

All presentations:¹ 8,502 patients

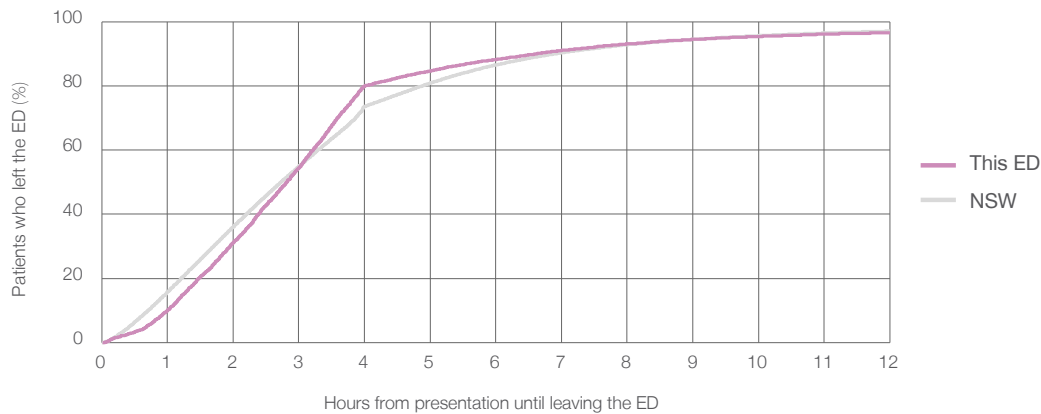
Presentations used to calculate time to leaving the ED:⁶ 8,501 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

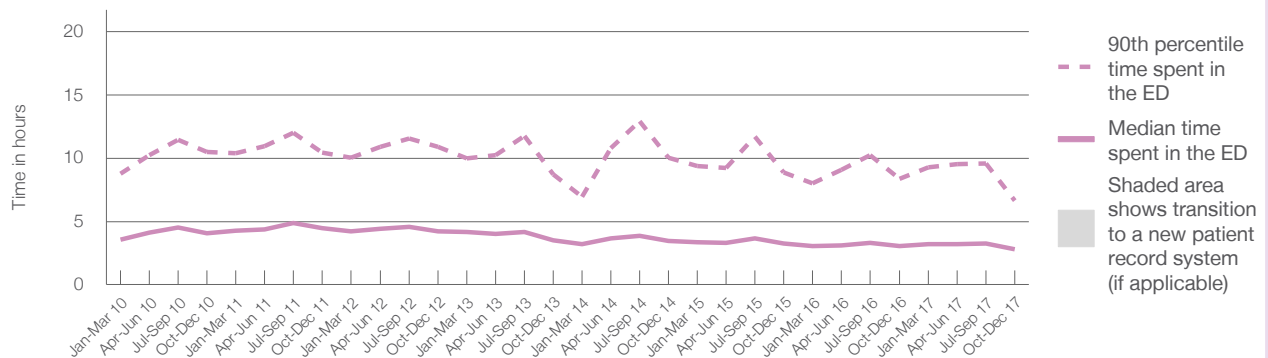
90th percentile time spent in the ED⁹ 6 hours and 38 minutes

Same period last year	NSW (this period)
8,063	
8,049	
3 hours and 2 minutes	2 hours and 44 minutes
8 hours and 23 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 5m	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 2m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 29m	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m	6h 38m

