Mona Vale and District Hospital: Emergency department (ED) overview
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1]	8,681 patients	8,333	4.2%
Emergency presentations:[2]	8,627 patients	8,272	4.3%

Mona Vale and District Hospital: Time patients waited to start treatment[3]
April to June 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,232 patients		1,125	
Median time to start treatment[4]		7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]		12 minutes	13 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	3,031 patients		3,066	
Median time to start treatment[4]		16 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]		44 minutes	46 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,297 patients		3,305	
Median time to start treatment[4]		14 minutes	14 minutes	25 minutes
90th percentile time to start treatment[5]		77 minutes	78 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,037 patients		741	
Median time to start treatment[4]		16 minutes	10 minutes	23 minutes
90th percentile time to start treatment[5]		109 minutes	80 minutes	101 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED
April to June 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,681 patients		8,333	4.2%
Percentage of patients who spent four hours or less in the ED	84.8%	86.4%	

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* 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.
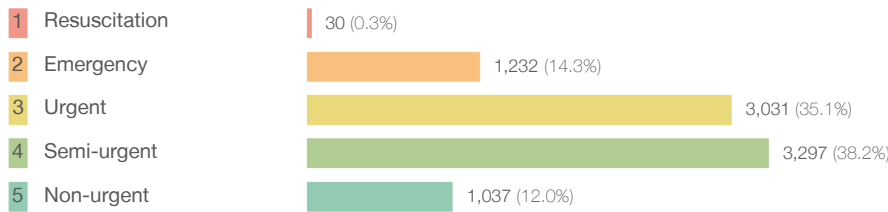
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Mona Vale and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Patients presenting to the emergency department
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,681 patients		8,333	4.2%
Emergency presentations[2] by triage category: 8,627 patients		8,272	4.3%
1 Resuscitation	30 (0.3%)	35	-14.3%
2 Emergency	1,232 (14.3%)	1,125	9.5%
3 Urgent	3,031 (35.1%)	3,066	-1.1%
4 Semi-urgent	3,297 (38.2%)	3,305	-0.2%
5 Non-urgent	1,037 (12.0%)	741	39.9%

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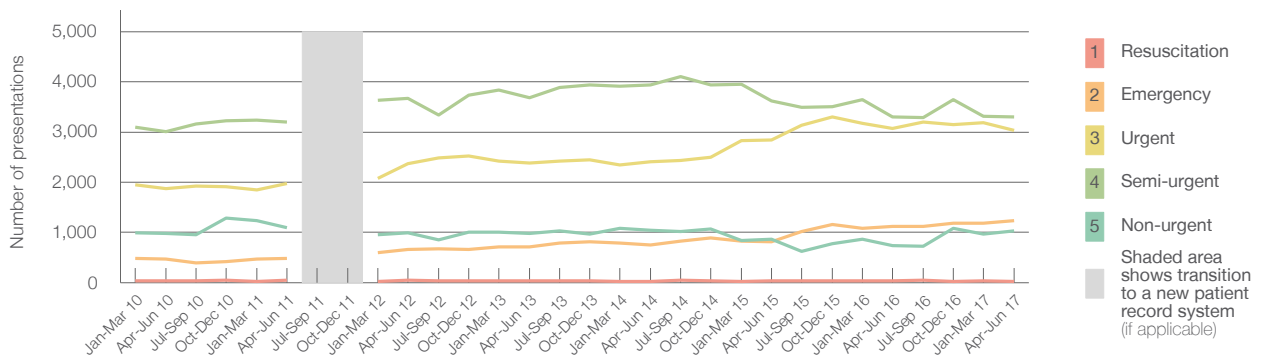
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	39	48	43	36	25	32	35	30
Emergency	465	478	661	713	750	814	1,125	1,232
Urgent	1,873	1,975	2,364	2,378	2,404	2,848	3,066	3,031
Semi-urgent	3,009	3,199	3,671	3,688	3,940	3,618	3,305	3,297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

Mona Vale and District Hospital: Patients arriving by ambulance
April to June 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 1,662 patients		1,646	
ED Transfer of care time			
Median time	10 minutes	9 minutes	1 minute
90th percentile time	19 minutes	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.

