Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Emergency department (ED) overview
October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 2,721 patients		
Emergency presentations:[2] 2,705 patients	Not applicable	

Mona Vale Hospital: Time from presentation to treatment [3]
October to December 2018

	Same period last year	NSW (this period)

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment [4] — 6 minutes

90th percentile time to start treatment [5] — 11 minutes

Not applicable

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 992 patients

Median time to start treatment [4] — 16 minutes

90th percentile time to start treatment [5] — 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 991 patients

Median time to start treatment [4] — 12 minutes

90th percentile time to start treatment [5] — 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 284 patients

Median time to start treatment [4] — 10 minutes

90th percentile time to start treatment [5] — 93 minutes

Mona Vale Hospital: Time from presentation until leaving the ED
October to December 2018

	Same period last year	Change since one year ago

Attendances used to calculate time to leaving the ED:[6] 2,721 patients

Percentage of patients who spent four hours or less in the ED — 85%

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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: October to December 2018.*
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 22 January 2019).
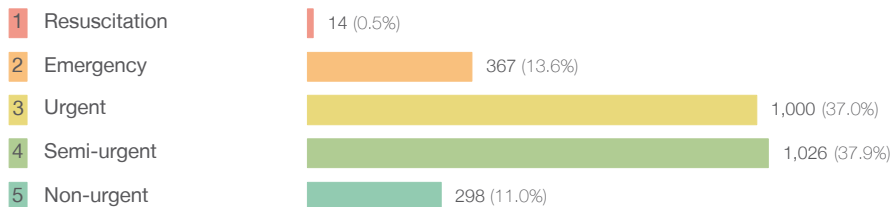
BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Patients presenting to the emergency department
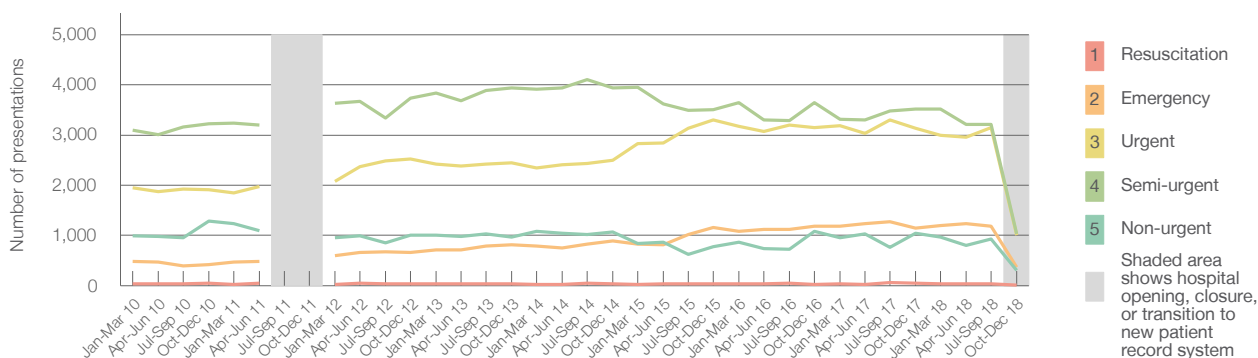October to December 2018

	Same period last year	Change since one year ago

All presentations:[1] 2,721 patients

Emergency presentations[2] by triage category: 2,705 patients

1 Resuscitation	14 (0.5%)	
2 Emergency	367 (13.6%)	
3 Urgent	1,000 (37.0%)	Not applicable
4 Semi-urgent	1,026 (37.9%)	
5 Non-urgent	298 (11.0%)	

Emergency presentations[2] 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	48		39	36	41	37	29	45	14
Emergency	417		665	820	888	1,153	1,189	1,152	367
Urgent	1,905		2,529	2,452	2,495	3,299	3,144	3,130	1,000
Semi-urgent	3,227		3,740	3,941	3,941	3,501	3,646	3,522	1,026
Non-urgent	1,287		1,011	969	1,068	772	1,081	1,048	298
All emergency presentations	6,884		7,984	8,218	8,433	8,762	9,089	8,897	2,705

