

## Mona Vale Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 8,290 patients  
Emergency presentations:<sup>2</sup> 8,257 patients

Same period last year	Change since one year ago
8,681	-5%
8,627	-4%

## Mona Vale Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,231 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,963 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,217 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 804 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
1,232	
7 minutes	8 minutes
12 minutes	24 minutes
3,031	
16 minutes	19 minutes
44 minutes	63 minutes
3,297	
14 minutes	24 minutes
77 minutes	95 minutes
1,037	
16 minutes	21 minutes
109 minutes	96 minutes

## Mona Vale Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,290 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
8,681	-5%
85%	

\* 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, January to March 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.

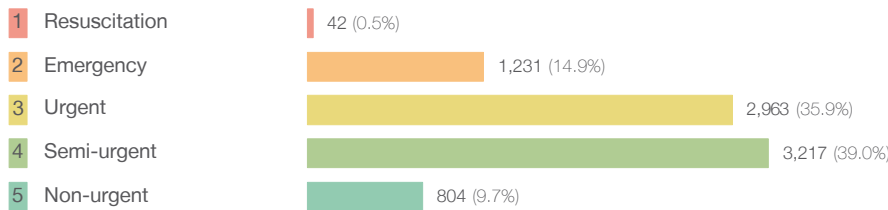
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Mona Vale Hospital: Patients presenting to the emergency department

April to June 2018

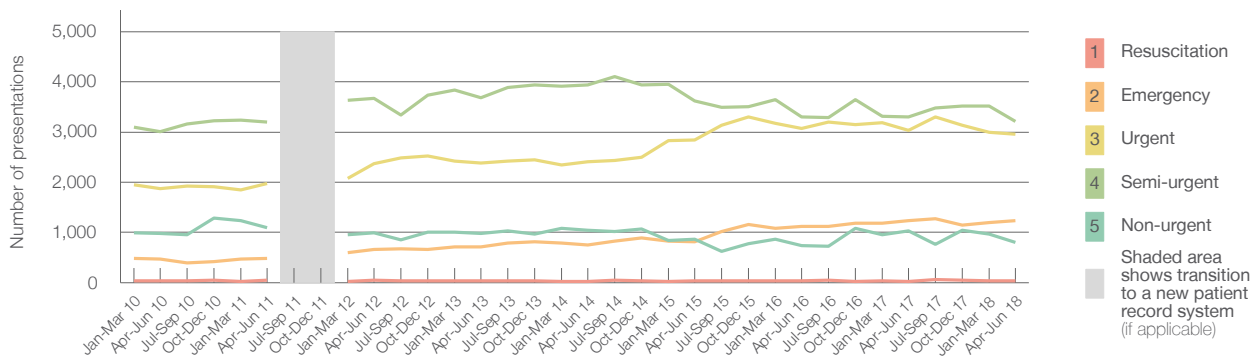
All presentations:<sup>1</sup> 8,290 patients

Emergency presentations<sup>2</sup> by triage category: 8,257 patients



Same period last year	Change since one year ago
8,681	-5%
8,627	-4%
30	40.0%
1,232	-0.1%
3,031	-2.2%
3,297	-2.4%
1,037	-22.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	39	48	43	36	25	32	35	30	42
Emergency	465	478	661	713	750	814	1,125	1,232	1,231
Urgent	1,873	1,975	2,364	2,378	2,404	2,848	3,066	3,031	2,963
Semi-urgent	3,009	3,199	3,671	3,688	3,940	3,618	3,305	3,297	3,217
Non-urgent	984	1,096	997	985	1,049	863	741	1,037	804
All emergency presentations	6,370	6,796	7,736	7,800	8,168	8,175	8,272	8,627	8,257

## Mona Vale Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,712 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,577	
10 minutes	-1 minute
19 minutes	-3 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.

