

Mona Vale Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,753 patients

Emergency presentations:² 8,700 patients

Same period last year	Change since one year ago
8,762	0%
8,687	0%

Mona Vale Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,191 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,991 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,513 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 966 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,184	
6 minutes	8 minutes
10 minutes	23 minutes
3,188	
15 minutes	20 minutes
39 minutes	65 minutes
3,315	
14 minutes	25 minutes
80 minutes	98 minutes
960	
12 minutes	22 minutes
96 minutes	97 minutes

Mona Vale Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,753 patients

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

86%

Same period last year	Change since one year ago
8,762	0%
84%	

* 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, January to March 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.

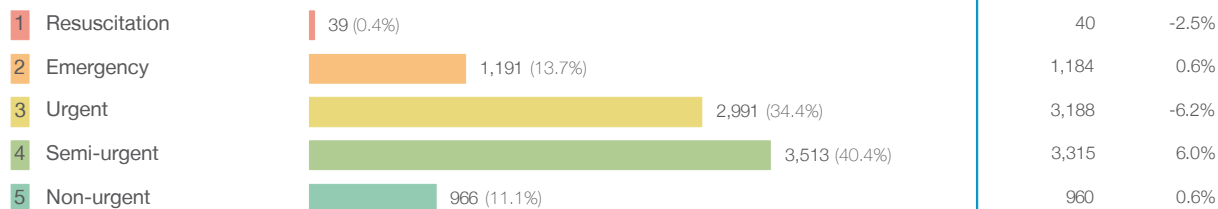
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mona Vale Hospital: Patients presenting to the emergency department

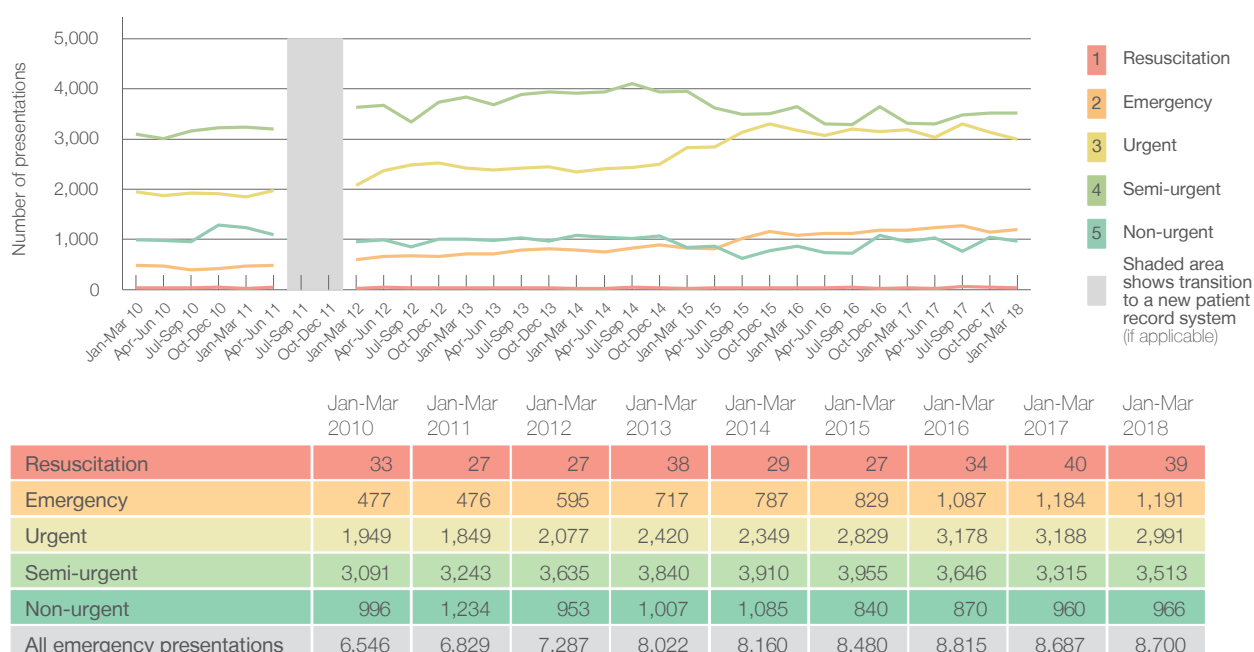
January to March 2018

All presentations:¹ 8,753 patients

Emergency presentations² by triage category: 8,700 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Mona Vale Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,685 patients

