

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

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

January to March 2017

All presentations:<sup>1</sup> 7,963 patients  
Emergency presentations:<sup>2</sup> 7,888 patients

Same period last year	Change since one year ago
8,224	-3.2%
8,171	-3.5%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,373 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): 2,938 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,649 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 910 patients

Median time to start treatment<sup>4</sup> 41 minutes  
90th percentile time to start treatment<sup>5</sup> 127 minutes

Same period last year	NSW (this period)
1,176	
9 minutes	8 minutes
25 minutes	26 minutes
3,283	
28 minutes	20 minutes
87 minutes	69 minutes
2,698	
38 minutes	26 minutes
109 minutes	101 minutes
992	
38 minutes	23 minutes
113 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,960 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
8,224	-3.2%
74.0%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances 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 waited 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 waited equal to or longer than this time.
- 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.

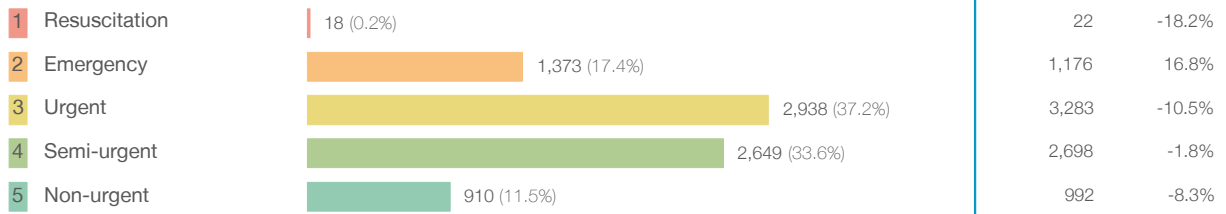
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Mount Druiitt Hospital: Patients presenting to the emergency department January to March 2017

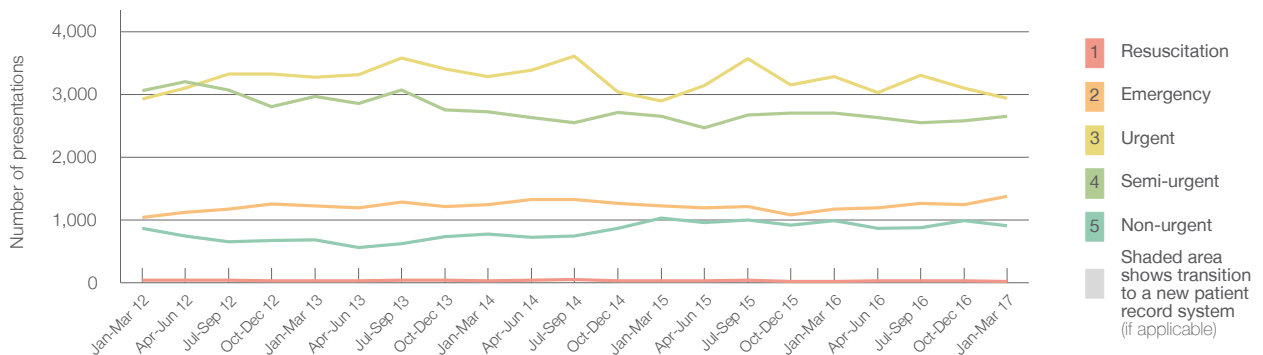
All presentations:<sup>1</sup> 7,963 patients

Emergency presentations<sup>2</sup> by triage category: 7,888 patients



Same period last year	Change since one year ago
8,224	-3.2%
8,171	-3.5%
22	-18.2%
1,176	16.8%
3,283	-10.5%
2,698	-1.8%
992	-8.3%

Emergency presentations<sup>2</sup> 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	38	27	34	26	22	18
Emergency	1,044	1,218	1,244	1,218	1,176	1,373
Urgent	2,923	3,274	3,281	2,897	3,283	2,938
Semi-urgent	3,063	2,971	2,724	2,656	2,698	2,649
Non-urgent	868	685	771	1,027	992	910
All emergency presentations	7,936	8,175	8,054	7,824	8,171	7,888

## Mount Druiitt Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 783 patients

ED Transfer of care time



Same period last year	Change since one year ago
911	
13 minutes	1 minute
26 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.