## Mona Vale Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,231

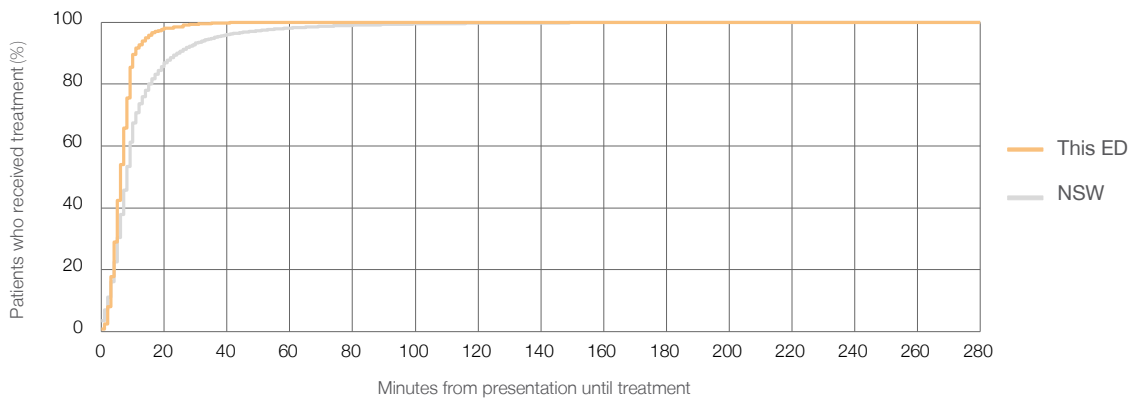
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,231

Median time to start treatment<sup>4</sup> 6 minutes

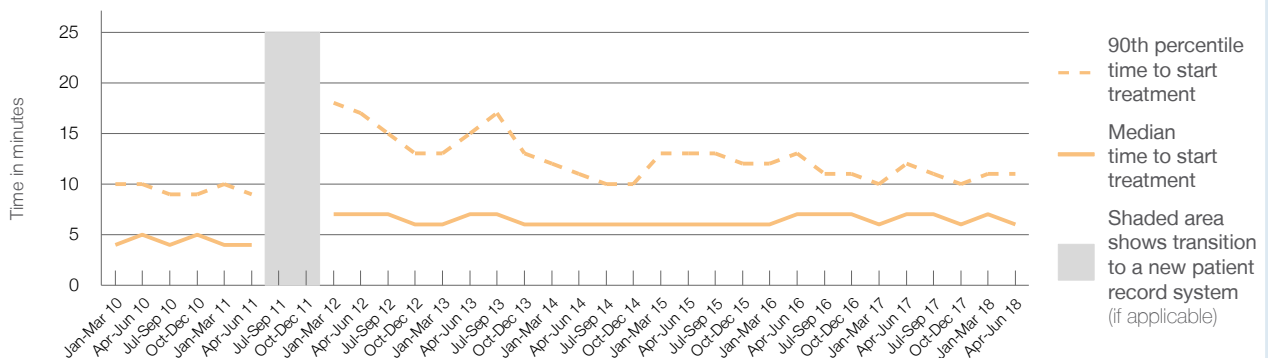
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,232	1,231
7 minutes	8 minutes
12 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	7	7	6	6	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	17	15	11	13	13	12	11

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## Mona Vale Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,963

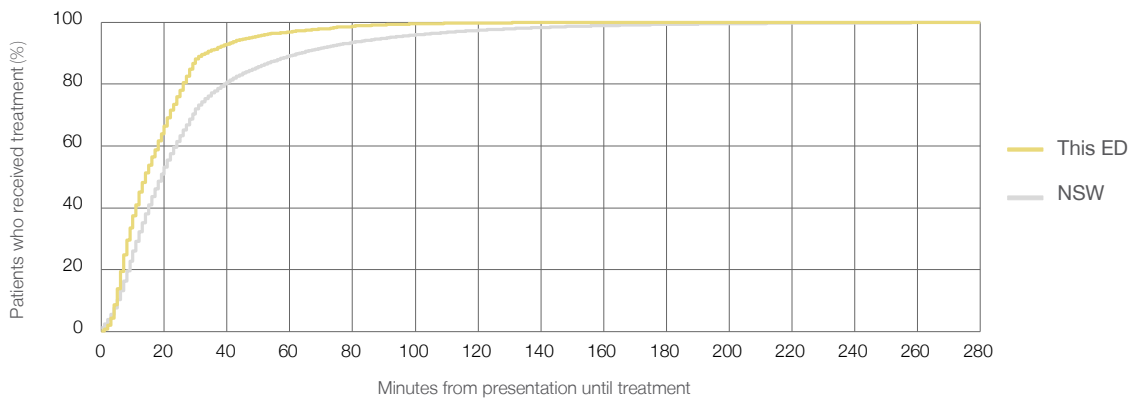
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,951

