From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Emergency department (ED) overview
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,765 patients		8,898	-1.5%
Emergency presentations:[2] 8,688 patients		8,815	-1.4%

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

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,184 patients		1,087	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	10 minutes	12 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,188 patients		3,178	
Median time to start treatment[4]	15 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]	39 minutes	42 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,315 patients		3,646	
Median time to start treatment[4]	14 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	80 minutes	77 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 961 patients		870	
Median time to start treatment[4]	13 minutes	13 minutes	23 minutes
90th percentile time to start treatment[5]	96 minutes	95 minutes	104 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED
January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,764 patients		8,898	-1.5%
Percentage of patients who spent four hours or less in the ED	83.7%	86.8%	

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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.
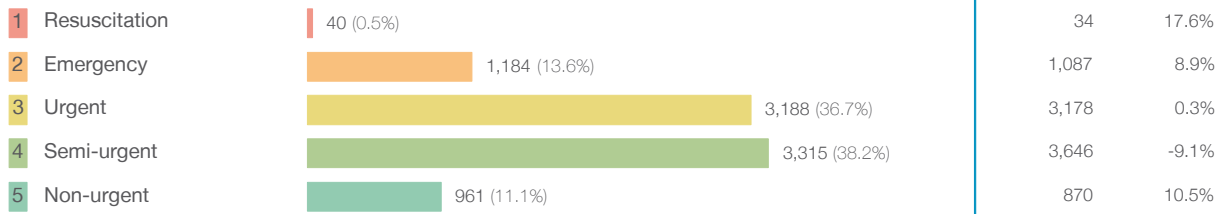Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Patients presenting to the emergency department
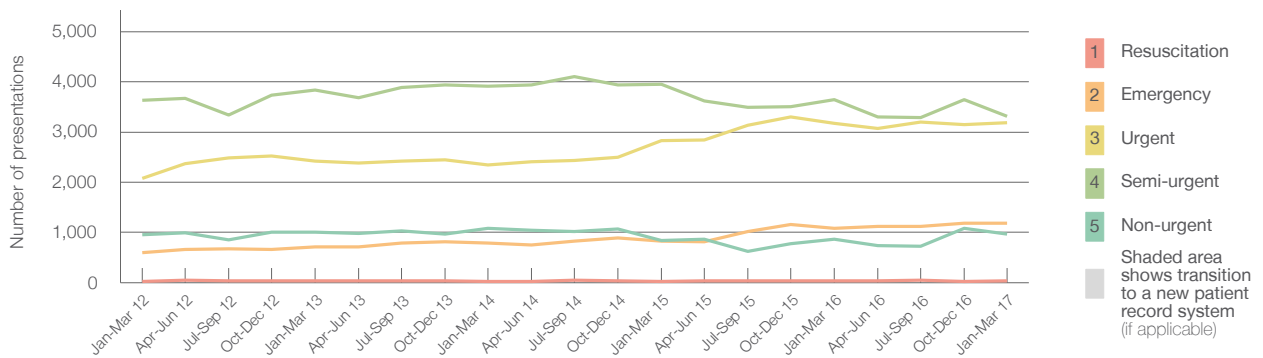January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,765 patients		8,898	-1.5%
Emergency presentations[2] by triage category: 8,688 patients		8,815	-1.4%
1 Resuscitation	40 (0.5%)	34	17.6%
2 Emergency	1,184 (13.6%)	1,087	8.9%
3 Urgent	3,188 (36.7%)	3,178	0.3%
4 Semi-urgent	3,315 (38.2%)	3,646	-9.1%
5 Non-urgent	961 (11.1%)	870	10.5%

Emergency presentations[2] by quarter, January 2012 to March 2017 ‡

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	27	38	29	27	34	40
Emergency	595	717	787	829	1,087	1,184
Urgent	2,077	2,420	2,349	2,829	3,178	3,188
Semi-urgent	3,635	3,840	3,910	3,955	3,646	3,315
Non-urgent	953	1,007	1,085	840	870	961
All emergency presentations	7,287	8,022	8,160	8,480	8,815	8,688