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## Mount Druiitt Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

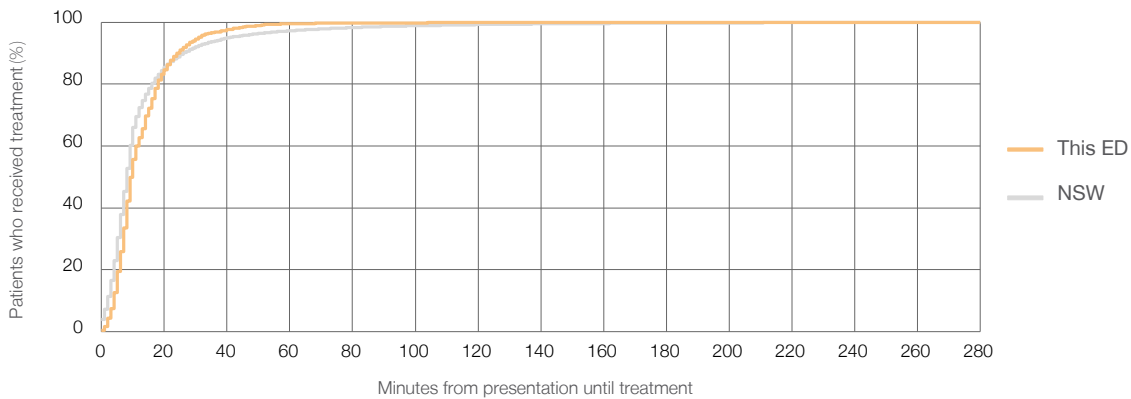
Number of triage 2 patients: 1,373

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,367

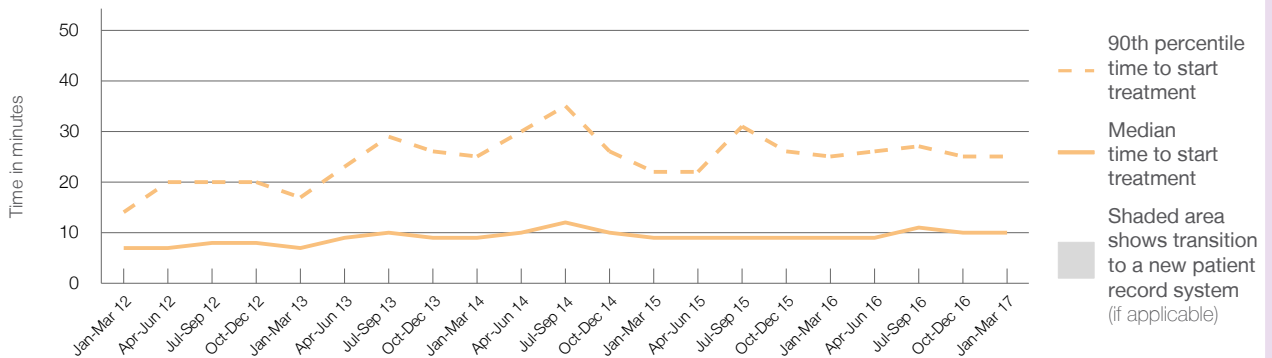
Median time to start treatment<sup>4</sup> ■ 10 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 25 minutes

Same period last year	NSW (this period)
1,176	
1,168	
9 minutes	8 minutes
25 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	9	9	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	14	17	25	22	25	25

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## Mount Druiitt Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,938

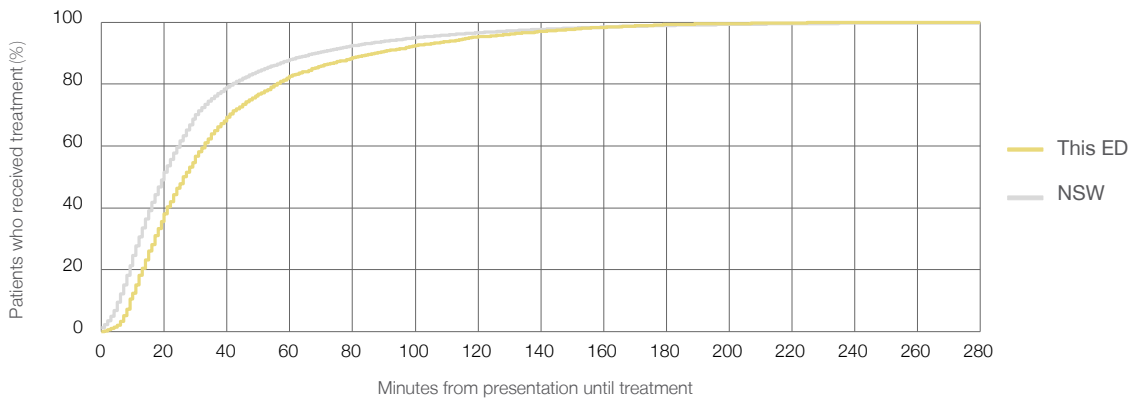
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,833

