

Mudgee District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,944 patients
Emergency presentations:² 2,863 patients

Same period last year	Change since one year ago
3,235	-9.0%
3,067	-6.7%

Mudgee District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 207 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,453 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 513 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
213	
9 minutes	8 minutes
28 minutes	23 minutes
732	
23 minutes	20 minutes
62 minutes	65 minutes
1,607	
36 minutes	26 minutes
111 minutes	99 minutes
504	
38 minutes	23 minutes
118 minutes	103 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,943 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
3,233	-9.0%
87.1%	

* 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 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 23 January 2018).

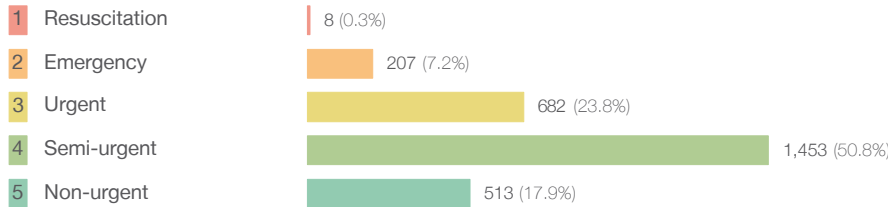
Mudgee District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 2,944 patients

Same period last year	Change since one year ago
3,235	-9.0%

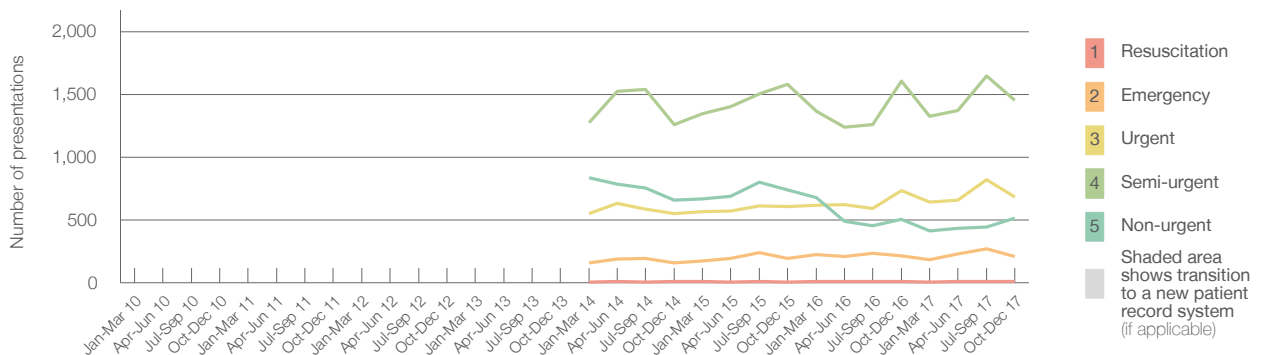
Emergency presentations² by triage category: 2,863 patients

3,067	-6.7%
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11	-27.3%
213	-2.8%
732	-6.8%
1,607	-9.6%
504	1.8%

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					8	5	11	8
Emergency					156	192	213	207
Urgent					548	606	732	682
Semi-urgent					1,261	1,582	1,607	1,453
Non-urgent					655	739	504	513
All emergency presentations					2,628	3,124	3,067	2,863

Mudgee District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 250 patients

276	
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ED Transfer of care time



12 minutes	-5 minutes
36 minutes	-17 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 October to December 2017

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

Number of triage 2 patients: 207

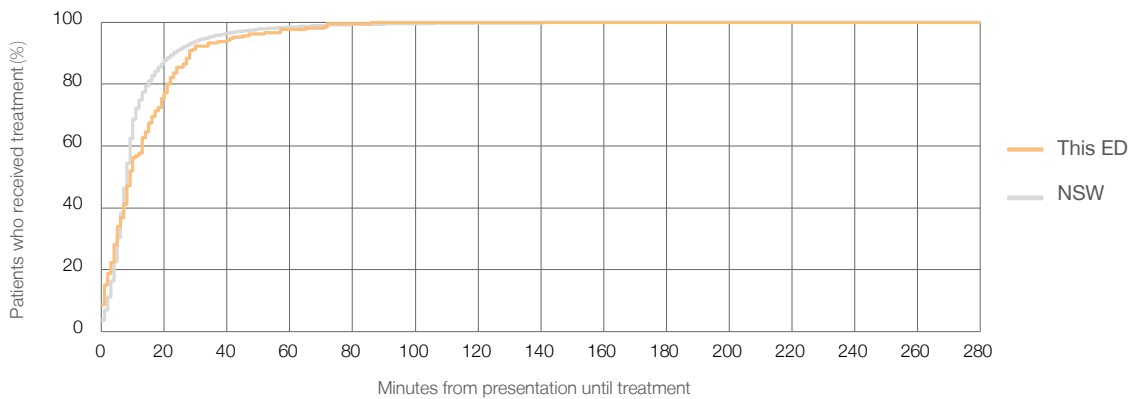
Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴ 9 minutes