Mona Vale and District Hospital: Patients arriving by ambulance
January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 1,630 patients		1,667	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	20 minutes	18 minutes	2 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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 1,184			1,087	
Number of triage 2 patients used to calculate waiting time:[3] 1,183			1,085	
Median time to start treatment[4]		6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]		10 minutes	12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017
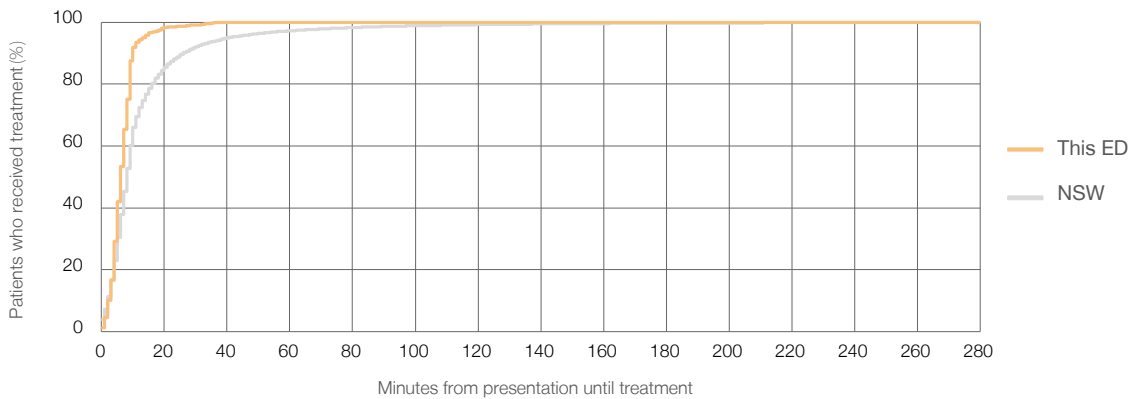
Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017 [†‡]
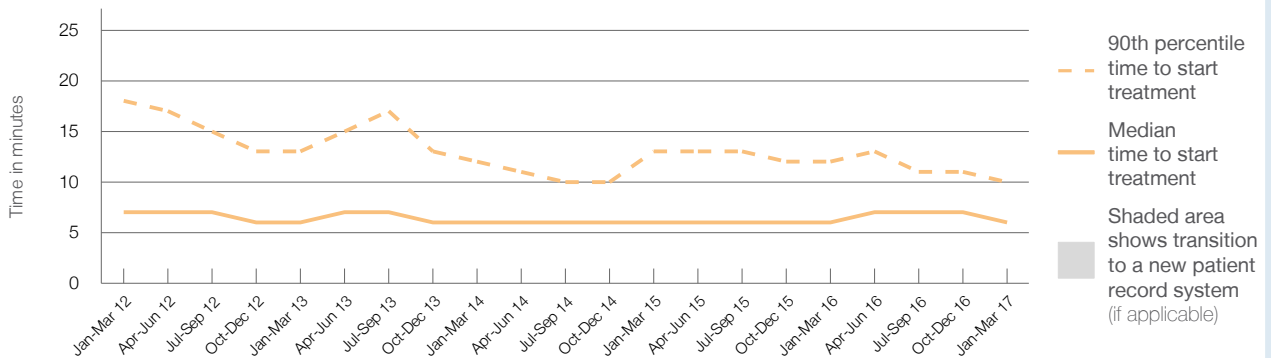
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	7	6	6	6	6	6
90th percentile time to start treatment[5] (minutes)	18	13	12	13	12	10

