

## Mount Druiitt Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 8,331 patients  
 Emergency presentations:<sup>2</sup> 8,220 patients

Same period last year	Change since one year ago
7,787	7.0%
7,735	6.3%

## Mount Druiitt Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,399 patients

Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,461 patients

Median time to start treatment<sup>4</sup>  28 minutes  
 90th percentile time to start treatment<sup>5</sup>  103 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,435 patients

Median time to start treatment<sup>4</sup>  42 minutes  
 90th percentile time to start treatment<sup>5</sup>  132 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 899 patients

Median time to start treatment<sup>4</sup>  39 minutes  
 90th percentile time to start treatment<sup>5</sup>  124 minutes

Same period last year	NSW (this period)
1,188	
9 minutes	8 minutes
26 minutes	26 minutes
3,027	
28 minutes	20 minutes
86 minutes	67 minutes
2,633	
38 minutes	25 minutes
107 minutes	99 minutes
862	
38 minutes	23 minutes
111 minutes	101 minutes

## Mount Druiitt Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,325 patients

Percentage of patients who spent four hours or less in the ED  69.0%

Same period last year	Change since one year ago
7,787	6.9%
72.6%	

\* 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.

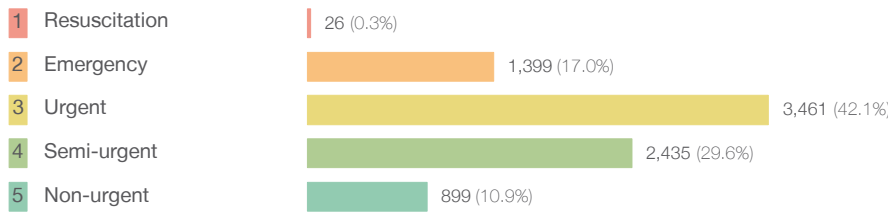
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Mount Druiitt Hospital: Patients presenting to the emergency department April to June 2017

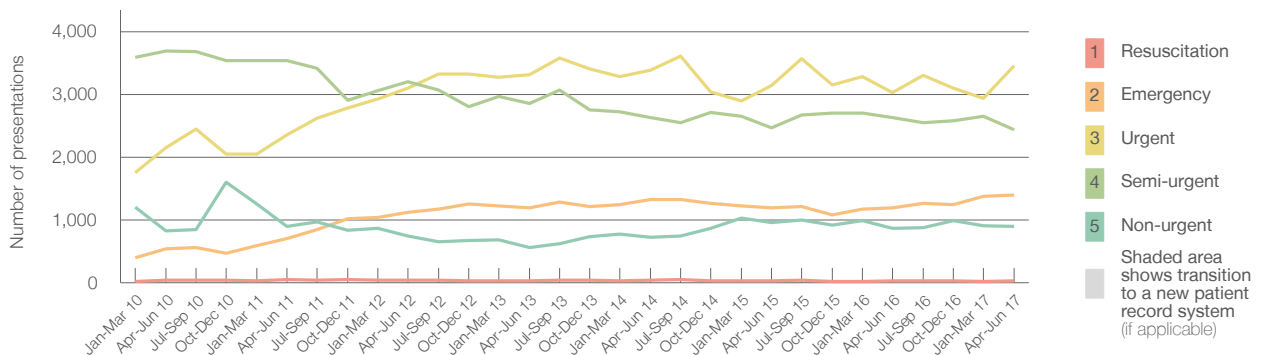
All presentations:<sup>1</sup> 8,331 patients

Emergency presentations<sup>2</sup> by triage category: 8,220 patients



	Same period last year	Change since one year ago
All presentations	7,787	7.0%
Emergency presentations	7,735	6.3%
1 Resuscitation	25	4.0%
2 Emergency	1,188	17.8%
3 Urgent	3,027	14.3%
4 Semi-urgent	2,633	-7.5%
5 Non-urgent	862	4.3%