Mona Vale and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2
April to June 2017

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,232			1,125	
Number of triage 2 patients used to calculate waiting time:[3] 1,231			1,123	
Median time to start treatment[4]		7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]		12 minutes	13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017
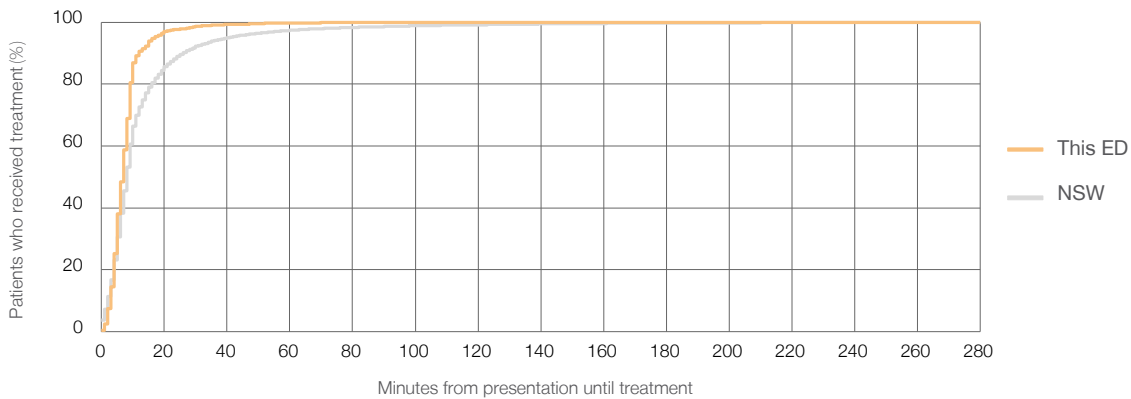
Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017[†‡]
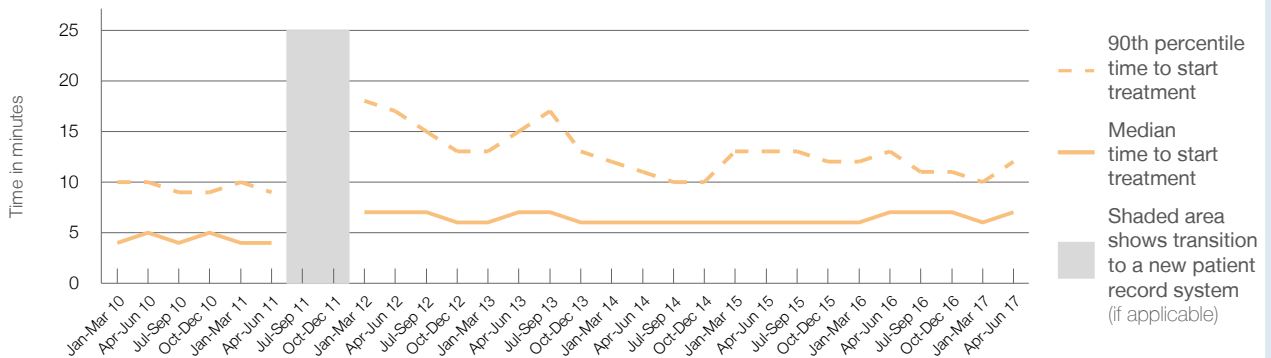
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

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

(†) 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 and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3
April to June 2017