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 3,188			3,178	
Number of triage 3 patients used to calculate waiting time:[3] 3,141			3,155	
Median time to start treatment[4]		15 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]		39 minutes	42 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017
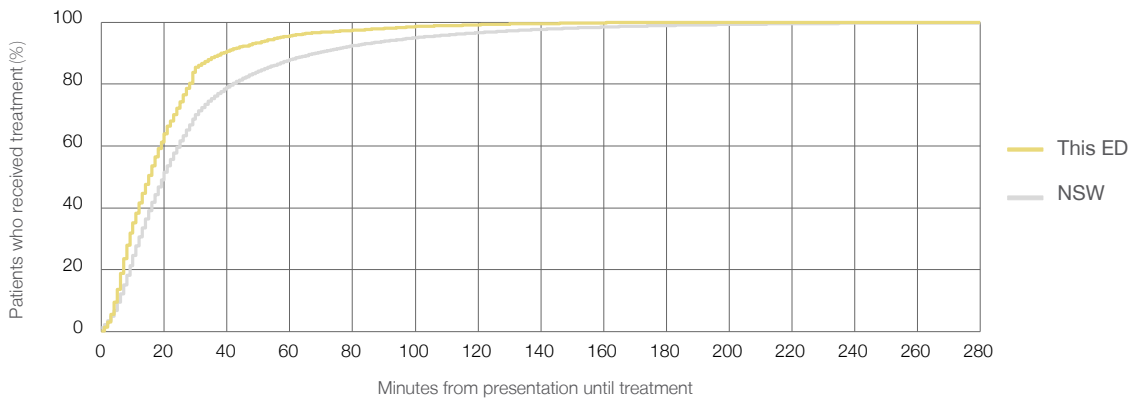
Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017[†‡]
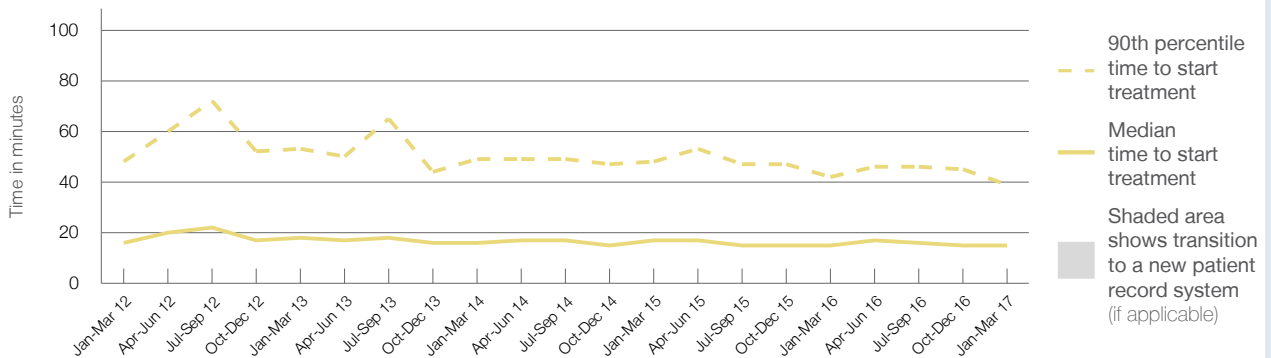
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	16	18	16	17	15	15
90th percentile time to start treatment[5] (minutes)	48	53	49	48	42	39

(†) 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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,315			3,646	
Number of triage 4 patients used to calculate waiting time:[3] 3,141			3,536	
Median time to start treatment[4]		14 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]		80 minutes	77 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017
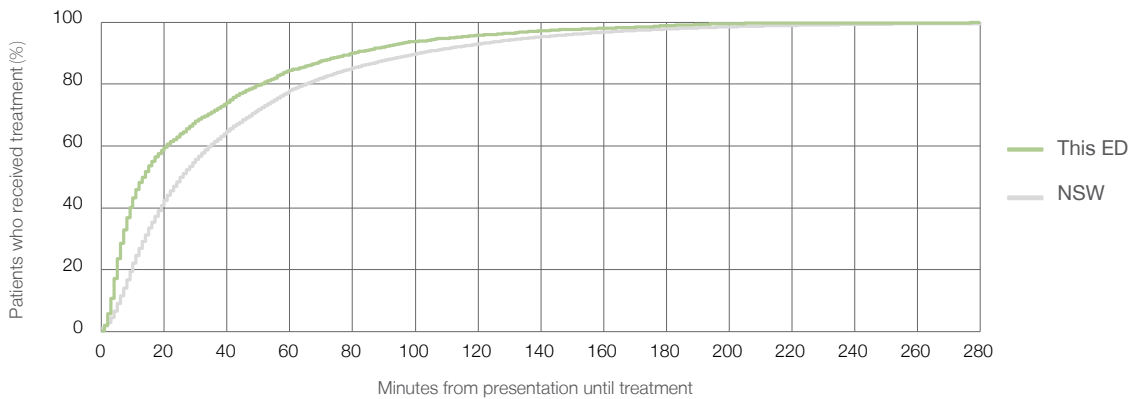
Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017 [†‡]
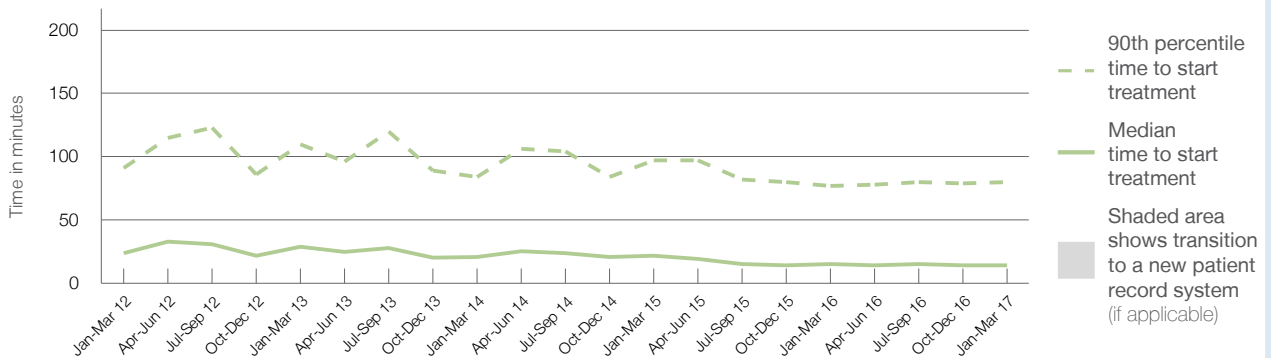
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	24	29	21	22	15	14
90th percentile time to start treatment[5] (minutes)	91	110	84	97	77	80