Mona Vale Hospital: Patients arriving by ambulance
October to December 2018

	Same period last year	Change since one year ago

Arrivals used to calculate transfer of care time: [7] 530 patients

ED Transfer of care time

Median time	9 minutes	Not applicable
90th percentile time	17 minutes	

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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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 Hospital

Major hospitals (B)
Northern Sydney Local Health District

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Mona Vale Hospital: Time patients waited to start treatment, triage 2
October to December 2018

Triage 2	Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)

Number of triage 2 patients: 367

Number of triage 2 patients used to calculate waiting time: [3] 367

Median time to start treatment [4]   6 minutes
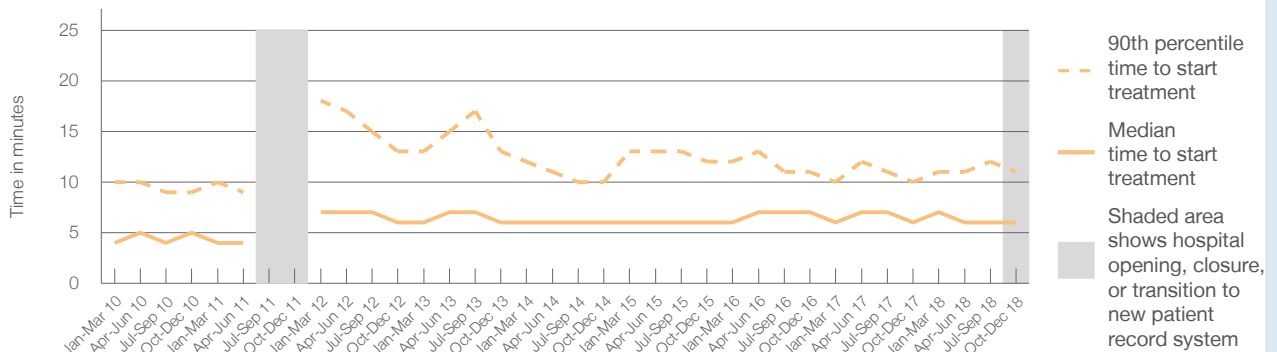
90th percentile time to start treatment [5]   11 minutes

Not applicable

Mona Vale Hospital (right margin)

Percentage of triage 2 patients who received treatment by time, October to December 2018
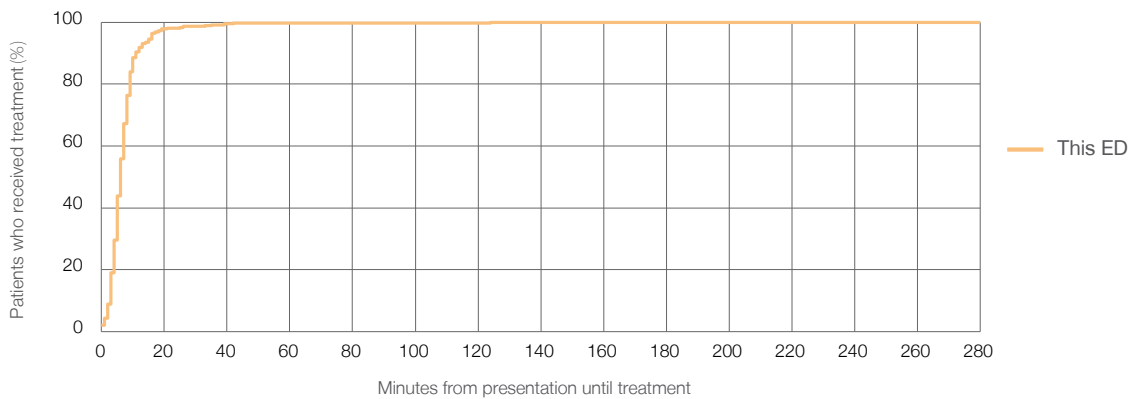
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]

90th percentile time to start treatment

Median time to start treatment

Shaded area shows hospital opening, closure, or transition to new patient record system

	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)	5		6	6	6	6	7	6	6
90th percentile time to start treatment [5] (minutes)	9		13	13	10	12	11	10	11