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,031		3,066	
Number of triage 3 patients used to calculate waiting time:[3] 2,996		3,047	
Median time to start treatment[4]	16 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	44 minutes	46 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017
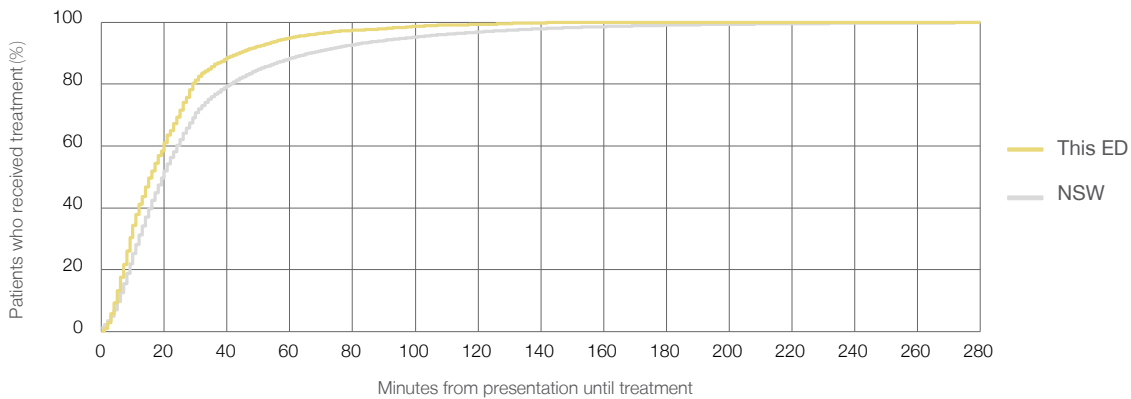
Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017[†‡]
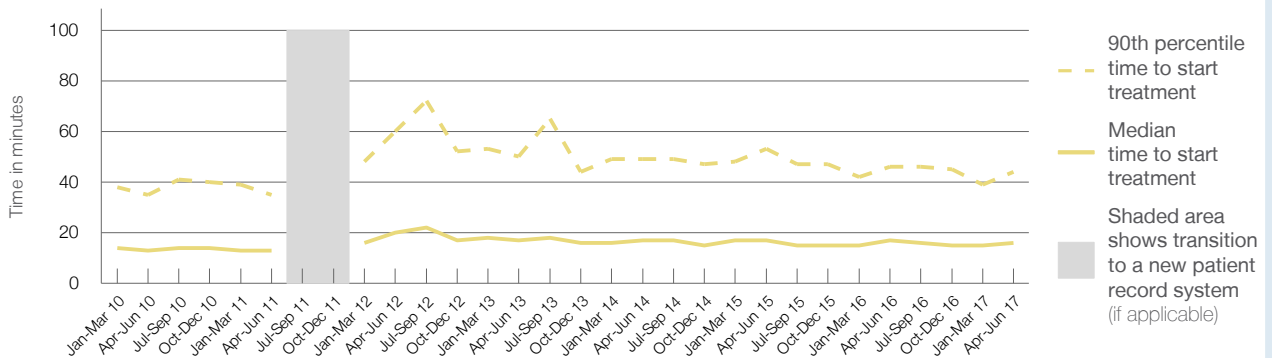
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	13	13	20	17	17	17	17	16
90th percentile time to start treatment[5] (minutes)	35	35	60	50	49	53	46	44

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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.

Mona Vale and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4
April to June 2017