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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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 961		870	
Number of triage 5 patients used to calculate waiting time:[3] 882		821	
Median time to start treatment[4]	13 minutes	13 minutes	23 minutes
90th percentile time to start treatment[5]	96 minutes	95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017
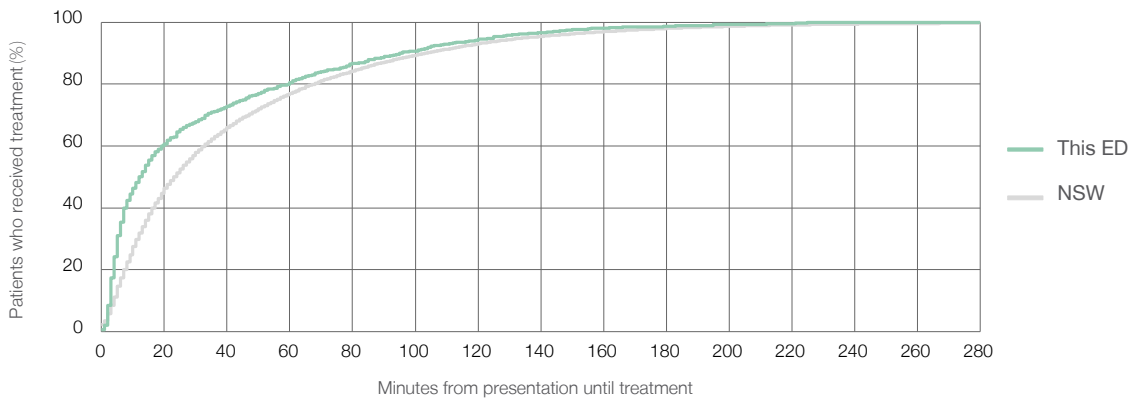
Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017[†‡]
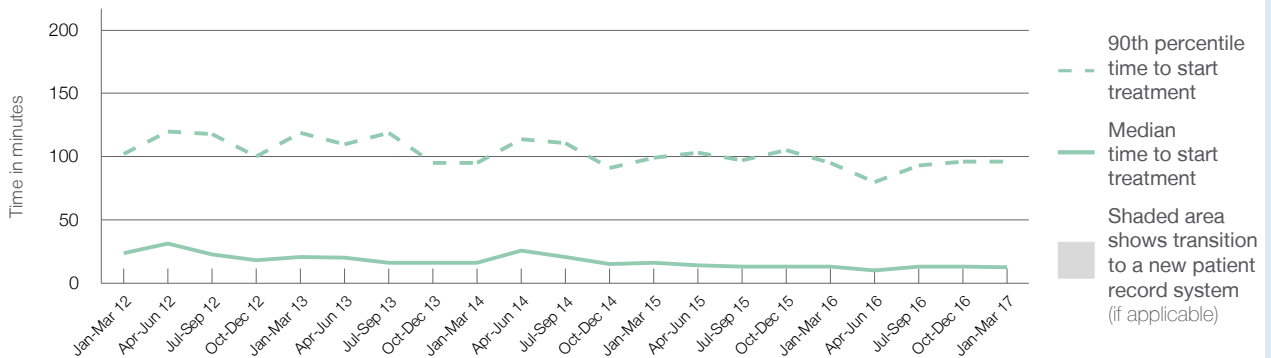
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	24	21	16	16	13	13
90th percentile time to start treatment[5] (minutes)	102	119	95	99	95	96