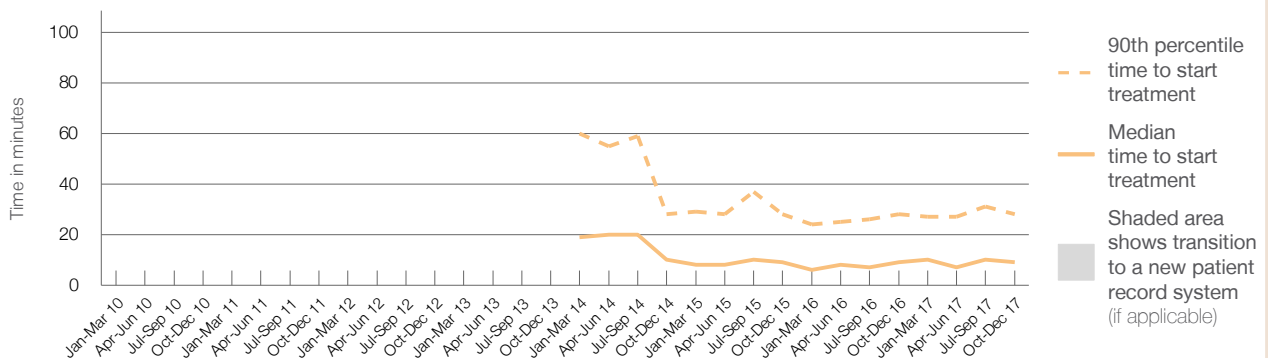
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
213	
212	
9 minutes	8 minutes
28 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)					10	9	9	9
90th percentile time to start treatment ⁵ (minutes)					28	28	28	28

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Mudgee District 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: 682

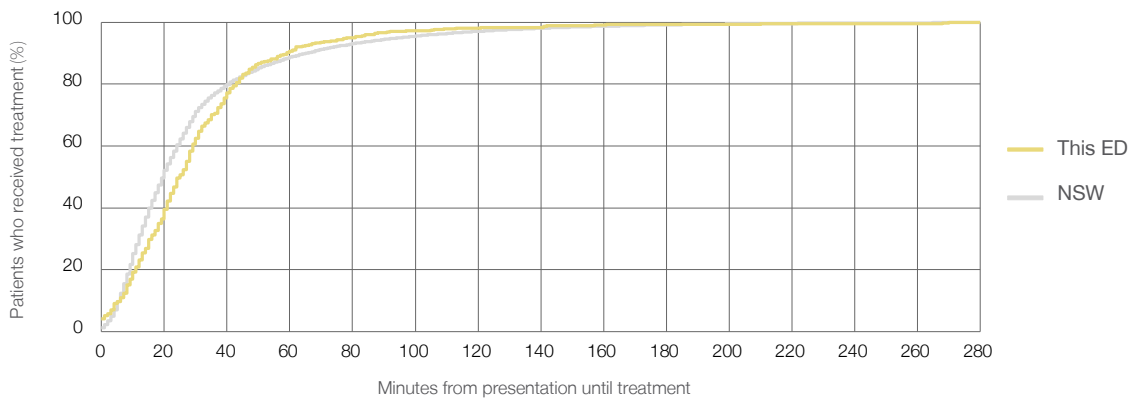
Number of triage 3 patients used to calculate waiting time:³ 662