ED Transfer of care time



(†) 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

January to March 2018

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

Number of triage 2 patients: 1,191

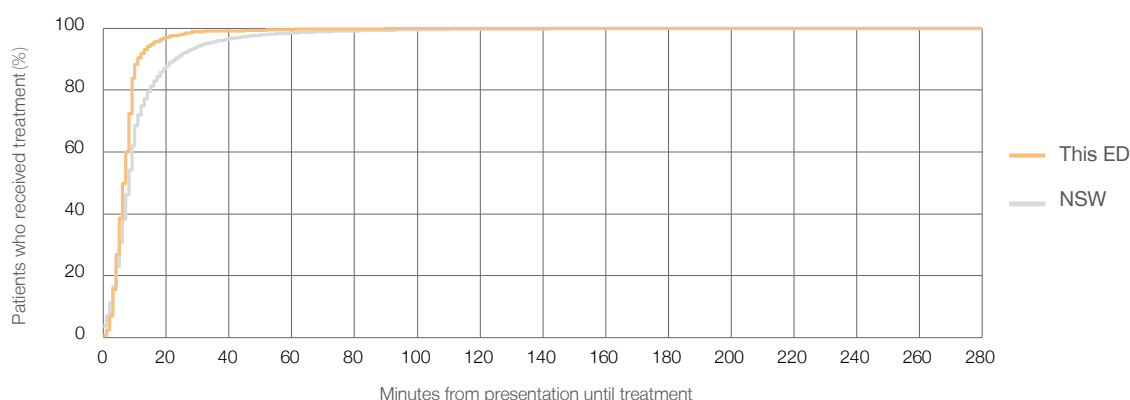
Number of triage 2 patients used to calculate waiting time: ³ 1,189

Median time to start treatment ⁴ 7 minutes

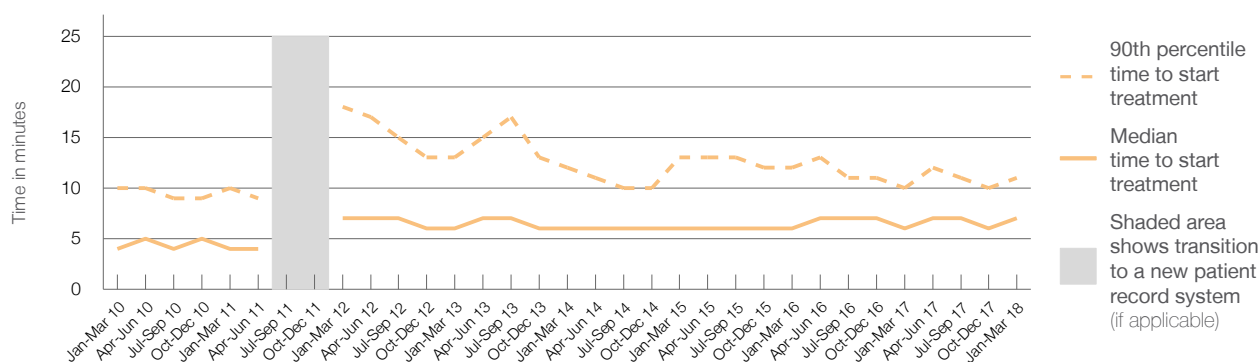
90th percentile time to start treatment ⁵ 11 minutes

Same period last year	NSW (this period)
1,184	
1,181	
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	4	7	6	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	10	10	18	13	12	13	12	10	11

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

January to March 2018

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

Number of triage 3 patients: 2,991

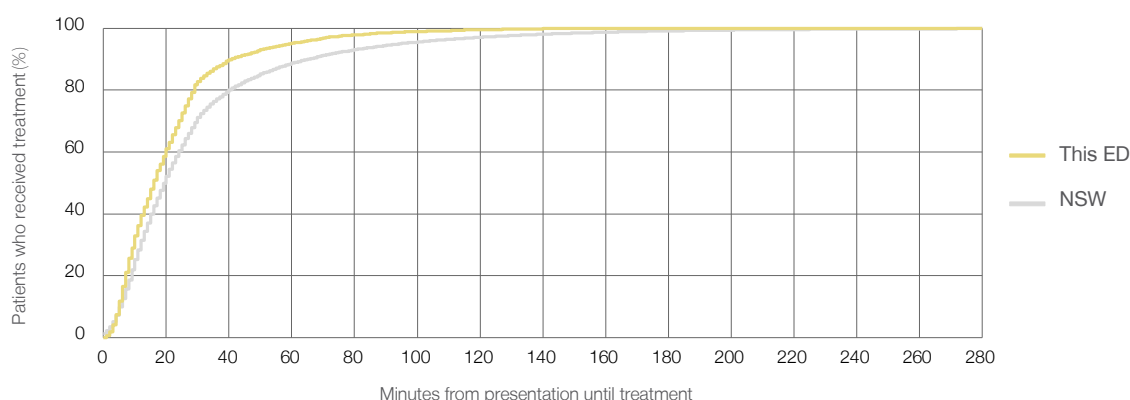
Number of triage 3 patients used to calculate waiting time:³ 2,963