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Major hospitals (B)
Northern Sydney Local Health District

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018
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Mona Vale Hospital: 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: 1,000

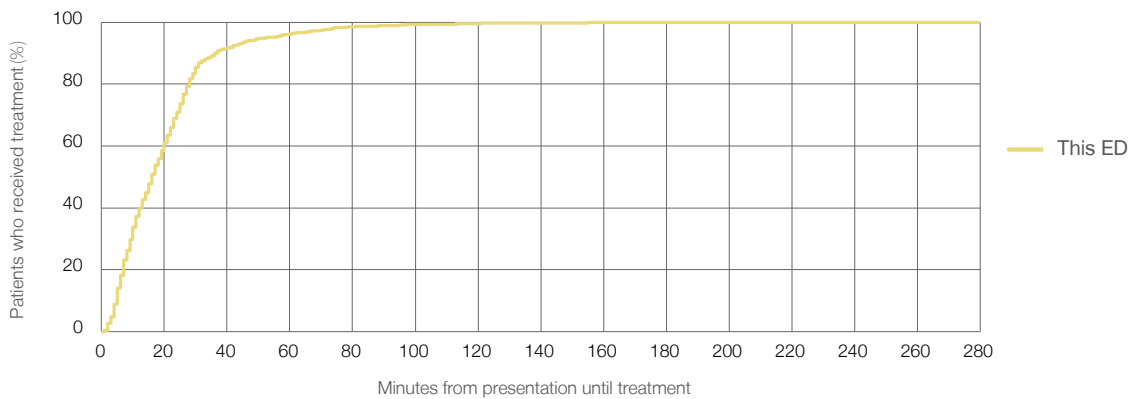Number of triage 3 patients used to calculate waiting time:[3] 992

		Same period last year	NSW (this period)
Median time to start treatment [4]	16 minutes		
90th percentile time to start treatment [5]	36 minutes	Not applicable	

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 [†‡]
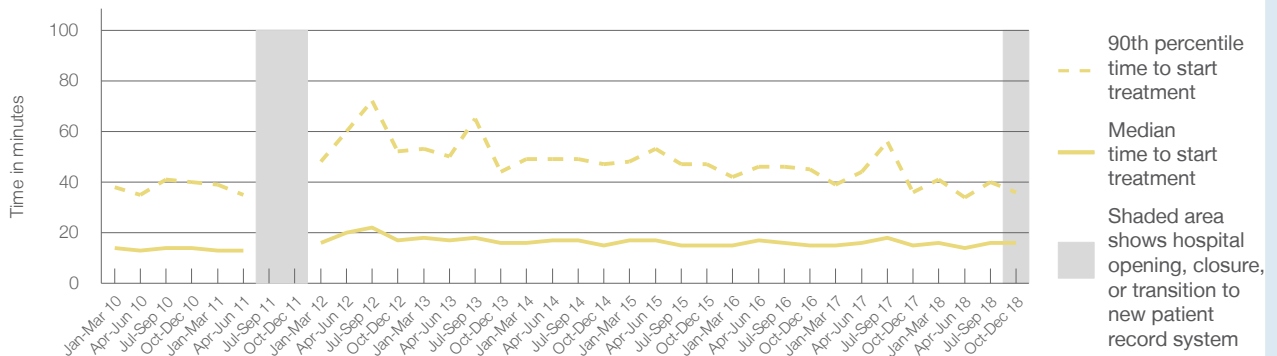
- - - 90th percentile time to start treatment
— Median time to start treatment
▨ Shaded area shows hospital opening, closure, or transition to new patient record system

	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)	14		17	16	15	15	15	15	16
90th percentile time to start treatment [5] (minutes)	40		52	44	47	47	45	36	36