Median time to start treatment⁴ 25 minutes

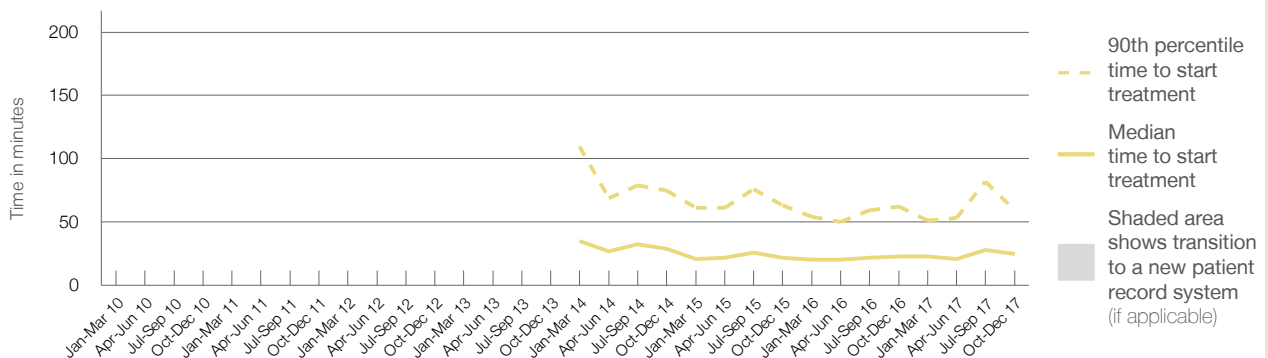
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
732	725
23 minutes	20 minutes
62 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)					29	22	23	25
90th percentile time to start treatment ⁵ (minutes)					75	63	62	59

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Mudgee District 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: 1,453

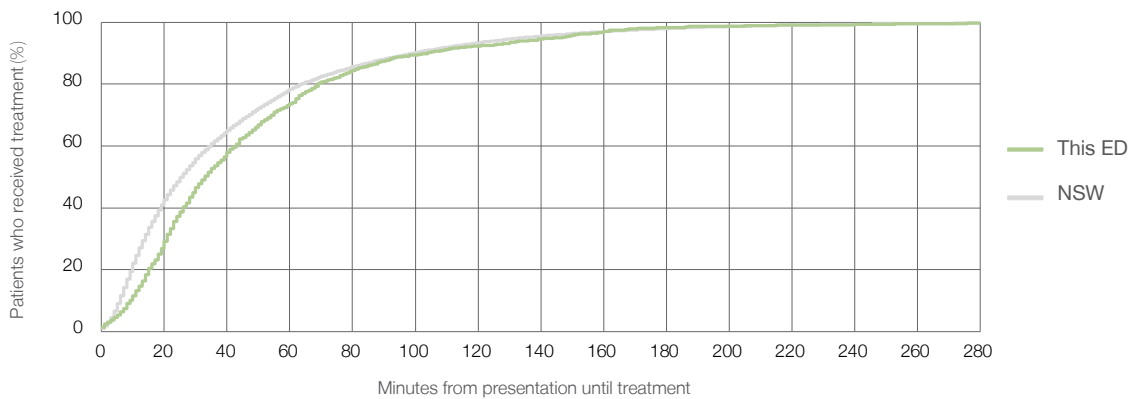
Number of triage 4 patients used to calculate waiting time:³ 1,333

Median time to start treatment⁴ 33 minutes

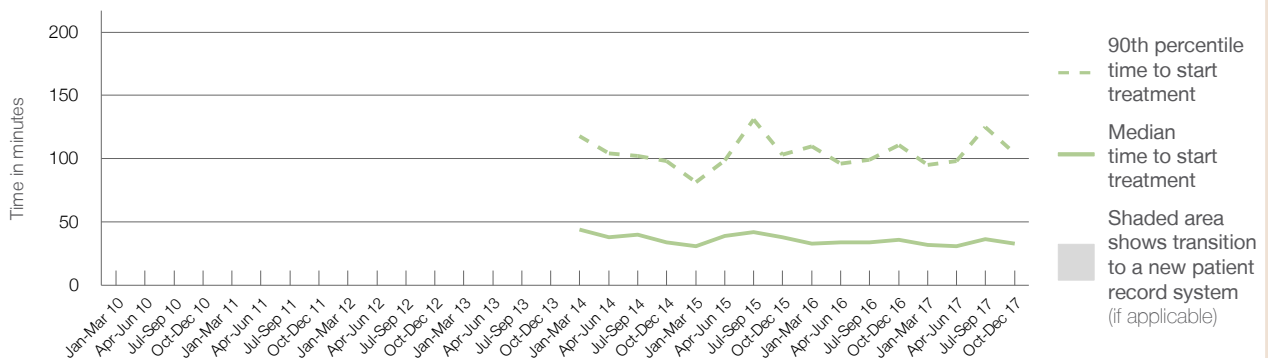
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,607	1,501
36 minutes	26 minutes
111 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)					34	38	36	33
90th percentile time to start treatment ⁵ (minutes)					98	103	111	104