(†) 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 2017

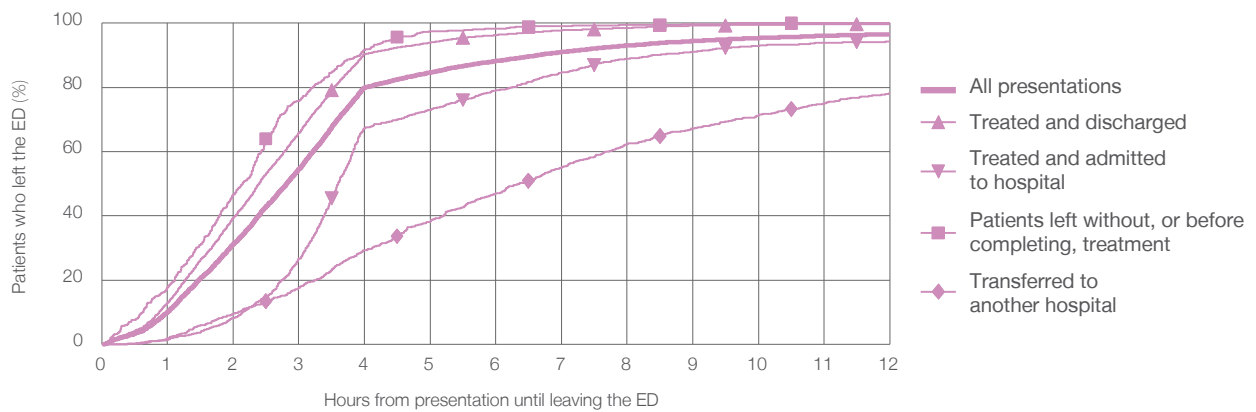
All presentations:¹ 8,502 patients

Presentations used to calculate time to leaving the ED:⁶ 8,501 patients

Treated and discharged	5,597 (65.8%)
Treated and admitted to hospital	1,476 (17.4%)
Patient left without, or before completing, treatment	519 (6.1%)
Transferred to another hospital	903 (10.6%)
Other	7 (0.1%)

Same period last year	Change since one year ago
8,049	5.6%
5,272	6.2%
1,354	9.0%
525	-1.1%
910	-0.8%
2	250.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	13.0%	39.5%	65.8%	90.4%	96.3%	98.5%	99.5%	99.8%
Treated and admitted to hospital	1.4%	8.1%	26.6%	67.4%	79.1%	89.0%	93.0%	94.3%
Patient left without, or before completing, treatment	17.7%	46.6%	75.7%	91.7%	98.3%	99.4%	100%	100%
Transferred to another hospital	1.9%	9.5%	17.6%	29.3%	47.1%	62.5%	71.3%	78.2%
All presentations	10.1%	31.3%	54.5%	80.0%	88.2%	93.1%	95.4%	96.6%

(†) 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.

Mount Druitt Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,502 patients

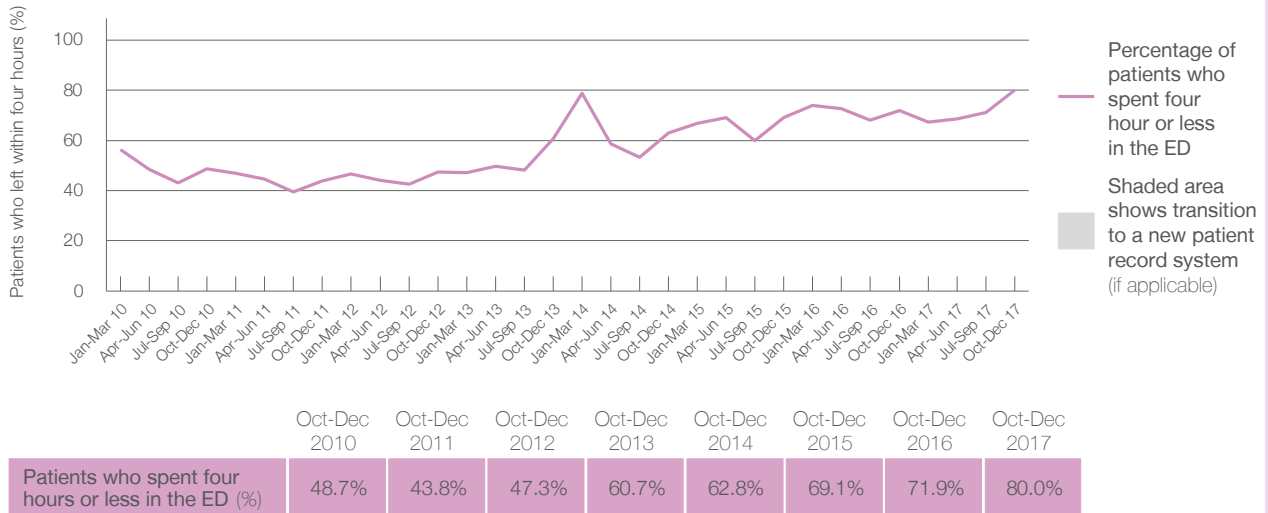
Presentations used to calculate time to leaving the ED: ⁶ 8,501 patients

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	8,063	5.4%
Presentations used to calculate time to leaving the ED	8,049	5.6%
Percentage of patients who spent four hours or less in the ED	71.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).