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 3,297			3,305	
Number of triage 4 patients used to calculate waiting time:[3] 3,136			3,189	
Median time to start treatment[4]		14 minutes	14 minutes	25 minutes
90th percentile time to start treatment[5]		77 minutes	78 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017
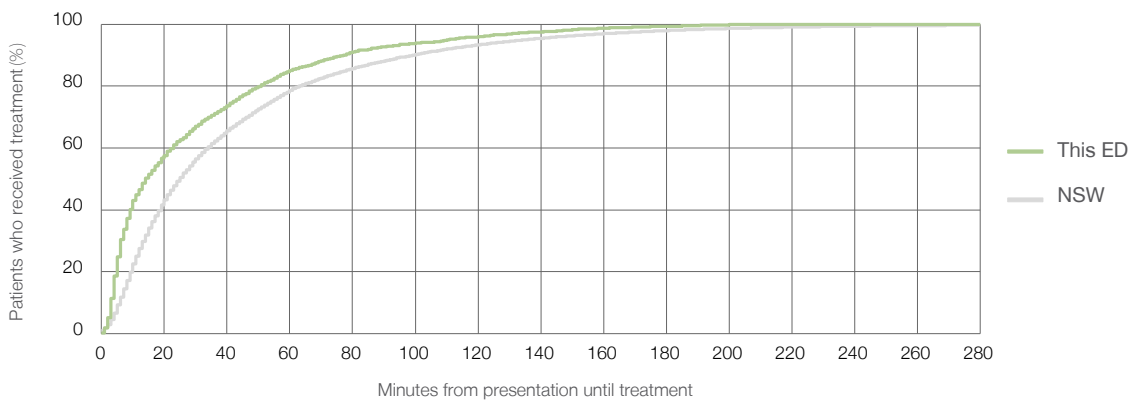
Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017[†‡]
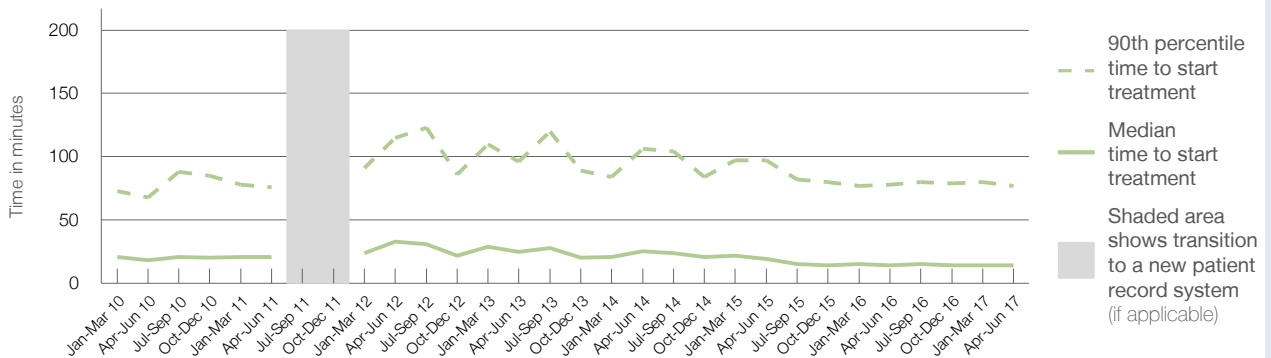
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

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

(†)   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 and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5
April to June 2017