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Mudgee District 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: 513

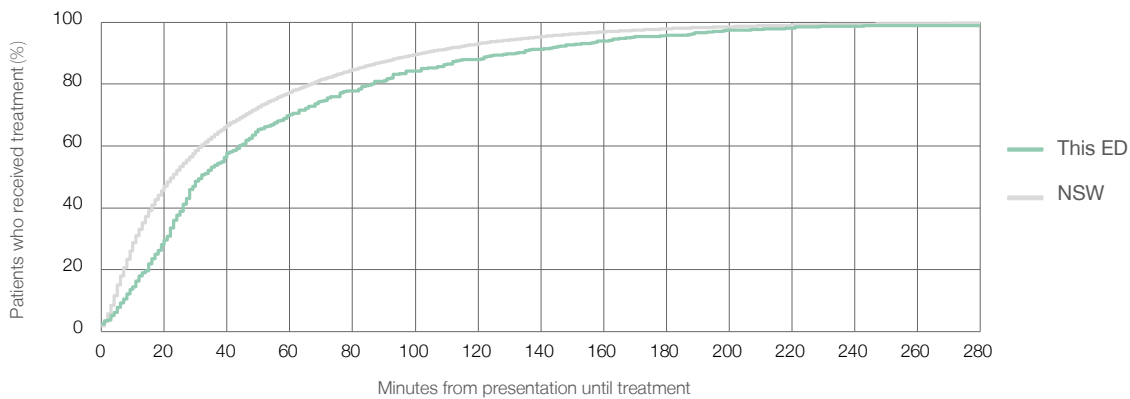
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 32 minutes

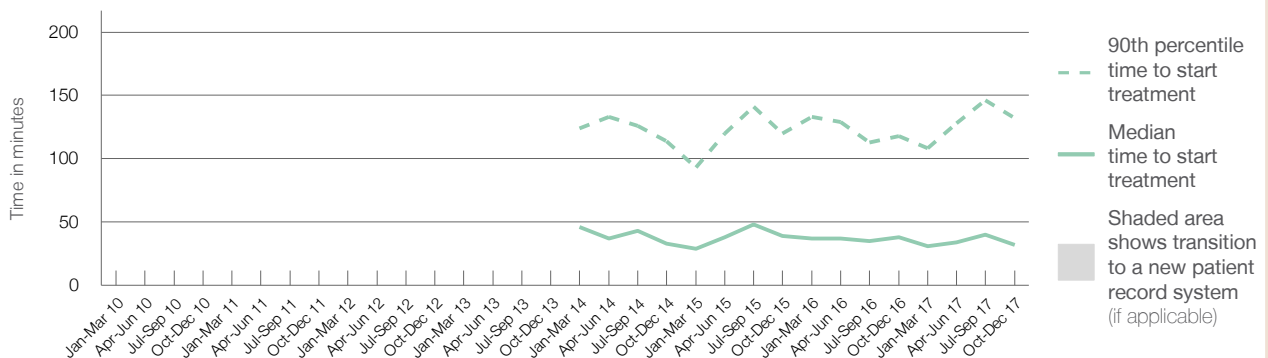
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
504	
432	
38 minutes	23 minutes
118 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)					33	39	38	32
90th percentile time to start treatment ⁵ (minutes)					114	120	118	132

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Mudgee District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,944 patients