Emergency presentations<sup>2</sup> 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	35	48	39	29	39	27	25	26
Emergency	544	700	1,125	1,189	1,326	1,190	1,188	1,399
Urgent	2,147	2,358	3,095	3,311	3,386	3,142	3,027	3,461
Semi-urgent	3,687	3,534	3,197	2,852	2,632	2,469	2,633	2,435
Non-urgent	828	895	747	560	720	958	862	899
All emergency presentations	7,241	7,535	8,203	7,941	8,103	7,786	7,735	8,220

## Mount Druiitt Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 829 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	768	
ED Transfer of care time		
Median time	14 minutes	1 minute
90th percentile time	28 minutes	7 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,399

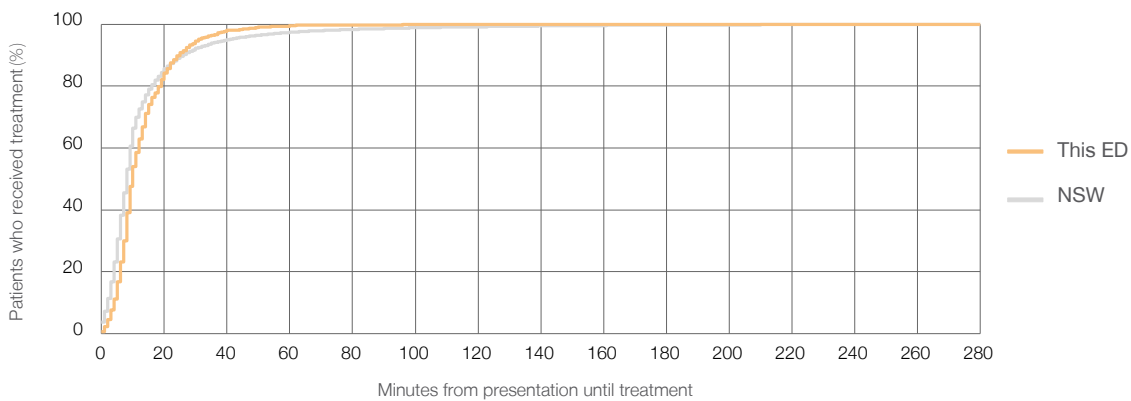
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,392

Median time to start treatment<sup>4</sup> 10 minutes

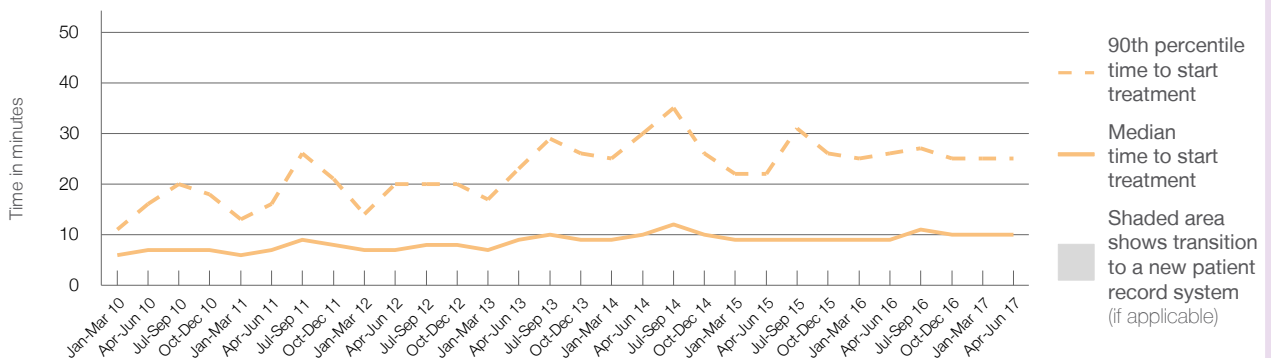
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
1,188	1,173
9 minutes	8 minutes
26 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<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
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	9	10	9	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	16	16	20	23	30	22	26	25