Median time to start treatment<sup>4</sup> 14 minutes

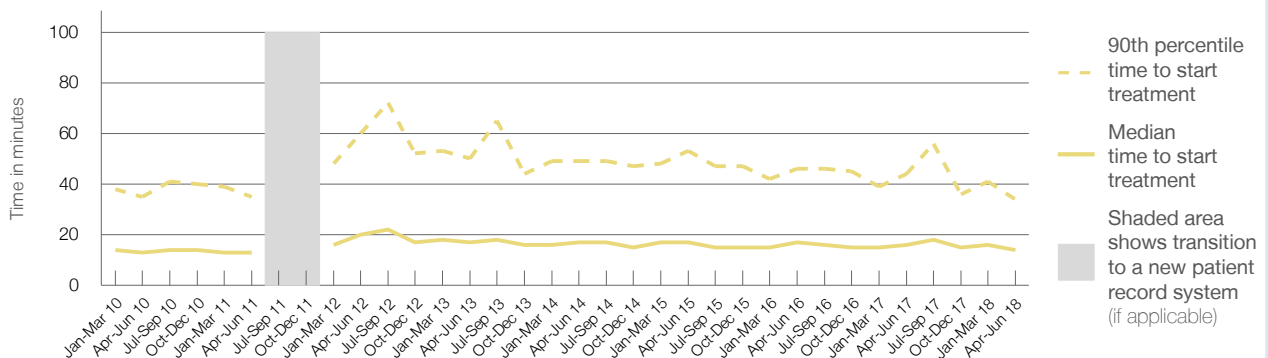
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
3,031	
2,996	
16 minutes	19 minutes
44 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	13	13	20	17	17	17	17	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	35	35	60	50	49	53	46	44	34

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## Mona Vale Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,217

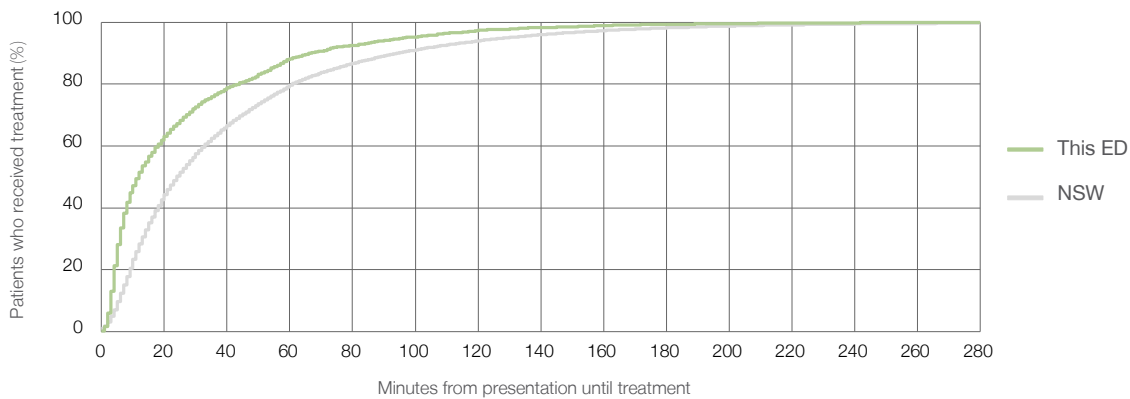
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,146

Median time to start treatment<sup>4</sup>  12 minutes

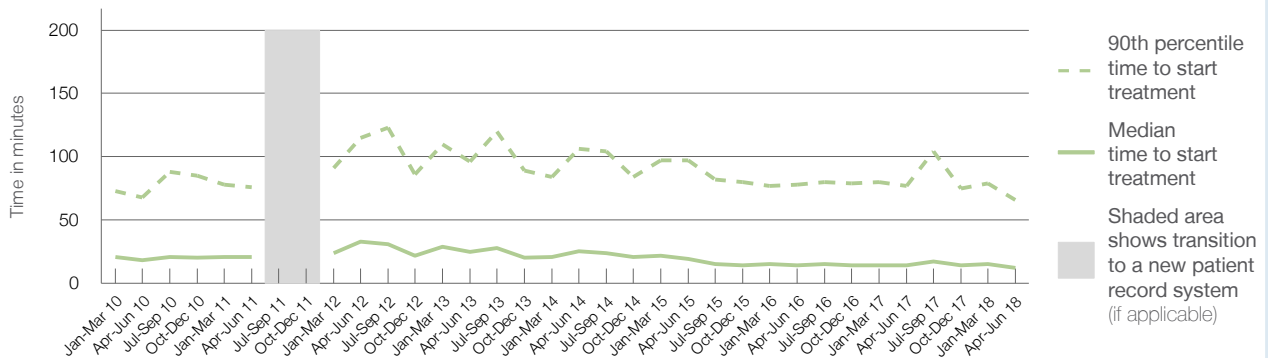
90th percentile time to start treatment<sup>5</sup>  66 minutes