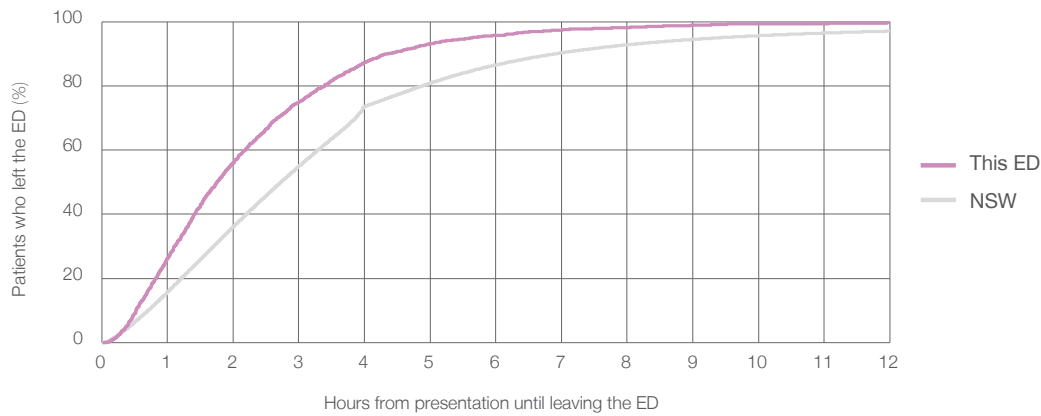
Presentations used to calculate time to leaving the ED:⁶ 2,943 patients

Median time spent in the ED⁸ 1 hours and 46 minutes

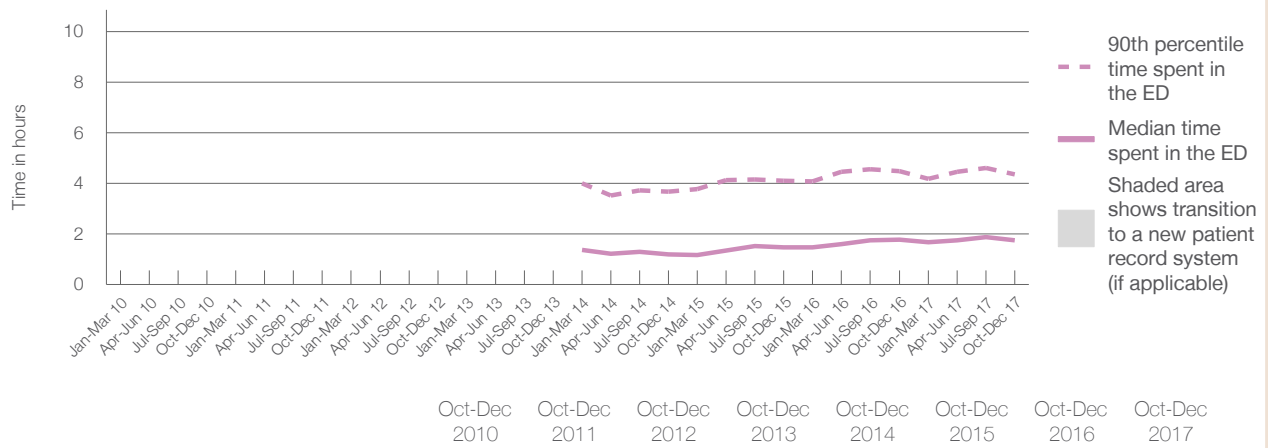
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
3,235	
3,233	
1 hours and 47 minutes	2 hours and 44 minutes
4 hours and 29 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)					1h 12m	1h 28m	1h 47m	1h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)					3h 41m	4h 6m	4h 29m	4h 22m

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Mudgee District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