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## Mount Druiitt Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 3,461

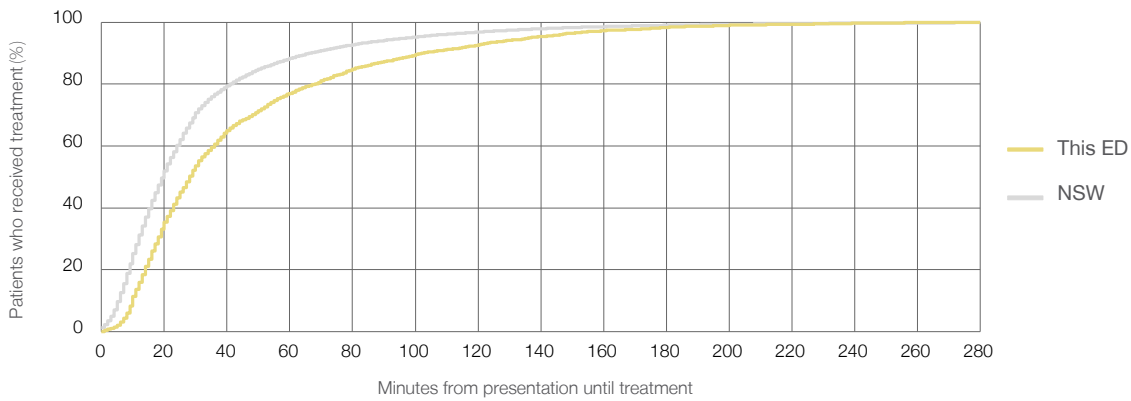
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,283

Median time to start treatment<sup>4</sup>  28 minutes

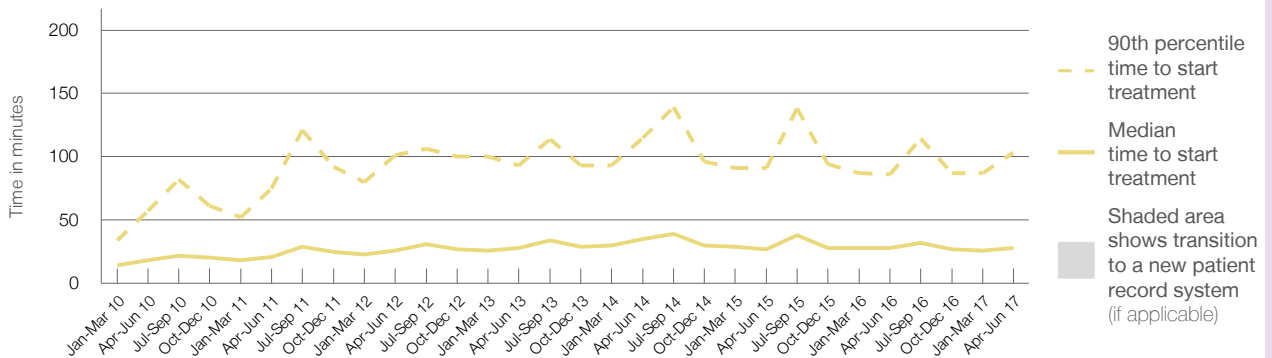
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
3,027	
2,922	
28 minutes	20 minutes
86 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<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
Median time to start treatment <sup>4</sup> (minutes)	18	21	26	28	35	27	28	28
90th percentile time to start treatment <sup>5</sup> (minutes)	57	75	101	93	115	91	86	103

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## Mount Druitt Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,435