Same period last year	NSW (this period)
3,297	3,136
14 minutes	24 minutes
77 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	21	33	25	26	19	14	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	68	76	115	96	106	97	78	77	66

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## Mona Vale Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 804

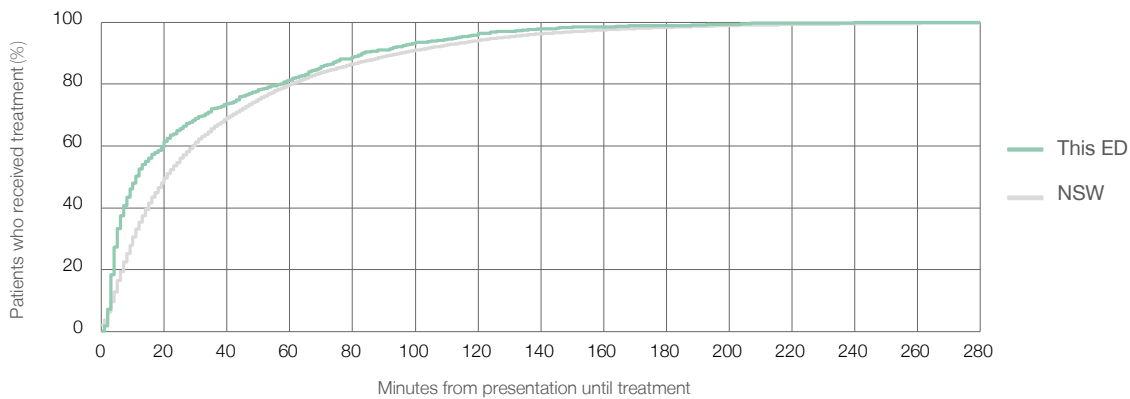
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 764

Median time to start treatment<sup>4</sup>  11 minutes

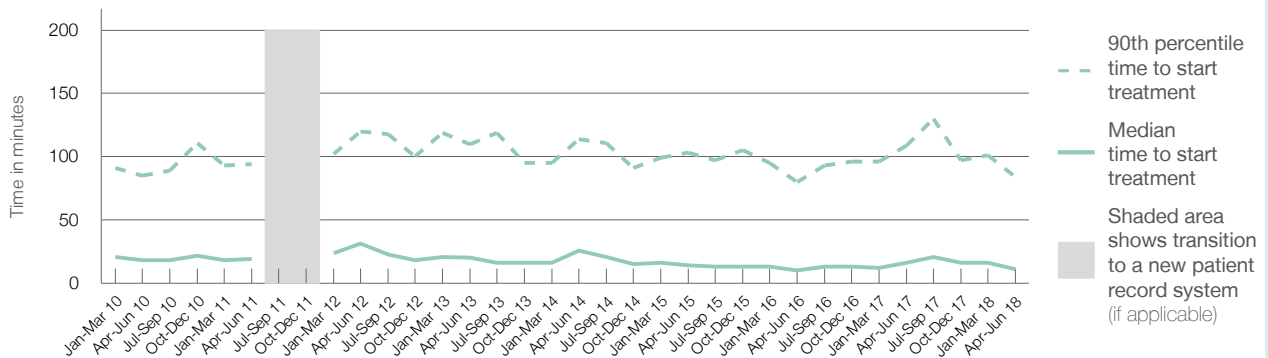
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,037	934
16 minutes	21 minutes
109 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	19	32	20	26	14	10	16	11
90th percentile time to start treatment <sup>5</sup> (minutes)	85	94	120	110	114	103	80	109	84

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## Mona Vale Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 8,290 patients