Median time to start treatment⁴ 16 minutes

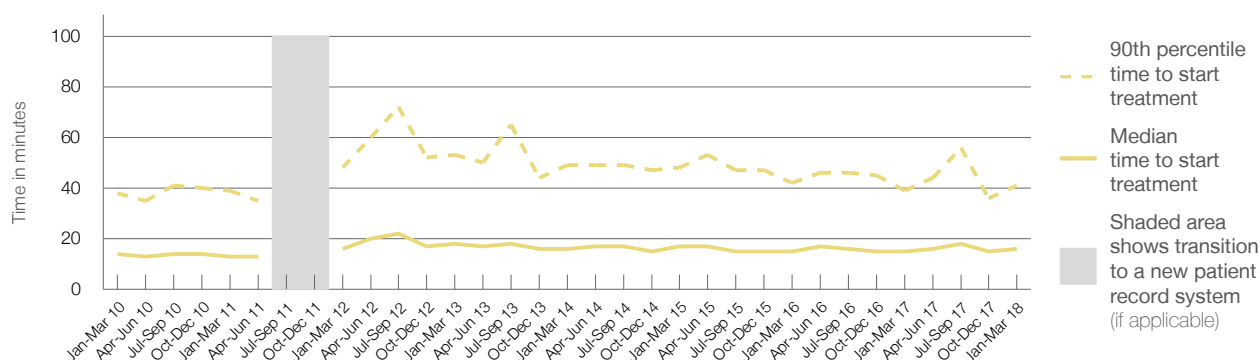
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
3,188	
3,135	
15 minutes	20 minutes
39 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	14	13	16	18	16	17	15	15	16
90th percentile time to start treatment ⁵ (minutes)	38	39	48	53	49	48	42	39	41