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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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients spent in the ED
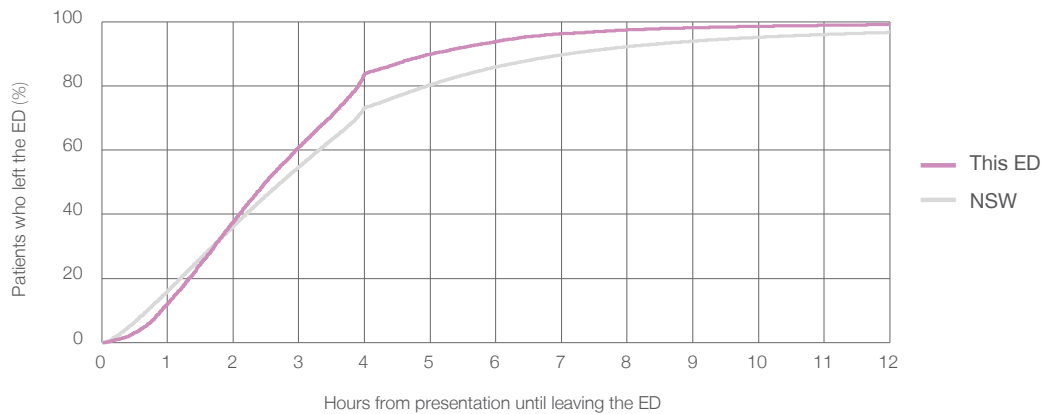### January to March 2017

		Same period last year	NSW (this period)
All presentations:[1] 8,765 patients		8,898	
Presentations used to calculate time to leaving the ED:[6] 8,764 patients		8,898	
Median time spent in the ED [8]	2 hours and 30 minutes	2 hours and 26 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]	5 hours and 3 minutes	4 hours and 36 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017

Time patients spent in the ED, by quarter, January 2012 to March 2017 †‡
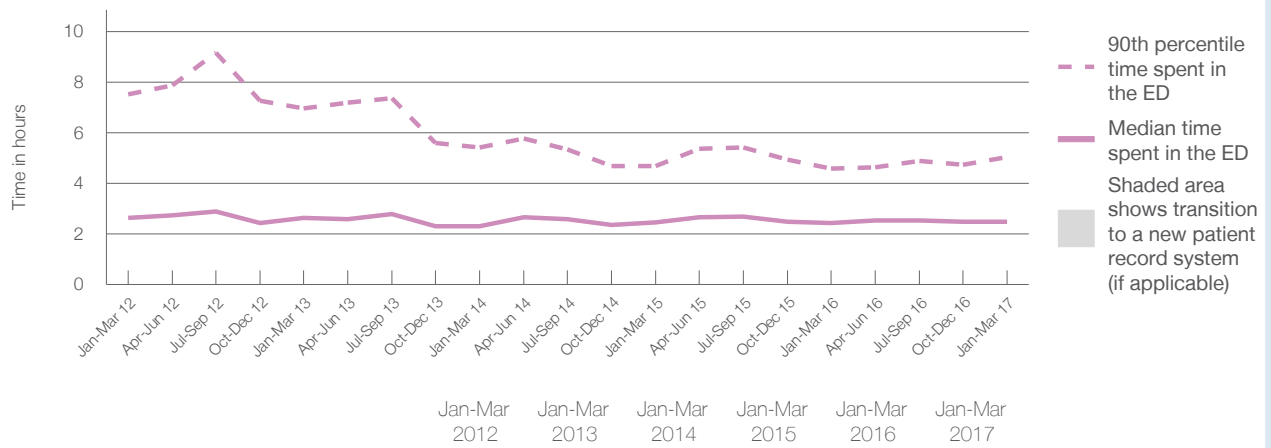
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED [8] (hours, minutes)	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m	2h 30m
90th percentile time to leaving the ED [9] (hours, minutes)	7h 31m	6h 58m	5h 25m	4h 41m	4h 36m	5h 3m