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,037		741	
Number of triage 5 patients used to calculate waiting time:[3] 934		682	
Median time to start treatment[4]	16 minutes	10 minutes	23 minutes
90th percentile time to start treatment[5]	109 minutes	80 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017
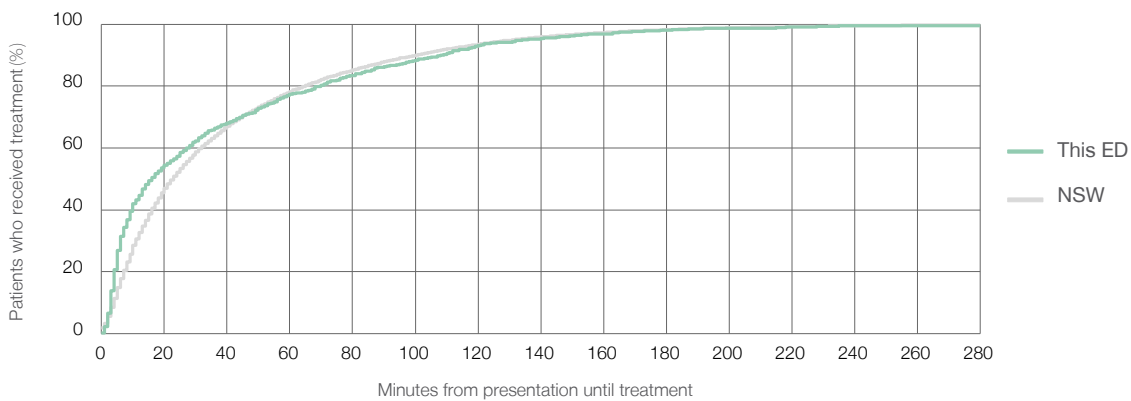
Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017[†‡]
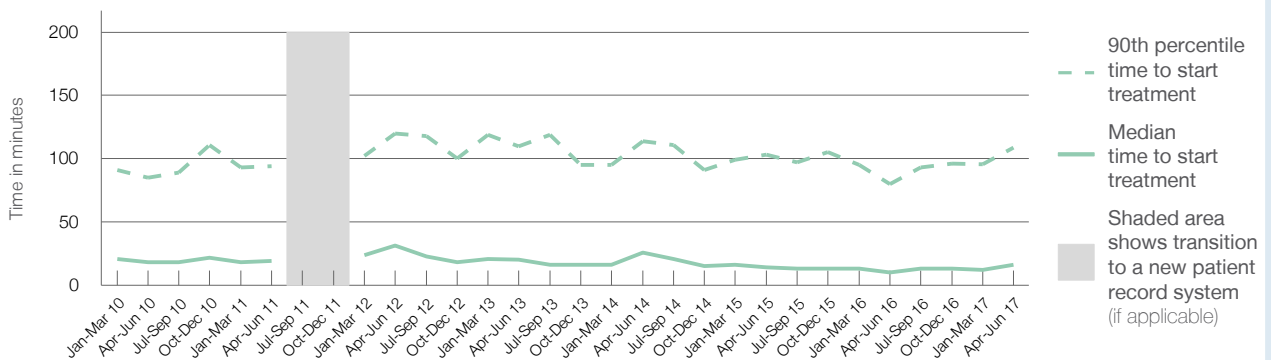
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

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

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Mona Vale and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Time patients spent in the ED
April to June 2017