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

January to March 2018

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

Number of triage 4 patients: 3,513

Number of triage 4 patients used to calculate waiting time: ³ 3,358

Median time to start treatment ⁴

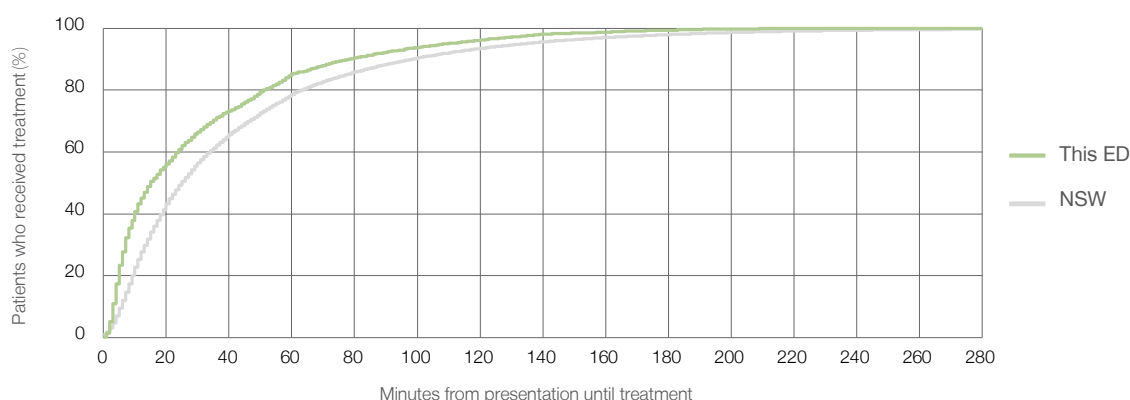
15 minutes

90th percentile time to start treatment ⁵

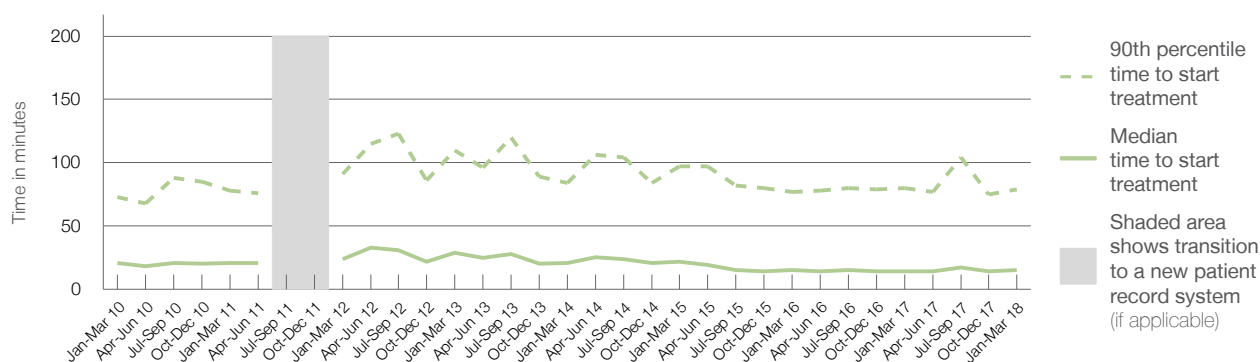
79 minutes

Same period last year	NSW (this period)
3,315	
3,133	
14 minutes	25 minutes
80 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	21	24	29	21	22	15	14	15
90th percentile time to start treatment ⁵ (minutes)	73	78	91	110	84	97	77	80	79

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

January to March 2018

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

Number of triage 5 patients: 966

Number of triage 5 patients used to calculate waiting time:³ 876

Median time to start treatment⁴

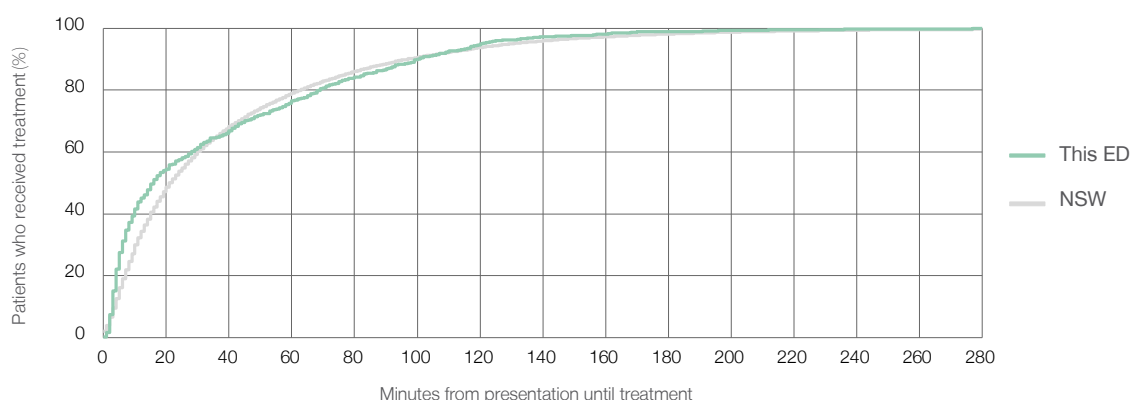
16 minutes

90th percentile time to start treatment⁵

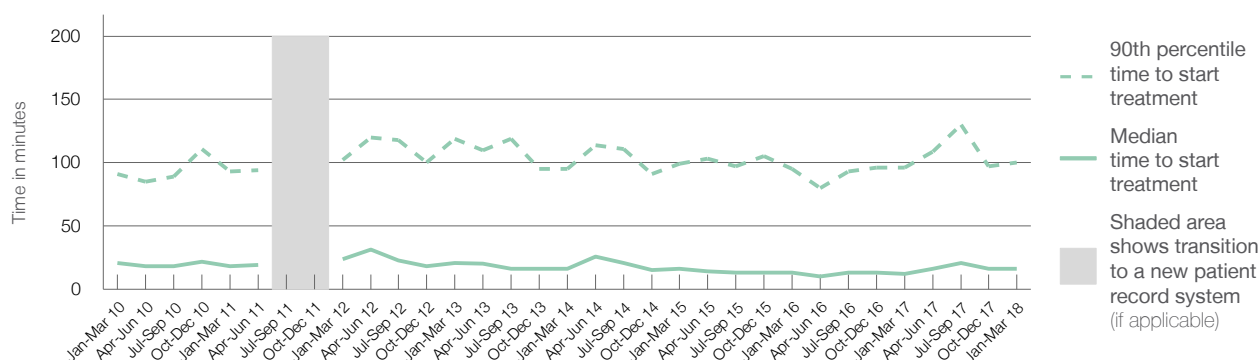
100 minutes

Same period last year	NSW (this period)
960	879
12 minutes	22 minutes
96 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	18	24	21	16	16	13	12	16
90th percentile time to start treatment ⁵ (minutes)	91	93	102	119	95	99	95	96	100