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Mona Vale Hospital

Major hospitals (B)
Northern Sydney Local Health District

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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Mona Vale Hospital: 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: 1,026
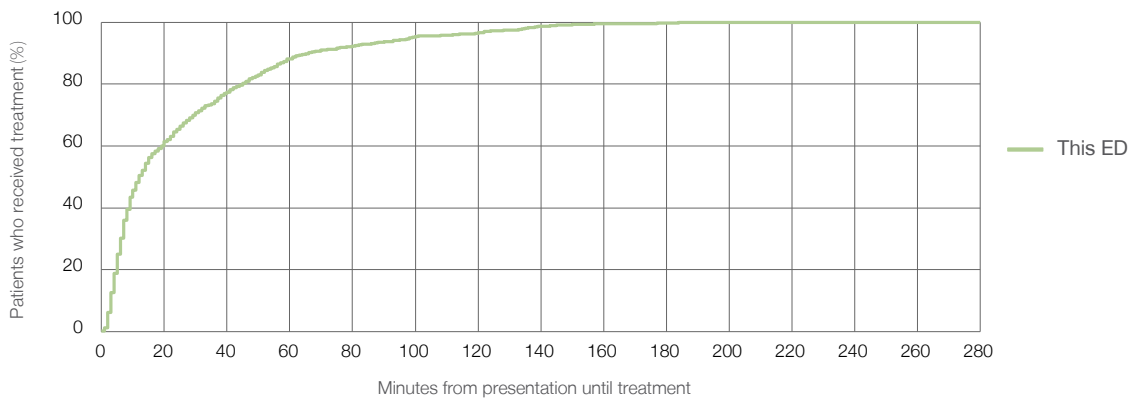
Number of triage 4 patients used to calculate waiting time: [3] 991

		Same period last year	NSW (this period)
Median time to start treatment [4]	12 minutes		
90th percentile time to start treatment [5]	66 minutes	Not applicable	

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 [†‡]
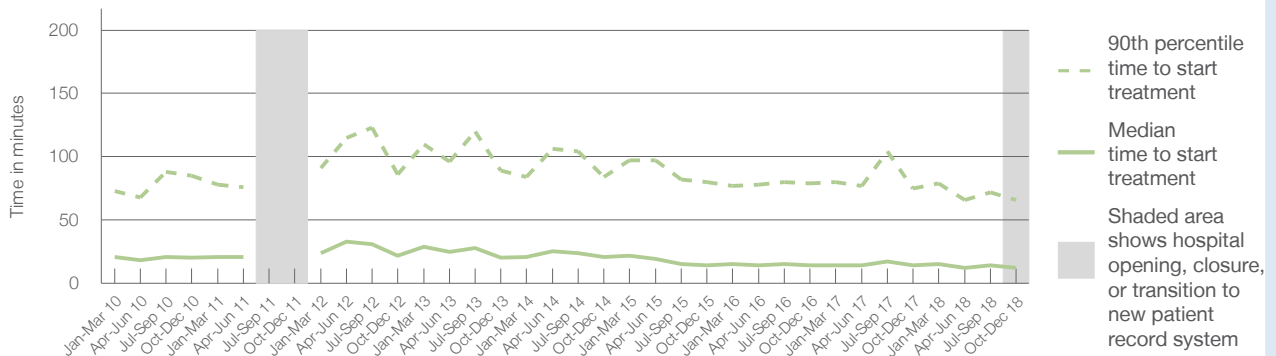
90th percentile time to start treatment

Median time to start treatment

Shaded area shows hospital opening, closure, or transition to new patient record system

	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)	20		22	20	21	14	14	14	12
90th percentile time to start treatment [5] (minutes)	85		86	89	84	80	79	75	66

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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Mona Vale Hospital: 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: 298