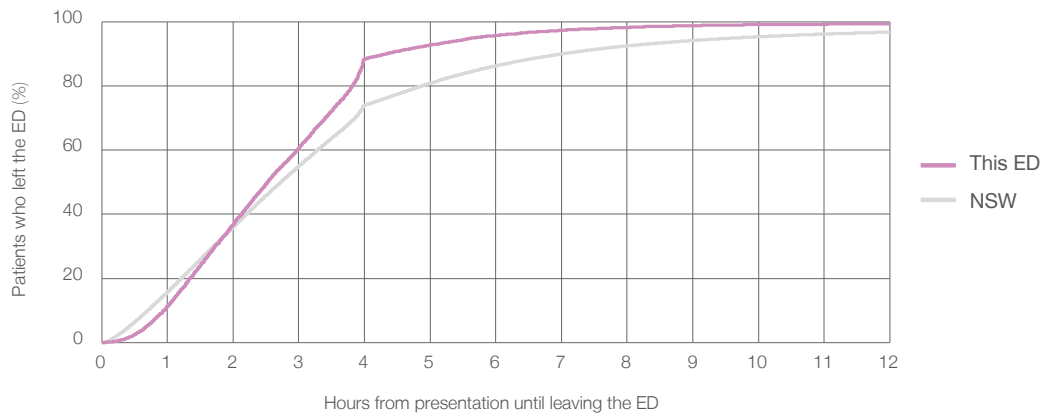
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,290 patients

Median time spent in the ED<sup>8</sup>  2 hours and 32 minutes

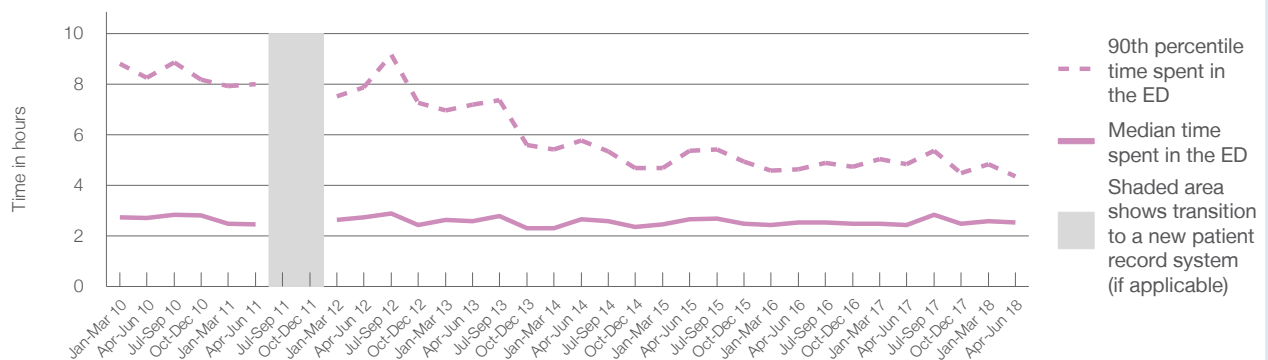
90th percentile time spent in the ED<sup>9</sup>  4 hours and 21 minutes

Same period last year	NSW (this period)
8,681	8,681
2 hours and 27 minutes	2 hours and 44 minutes
4 hours and 51 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 43m	2h 28m	2h 45m	2h 35m	2h 40m	2h 40m	2h 33m	2h 27m	2h 32m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 15m	8h 0m	7h 52m	7h 12m	5h 47m	5h 22m	4h 39m	4h 51m	4h 21m

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**Mona Vale Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