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Mona Vale Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,753 patients

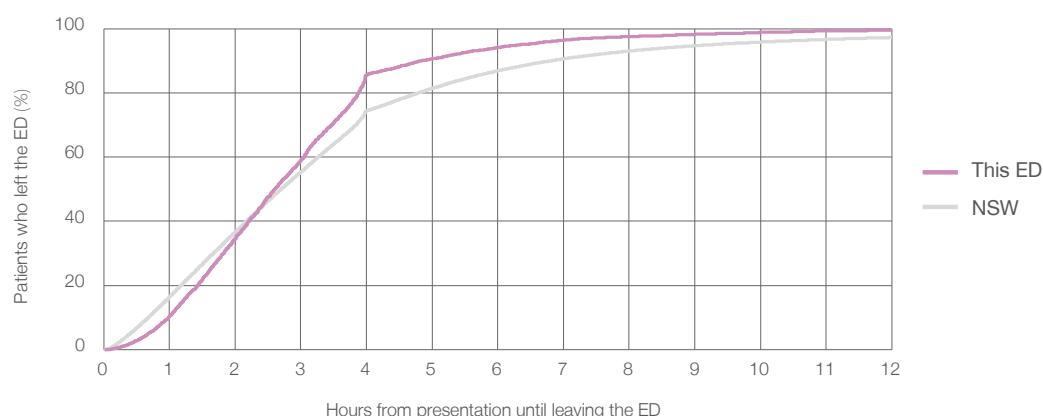
Presentations used to calculate time to leaving the ED:⁶ 8,753 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

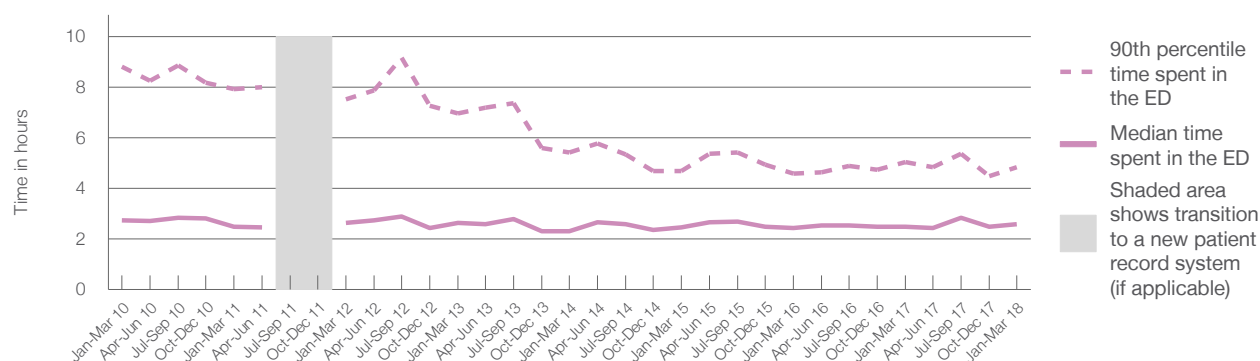
90th percentile time spent in the ED⁹ 4 hours and 51 minutes

Same period last year	NSW (this period)
8,762	
8,762	
2 hours and 30 minutes	2 hours and 42 minutes
5 hours and 3 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 44m	2h 29m	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m	2h 30m	2h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 48m	7h 55m	7h 31m	6h 58m	5h 25m	4h 41m	4h 36m	5h 3m	4h 51m

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Mona Vale Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