Median time to start treatment<sup>4</sup> 26 minutes

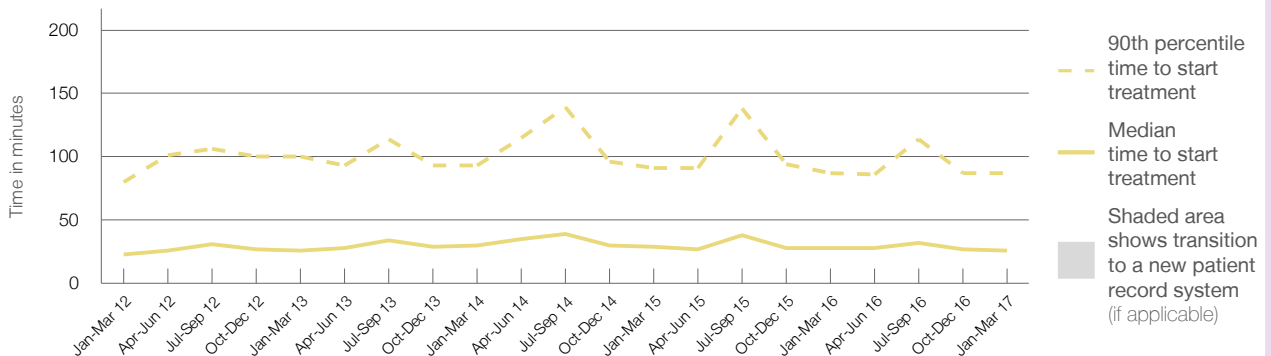
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
3,283	
3,137	
28 minutes	20 minutes
87 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	26	30	29	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	80	100	93	91	87	87

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## Mount Druiitt Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,649

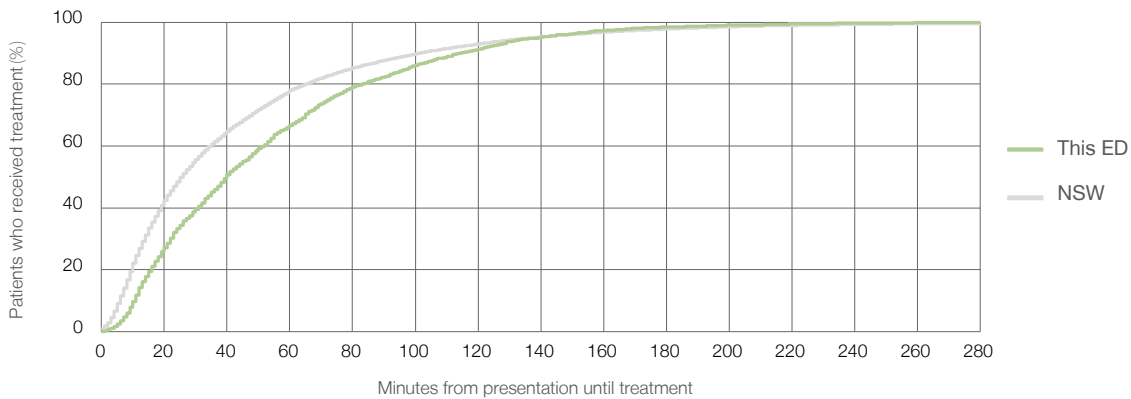
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,464

Median time to start treatment<sup>4</sup> 40 minutes

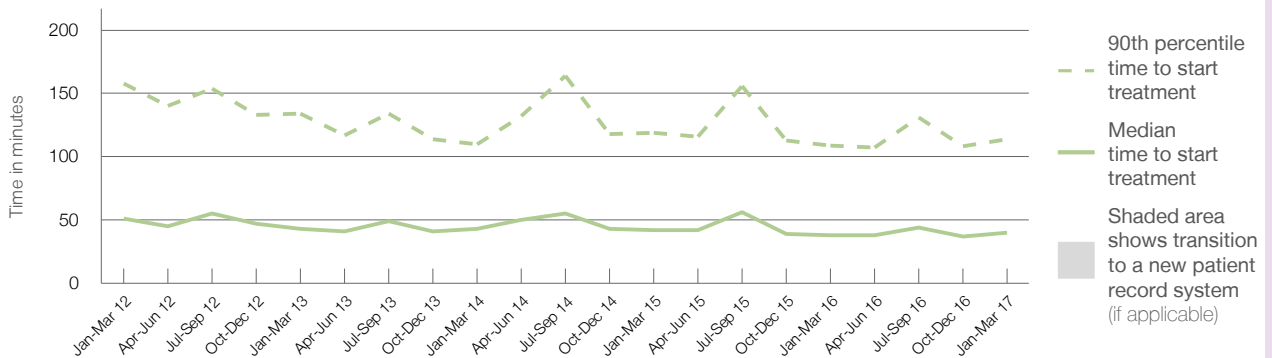
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
2,698	2,502
38 minutes	26 minutes
109 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	51	43	43	42	38	40
90th percentile time to start treatment <sup>5</sup> (minutes)	158	134	110	119	109	114

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## Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 910