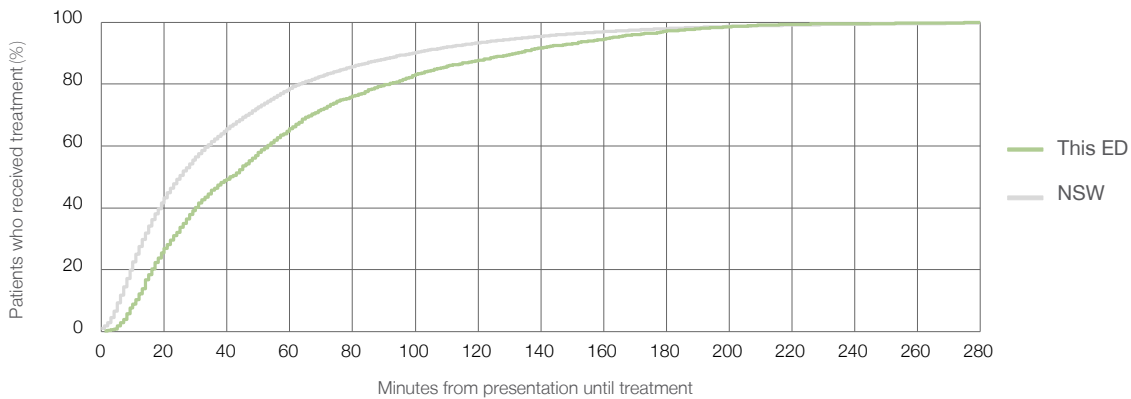
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,257

Median time to start treatment<sup>4</sup>  42 minutes

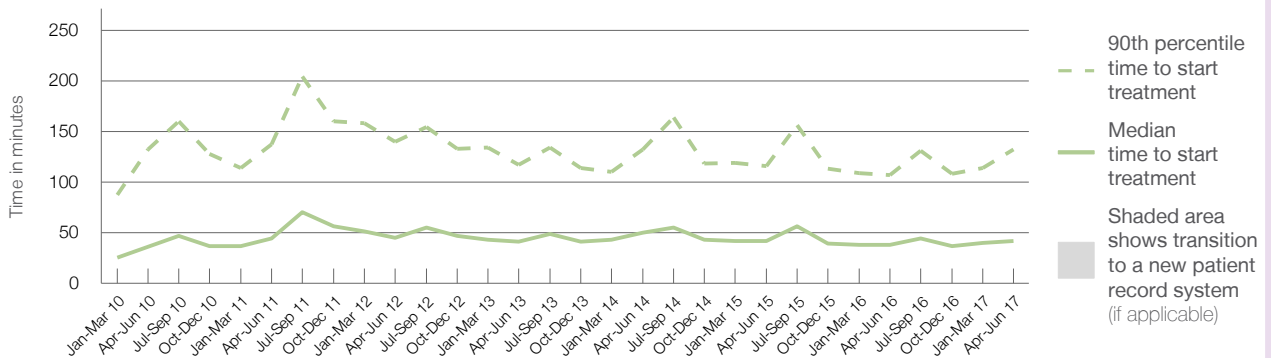
90th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
2,633	
2,397	
38 minutes	25 minutes
107 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<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
Median time to start treatment <sup>4</sup> (minutes)	36	44	45	41	50	42	38	42
90th percentile time to start treatment <sup>5</sup> (minutes)	132	137	140	117	132	116	107	132

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## Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 899

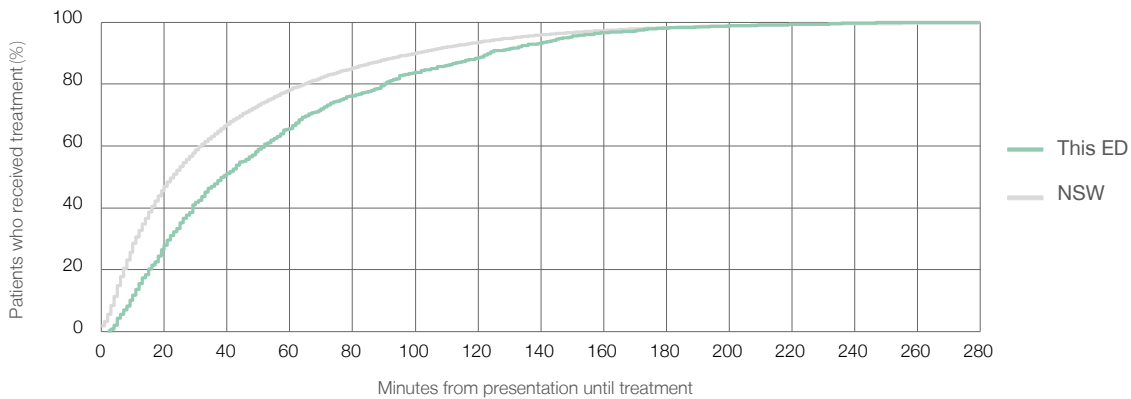
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 791