		Same period last year	NSW (this period)
All presentations:[1] 8,681 patients		8,333	
Presentations used to calculate time to leaving the ED:[6] 8,681 patients		8,333	
Median time spent in the ED [8]	2 hours and 27 minutes	2 hours and 33 minutes	2 hours and 46 minutes
90th percentile time spent in the ED [9]	4 hours and 51 minutes	4 hours and 39 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017
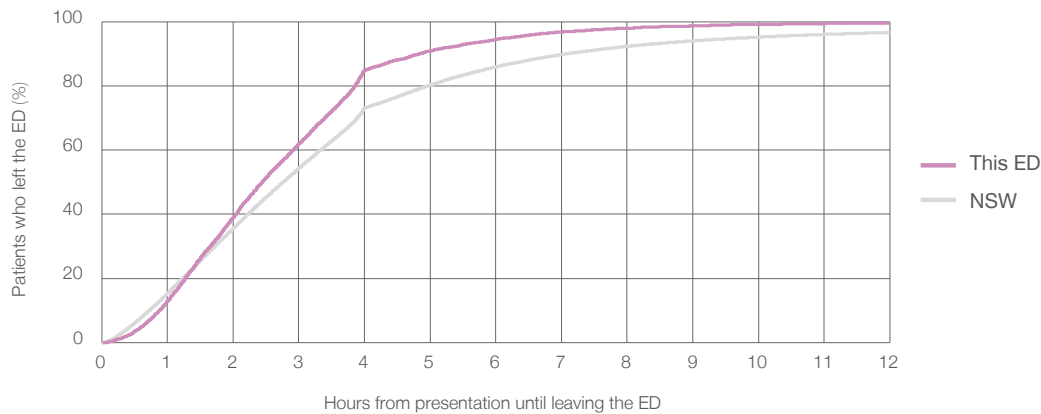
Time patients spent in the ED, by quarter, April 2012 to June 2017 [†‡]
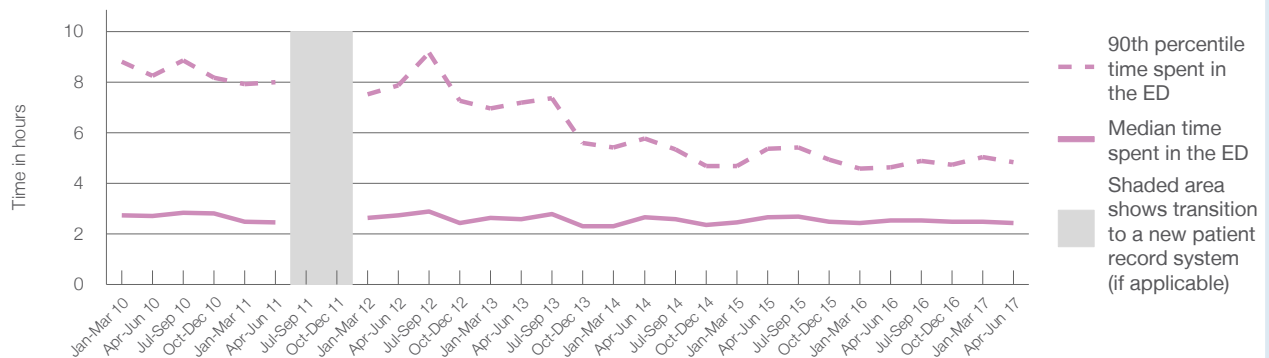
90th percentile time spent in the ED

Median time spent in the ED

Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED [8] (hours, minutes)	2h 43m	2h 28m	2h 45m	2h 35m	2h 40m	2h 40m	2h 33m	2h 27m
90th percentile time to leaving the ED [9] (hours, minutes)	8h 15m	8h 0m	7h 52m	7h 12m	5h 47m	5h 22m	4h 39m	4h 51m

(†) 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 and District Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale and District Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,681 patients			
Presentations used to calculate time to leaving the ED:[6] 8,681 patients		8,333	4.2%
Treated and discharged	5,832 (67.2%)	5,216	11.8%
Treated and admitted to hospital	2,433 (28.0%)	2,710	-10.2%
Patient left without, or before completing, treatment	333 (3.8%)	288	15.6%
Transferred to another hospital	78 (0.9%)	102	-23.5%
Other	5 (0.1%)	17	-70.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017 [†‡]

X-axis: Hours from presentation until leaving the ED
Y-axis: Patients who left the ED (%)