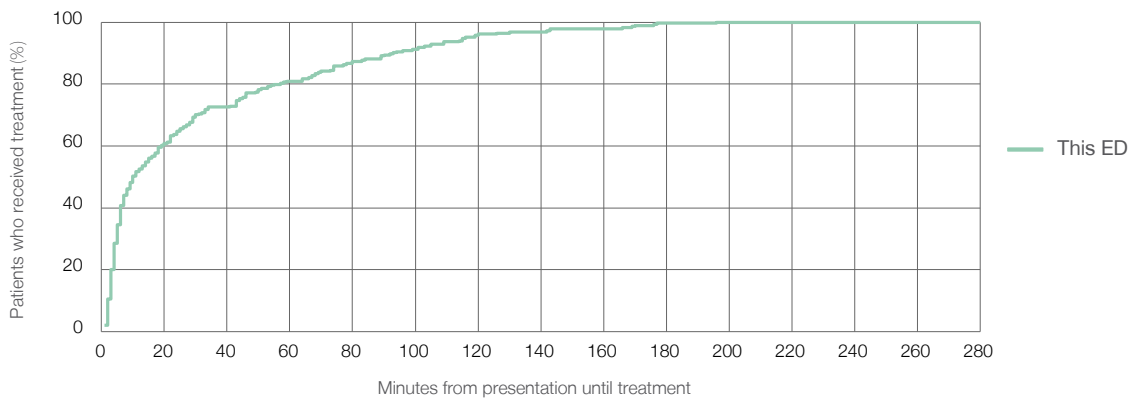Number of triage 5 patients used to calculate waiting time:[3] 284

		Same period last year	NSW (this period)
Median time to start treatment[4]	10 minutes		
90th percentile time to start treatment[5]	93 minutes	Not applicable	

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 [†‡]
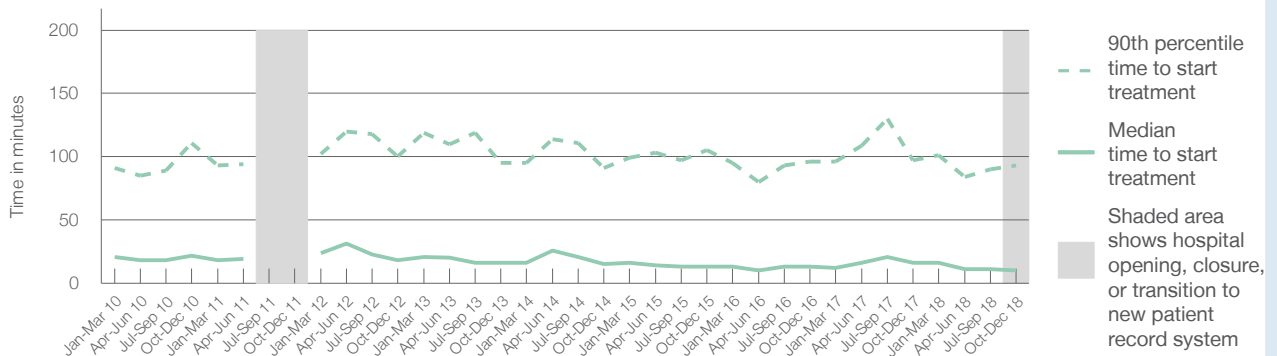
- 90th percentile time to start treatment (dashed line)
- Median time to start treatment
- Shaded area shows hospital opening, closure, or transition to new patient record system

	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)	22		18	16	15	13	13	16	10
90th percentile time to start treatment[5] (minutes)	111		100	95	91	105	96	97	93

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Mona Vale Hospital: Time patients spent in the ED

October to December 2018

		Same period last year	NSW (this period)
All presentations:[1] 2,721 patients			
Presentations used to calculate time to leaving the ED:[6] 2,721 patients			
Median time spent in the ED [8]	2 hours and 40 minutes		Not applicable
90th percentile time spent in the ED [9]	4 hours and 57 minutes		