Median time to start treatment<sup>4</sup>  39 minutes

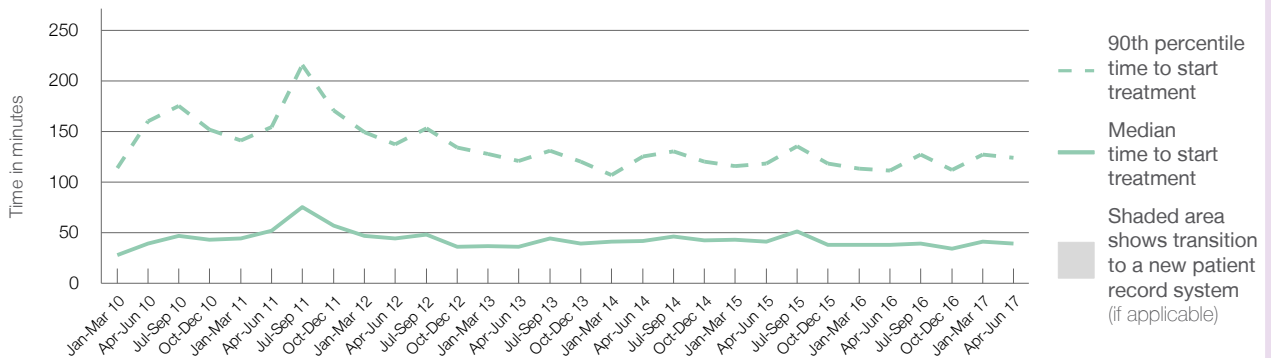
90th percentile time to start treatment<sup>5</sup>  124 minutes

Same period last year	NSW (this period)
862	771
38 minutes	23 minutes
111 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<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
Median time to start treatment <sup>4</sup> (minutes)	39	52	44	36	42	41	38	39
90th percentile time to start treatment <sup>5</sup> (minutes)	160	154	137	121	125	118	111	124

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## Mount Druitt Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 8,331 patients

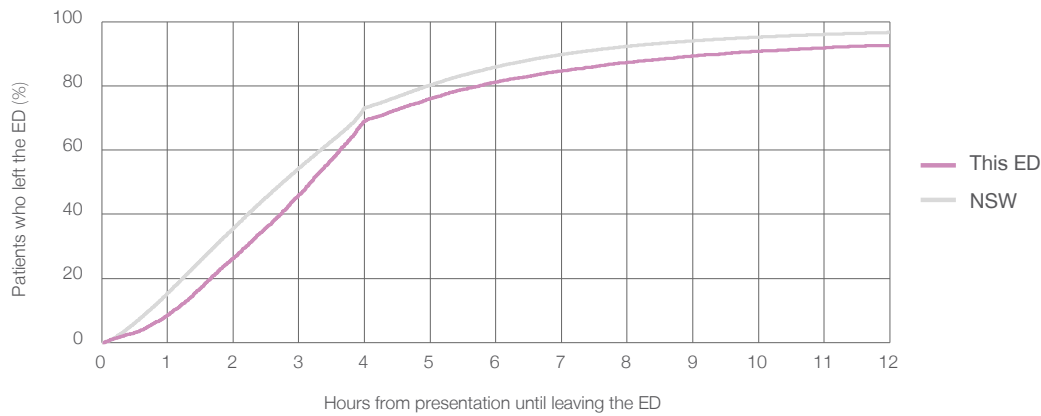
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,325 patients