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
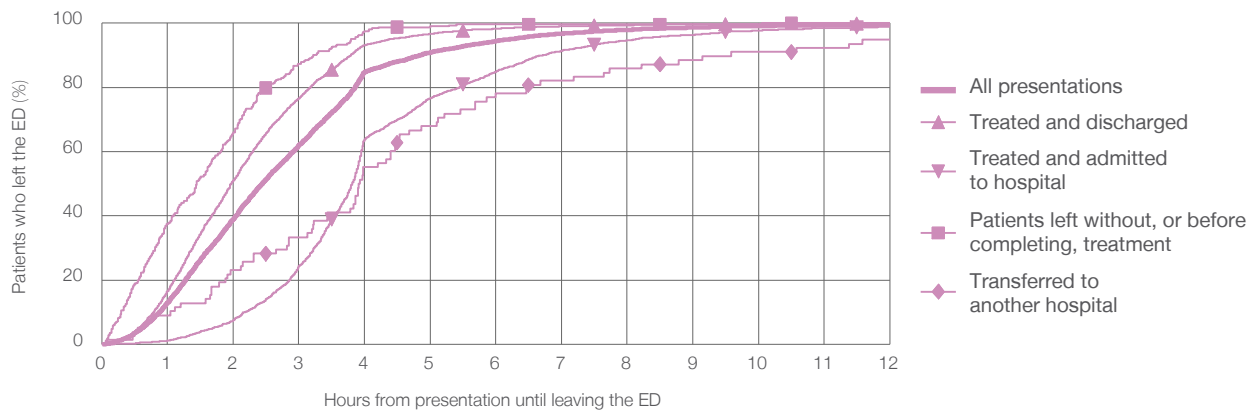
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.6%	51.0%	76.6%	93.2%	98.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.1%	7.5%	24.3%	63.9%	85.0%	94.7%	97.8%	98.8%
Patient left without, or before completing, treatment	37.5%	66.1%	87.4%	97.6%	99.7%	99.7%	99.7%	100%
Transferred to another hospital	9.0%	23.1%	33.3%	55.1%	78.2%	85.9%	91.0%	94.9%
All presentations	13.0%	39.2%	62.0%	84.8%	94.5%	98.0%	99.1%	99.6%

(†) 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.

Mona Vale and District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
April to June 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 8,681 patients		8,333	4.2%
Presentations used to calculate time to leaving the ED:[6] 8,681 patients		8,333	4.2%
Percentage of patients who spent four hours or less in the ED	84.8%	86.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Patients who left within four hours (%)	65.6%	68.5%	68.5%	72.3%	79.4%	81.1%	86.4%	84.8%
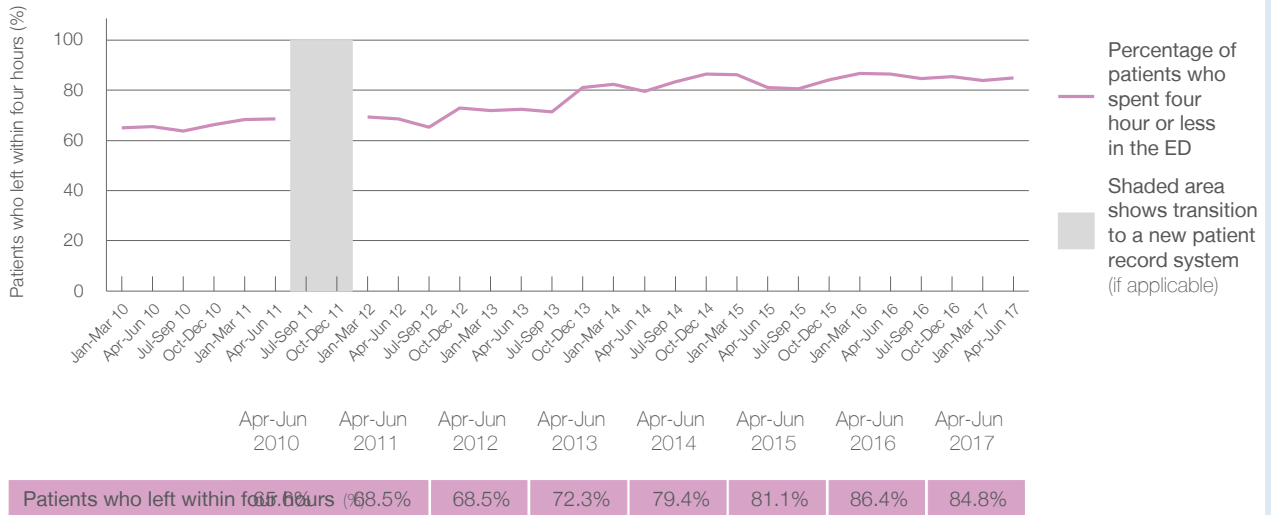
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations 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 took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Mona Vale and District Hospital

Major hospitals (B)
Northern Sydney Local Health District