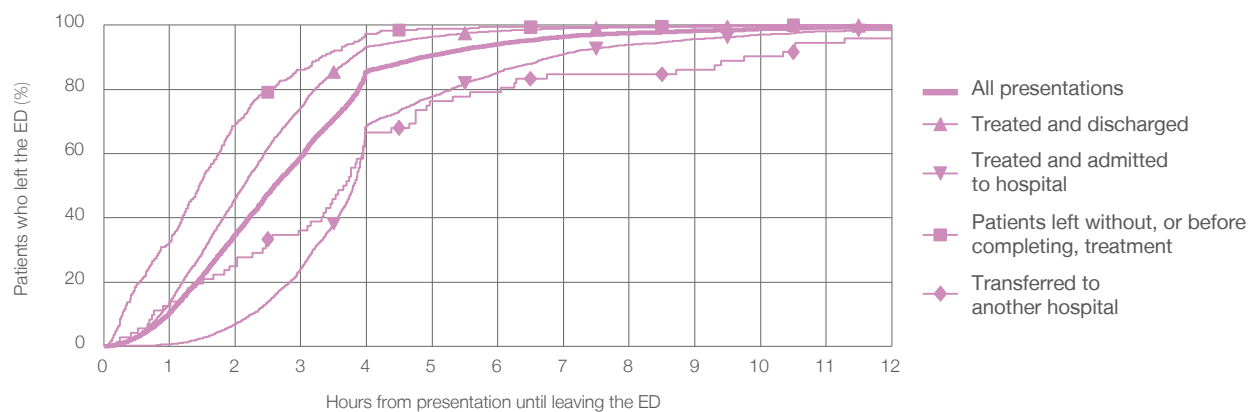
All presentations:[†] 8,753 patients

Presentations used to calculate time to leaving the ED:[‡] 8,753 patients

Treated and discharged	5,639 (64.4%)
Treated and admitted to hospital	2,696 (30.8%)
Patient left without, or before completing, treatment	340 (3.9%)
Transferred to another hospital	72 (0.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,762	0%
5,863	-3.8%
2,451	10.0%
366	-7.1%
75	-4.0%
7	-14.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	13.8%	46.1%	74.3%	93.3%	98.1%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.7%	7.0%	24.1%	68.6%	85.3%	94.0%	97.1%	98.6%
Patient left without, or before completing, treatment	32.4%	69.1%	86.2%	97.4%	99.4%	99.7%	100%	100%
Transferred to another hospital	12.5%	25.0%	36.1%	66.7%	79.2%	84.7%	90.3%	95.8%
All presentations	10.5%	34.8%	59.0%	85.6%	94.1%	97.5%	98.8%	99.5%

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Mona Vale Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 8,753 patients

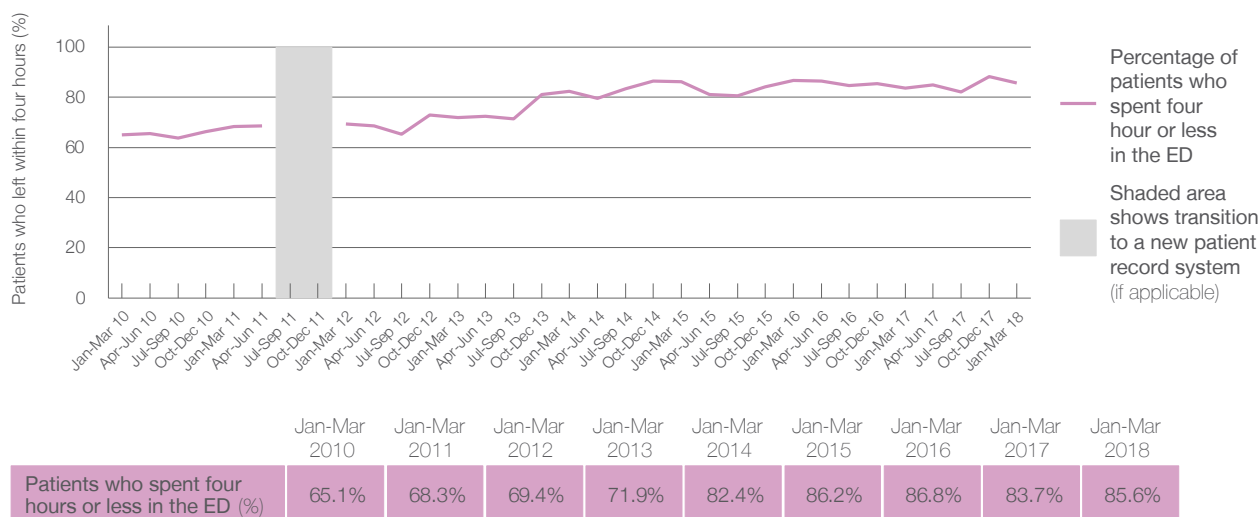
Presentations used to calculate time to leaving the ED: ⁶ 8,753 patients

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



Same period last year	Change since one year ago
8,762	0%
8,762	0%
83.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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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*.

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, January to March 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 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).