Median time spent in the ED<sup>8</sup> 3 hours and 11 minutes

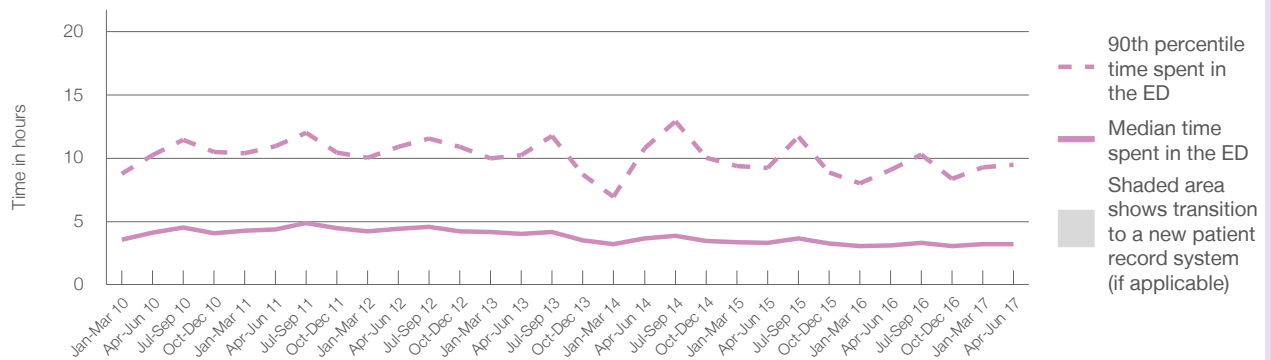
90th percentile time spent in the ED<sup>9</sup> 9 hours and 29 minutes

Same period last year	NSW (this period)
7,787	7,787
3 hours and 5 minutes	2 hours and 46 minutes
9 hours and 5 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<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
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 7m	4h 23m	4h 26m	4h 1m	3h 40m	3h 18m	3h 5m	3h 11m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 16m	10h 57m	10h 54m	10h 15m	10h 48m	9h 14m	9h 5m	9h 29m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Mount Druiitt Hospital: Time patients spent in the ED

### By mode of separation

April to June 2017

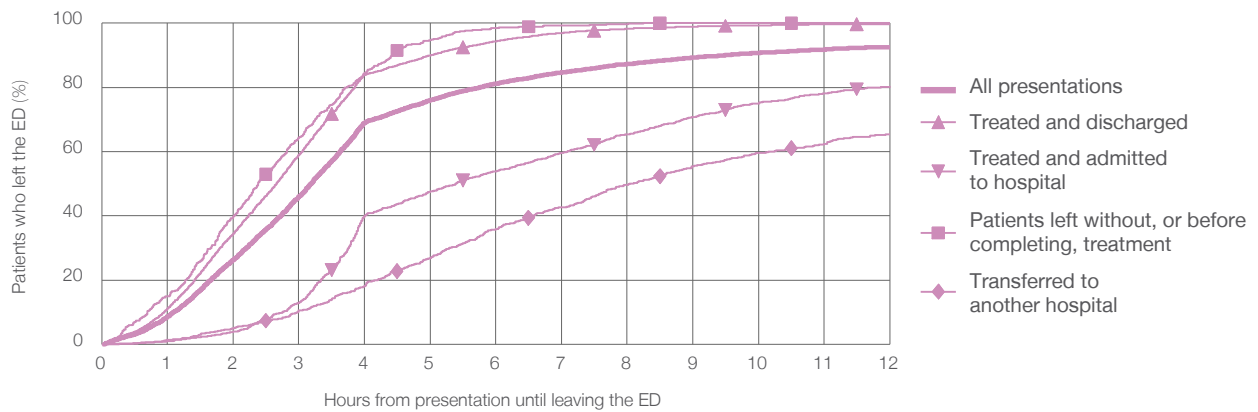
All presentations:<sup>1</sup> 8,331 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,325 patients