Percentage of patients who left the ED by time, October to December 2018
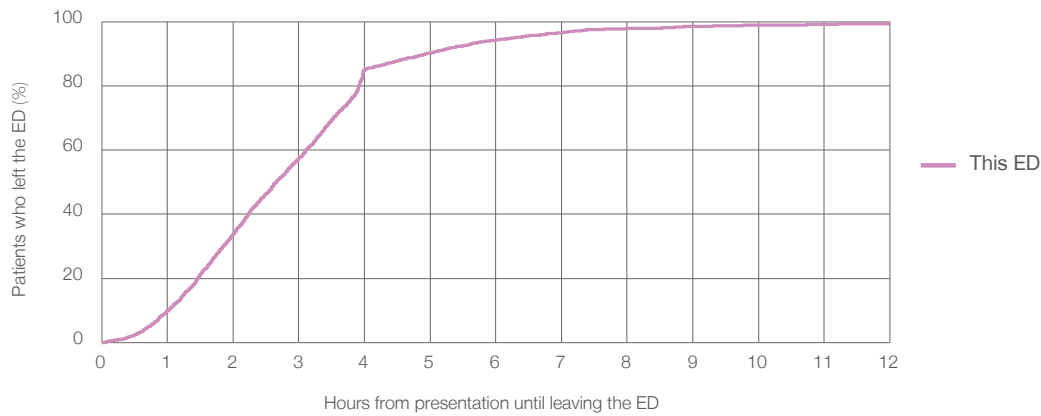
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
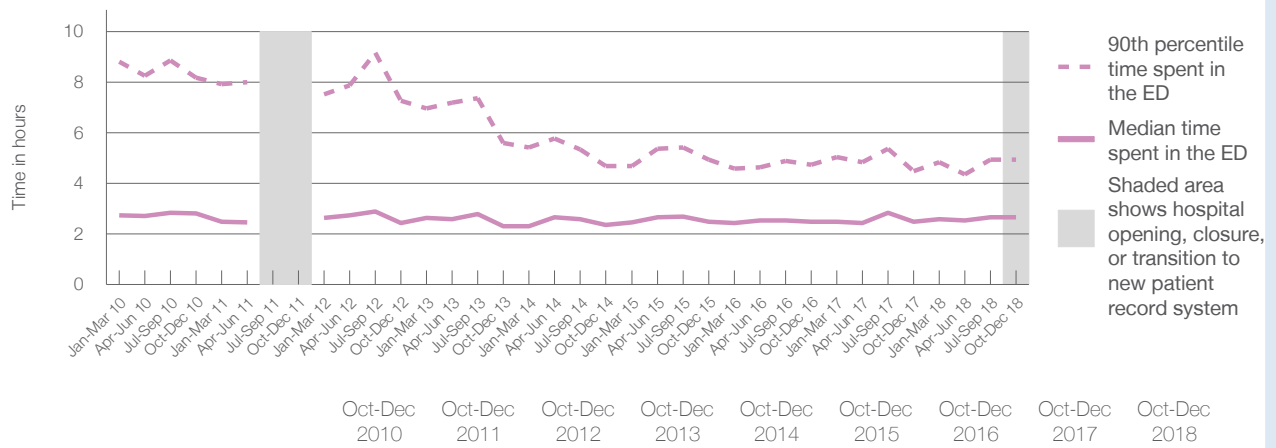
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	2h 49m		2h 26m	2h 19m	2h 22m	2h 29m	2h 30m	2h 29m	2h 40m
90th percentile time spent in the ED [9] (hours, minutes)	8h 10m		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m	4h 29m	4h 57m

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Mona Vale Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 2,721 patients

Presentations used to calculate time to leaving the ED:[6] 2,721 patients

		Same period last year	Change since one year ago
Treated and discharged	1,747 (64.2%)		
Treated and admitted to hospital	866 (31.8%)	Not applicable	
Patient left without, or before completing, treatment	85 (3.1%)		
Transferred to another hospital	23 (0.8%)		
Other	0 (0%)		

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]