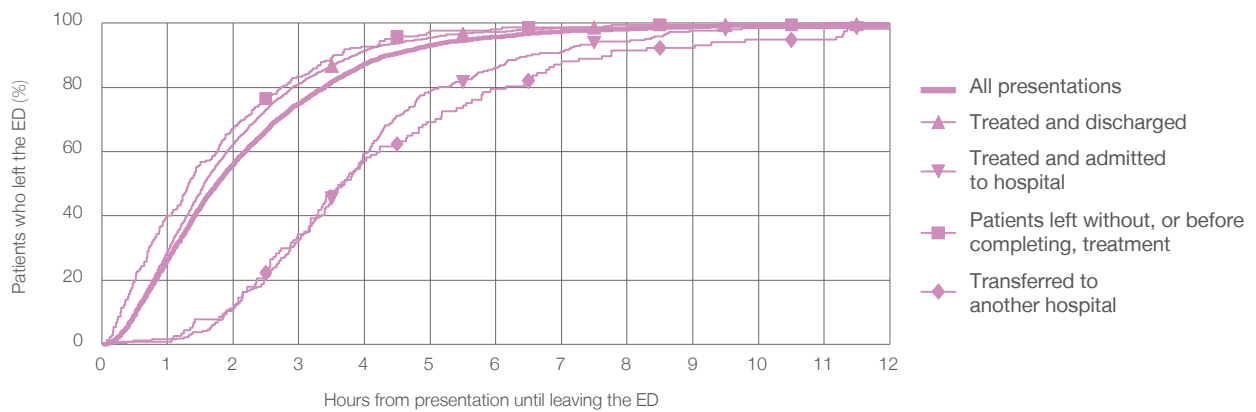
All presentations:¹ 2,944 patients

Presentations used to calculate time to leaving the ED:⁶ 2,943 patients

Treated and discharged	2,317 (78.7%)
Treated and admitted to hospital	268 (9.1%)
Patient left without, or before completing, treatment	222 (7.5%)
Transferred to another hospital	117 (4.0%)
Other	20 (0.7%)

Same period last year	Change since one year ago
3,233	-9.0%
2,578	-10.1%
254	5.5%
238	-6.7%
143	-18.2%
22	-9.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.0%	62.3%	81.1%	91.4%	97.4%	98.7%	99.6%	99.8%
Treated and admitted to hospital	1.5%	11.2%	32.5%	59.3%	86.2%	94.4%	98.5%	98.5%
Patient left without, or before completing, treatment	40.1%	67.1%	83.3%	92.8%	98.2%	99.5%	99.5%	100%
Transferred to another hospital	0.9%	11.1%	34.2%	57.3%	79.5%	91.5%	94.9%	98.3%
All presentations	26.3%	56.1%	75.0%	87.3%	95.7%	98.1%	99.3%	99.6%

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Mudgee District 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 2,944 patients

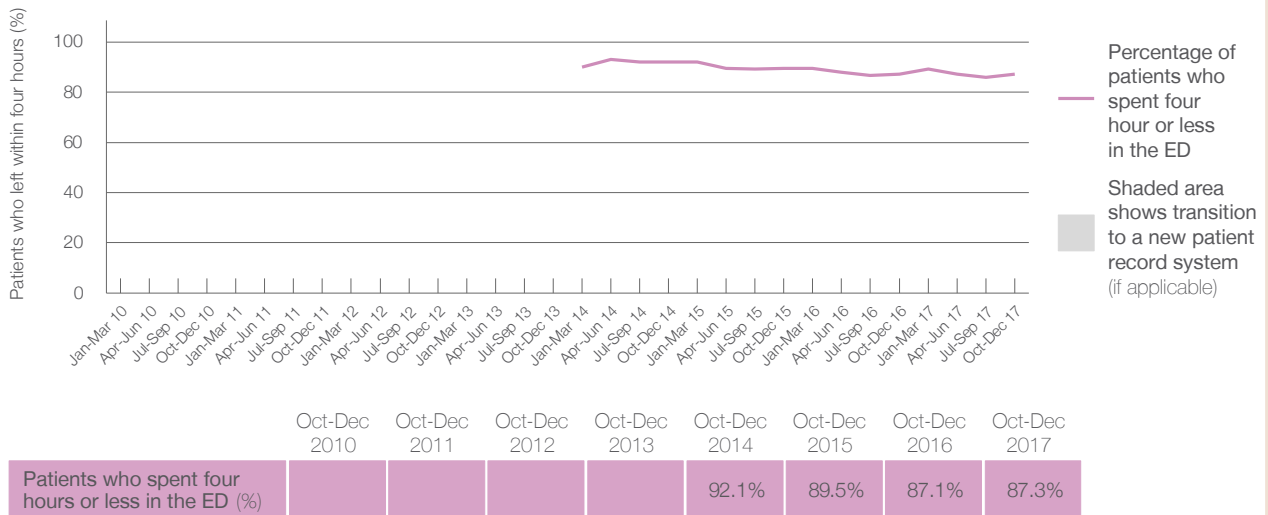
Presentations used to calculate time to leaving the ED: ⁶ 2,943 patients

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: ¹ 2,944 patients	3,235	-9.0%
Presentations used to calculate time to leaving the ED: ⁶ 2,943 patients	3,233	-9.0%
Percentage of patients who spent four hours or less in the ED	87.1%	

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*.

§ 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 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).