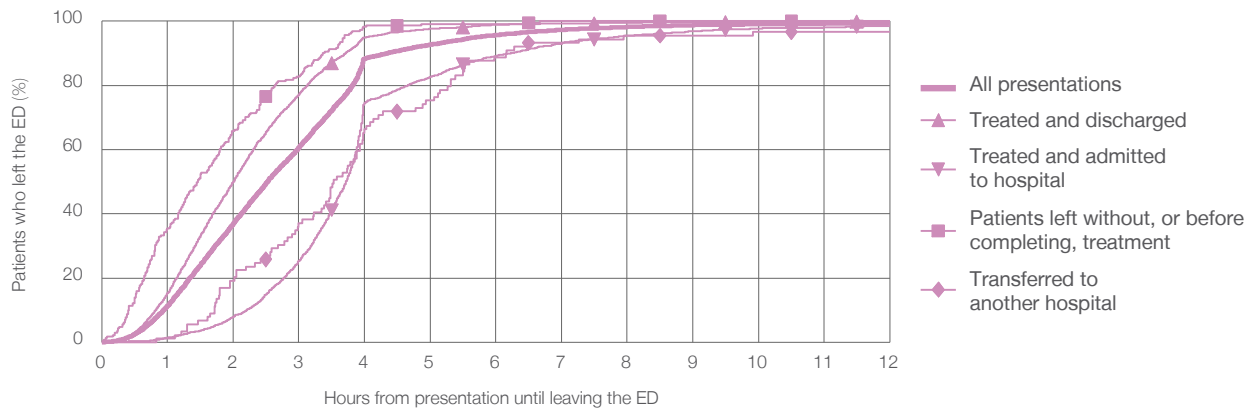
All presentations:<sup>1</sup> 8,290 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,290 patients

Treated and discharged	5,361 (64.7%)
Treated and admitted to hospital	2,601 (31.4%)
Patient left without, or before completing, treatment	231 (2.8%)
Transferred to another hospital	89 (1.1%)
Other	8 (0.1%)

Same period last year	Change since one year ago
8,681	-5%
5,904	-9.2%
2,361	10.2%
333	-30.6%
78	14.1%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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	15.3%	50.1%	77.1%	95.0%	98.8%	99.5%	99.7%	99.9%
Treated and admitted to hospital	1.4%	7.9%	25.3%	74.6%	89.2%	95.5%	97.7%	98.5%
Patient left without, or before completing, treatment	35.5%	65.8%	82.7%	98.3%	99.1%	100%	100%	100%
Transferred to another hospital	1.1%	19.1%	37.1%	66.3%	88.8%	95.5%	96.6%	96.6%
All presentations	11.4%	37.0%	60.6%	88.4%	95.7%	98.2%	99.1%	99.4%

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**Mona Vale Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 8,290 patients

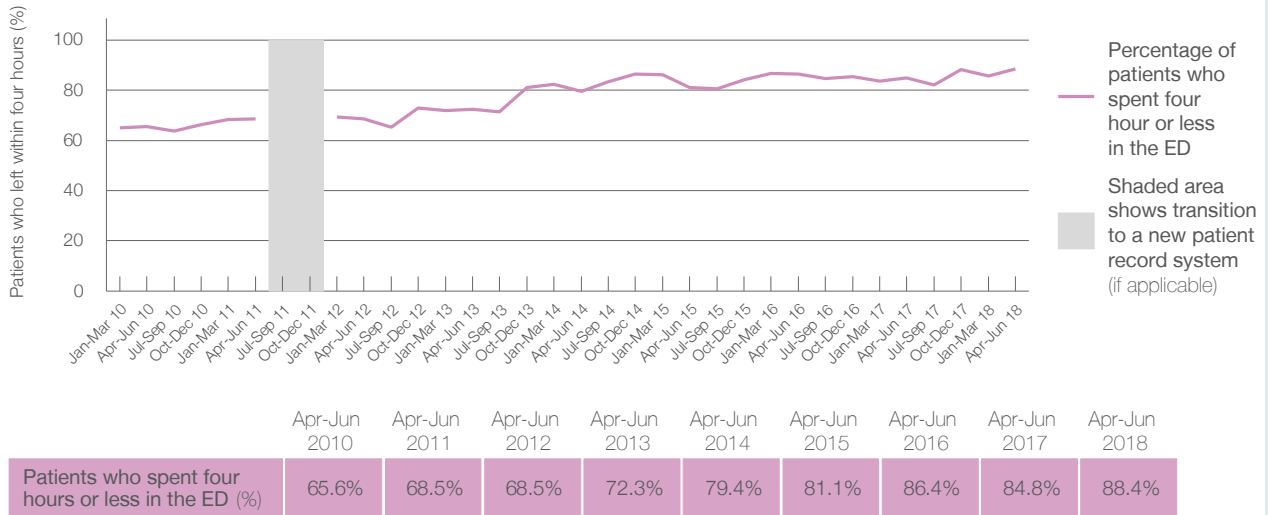
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,290 patients

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: <sup>1</sup> 8,290 patients	8,681	-5%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,290 patients	8,681	-5%
Percentage of patients who spent four hours or less in the ED	84.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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, January to March 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).