Treated and discharged	5,294 (63.5%)
Treated and admitted to hospital	1,473 (17.7%)
Patient left without, or before completing, treatment	647 (7.8%)
Transferred to another hospital	909 (10.9%)
Other	8 (0.1%)

Same period last year	Change since one year ago
7,787	6.9%
5,000	5.9%
1,468	0.3%
436	48.4%
880	3.3%
3	166.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<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	11.2%	34.5%	59.0%	83.9%	94.4%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.0%	3.9%	13.0%	40.0%	53.9%	65.4%	75.0%	80.3%
Patient left without, or before completing, treatment	14.9%	39.8%	64.4%	84.5%	98.5%	99.7%	100%	100%
Transferred to another hospital	1.4%	5.0%	10.5%	18.2%	36.0%	49.7%	59.5%	65.3%
All presentations	8.6%	26.3%	46.0%	69.0%	81.2%	87.3%	90.7%	92.6%

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## Mount Druitt Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 8,331 patients

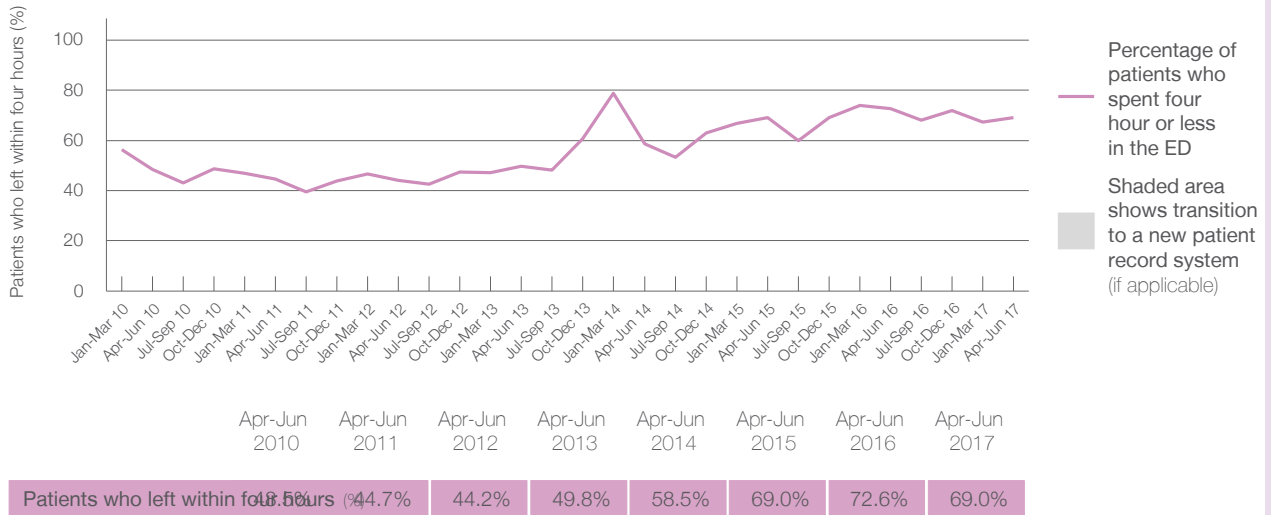
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,325 patients

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	7,787	7.0%
Presentations used to calculate time to leaving the ED	7,787	6.9%
Percentage of patients who spent four hours or less in the ED	72.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



Patients who left within four hours (%)
44.7%
44.2%
49.8%
58.5%
69.0%
72.6%
69.0%

\* 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, July to September 2016*.
- 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).