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(†)   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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Time patients spent in the ED
### By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,765 patients			
Presentations used to calculate time to leaving the ED:[6] 8,764 patients		8,898	-1.5%
Treated and discharged	5,785 (66.0%)	5,758	0.5%
Treated and admitted to hospital	2,534 (28.9%)	2,737	-7.4%
Patient left without, or before completing, treatment	364 (4.2%)	305	19.3%
Transferred to another hospital	76 (0.9%)	76	0.0%
Other	6 (0.1%)	22	-72.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017[†‡]
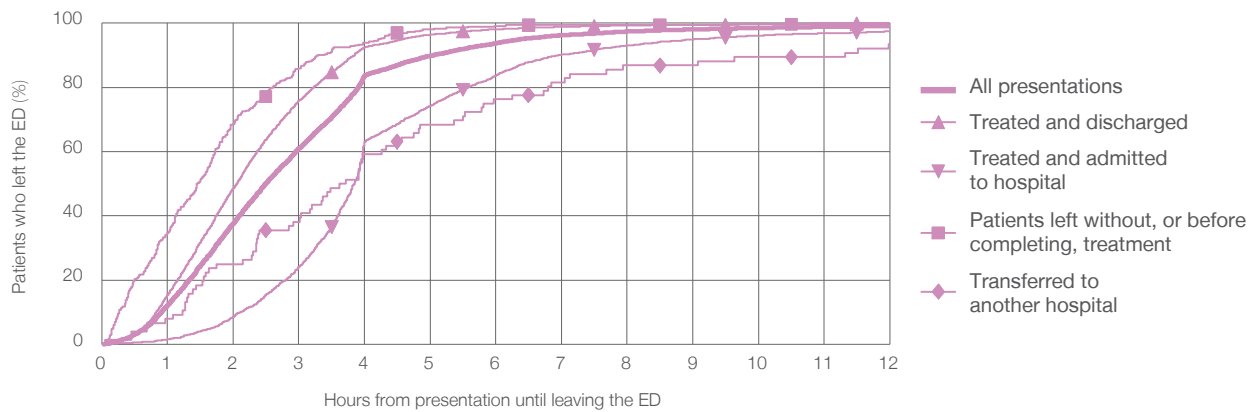
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.3%	48.6%	75.9%	92.5%	98.1%	99.3%	99.6%	99.8%
Treated and admitted to hospital	1.5%	8.5%	24.1%	62.9%	83.7%	93.1%	96.2%	97.5%
Patient left without, or before completing, treatment	34.6%	68.7%	86.0%	94.0%	99.2%	99.5%	99.7%	100%
Transferred to another hospital	7.9%	25.0%	38.2%	59.2%	76.3%	86.8%	89.5%	93.4%
All presentations	12.1%	37.7%	61.0%	83.7%	93.8%	97.4%	98.5%	99.1%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 8,765 patients		8,898	-1.5%
Presentations used to calculate time to leaving the ED:[6] 8,764 patients		8,898	-1.5%
Percentage of patients who spent four hours or less in the ED	83.7%	86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 [†‡]
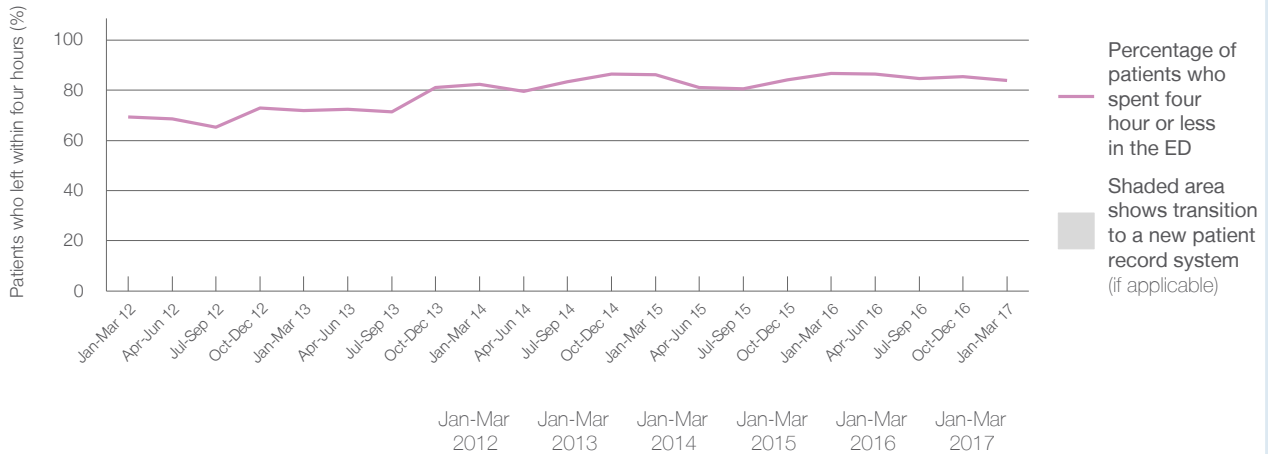
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who left within four hours (%)	69.4%	71.9%	82.4%	86.2%	86.8%	83.7%

* 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

Mona Vale and District Hospital

Major hospitals (B)
Northern Sydney Local Health District