Patients who left the ED (%) vs Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
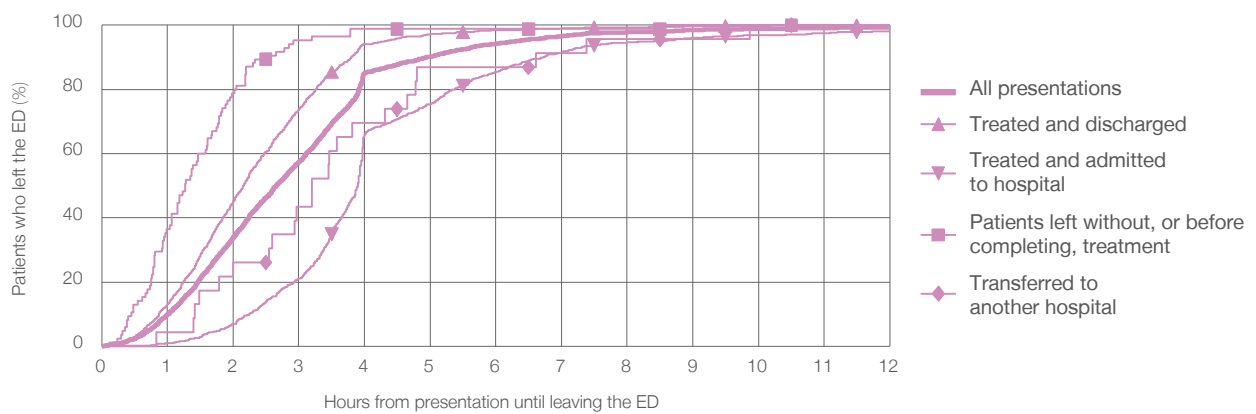
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	45.3%	73.8%	94.0%	98.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	6.9%	21.1%	65.9%	85.6%	94.7%	96.9%	98.2%
Patient left without, or before completing, treatment	36.5%	78.8%	95.3%	98.8%	98.8%	98.8%	100%	100%
Transferred to another hospital	4.3%	26.1%	43.5%	69.6%	87.0%	95.7%	100%	100%
All presentations	9.9%	34.0%	57.5%	85.0%	94.3%	97.8%	98.9%	99.4%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Mona Vale Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

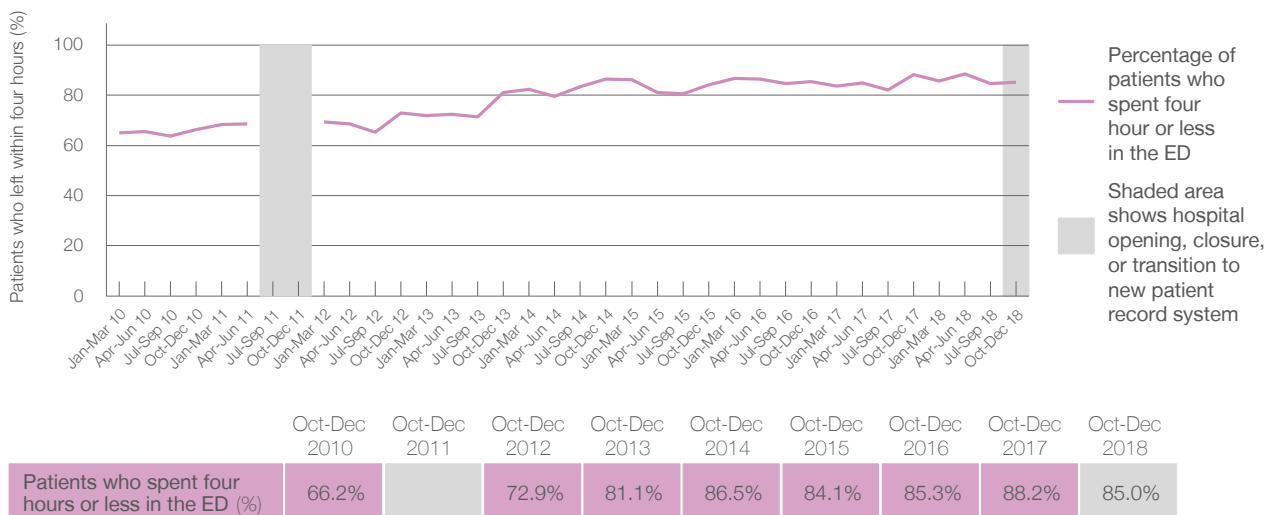All presentations at the emergency department: [1] 2,721 patients

Presentations used to calculate time to leaving the ED: [6] 2,721 patients

	Same period last year	Change since one year ago

Not applicable

Percentage of patients who spent four hours or less in the ED   85.0%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†§]

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

Shaded area shows hospital opening, closure, or transition to new patient record system

	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
Patients who spent four hours or less in the ED (%)	66.2%		72.9%	81.1%	86.5%	84.1%	85.3%	88.2%	85.0%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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§ BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October and 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre.

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: October to December 2018.

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 10% 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).