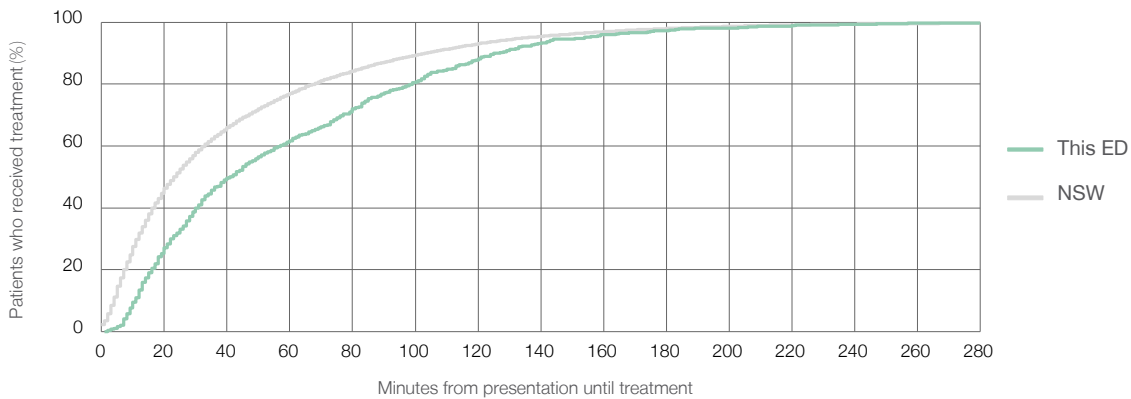
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 812

Median time to start treatment<sup>4</sup> 41 minutes

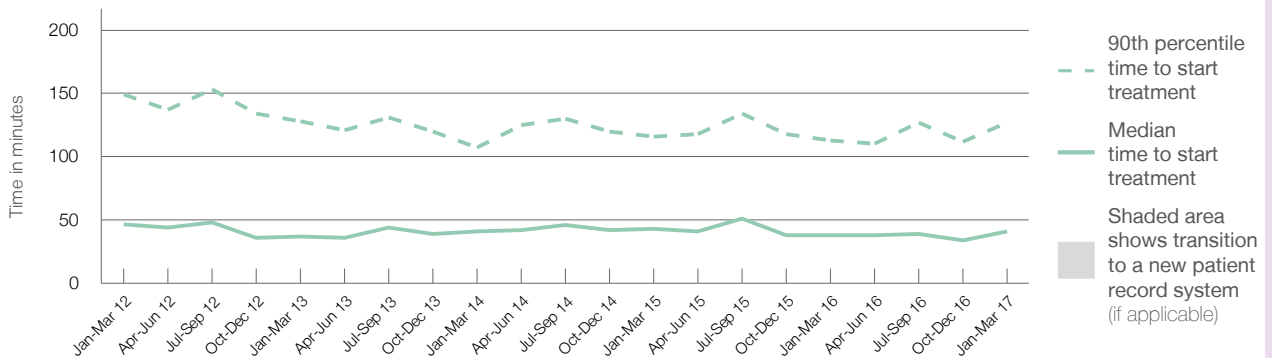
90th percentile time to start treatment<sup>5</sup> 127 minutes

Same period last year	NSW (this period)
992	
862	
38 minutes	23 minutes
113 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	47	37	41	43	38	41
90th percentile time to start treatment <sup>5</sup> (minutes)	149	128	107	116	113	127

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

January to March 2017

All presentations:<sup>1</sup> 7,963 patients

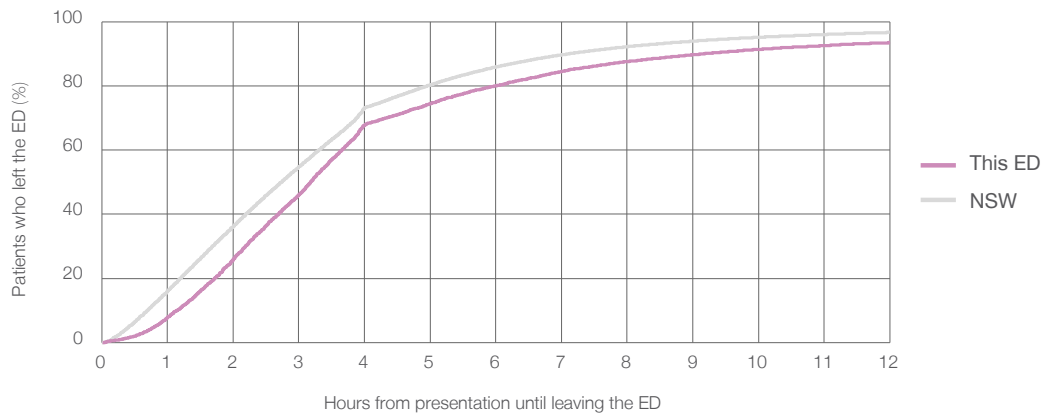
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,960 patients

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

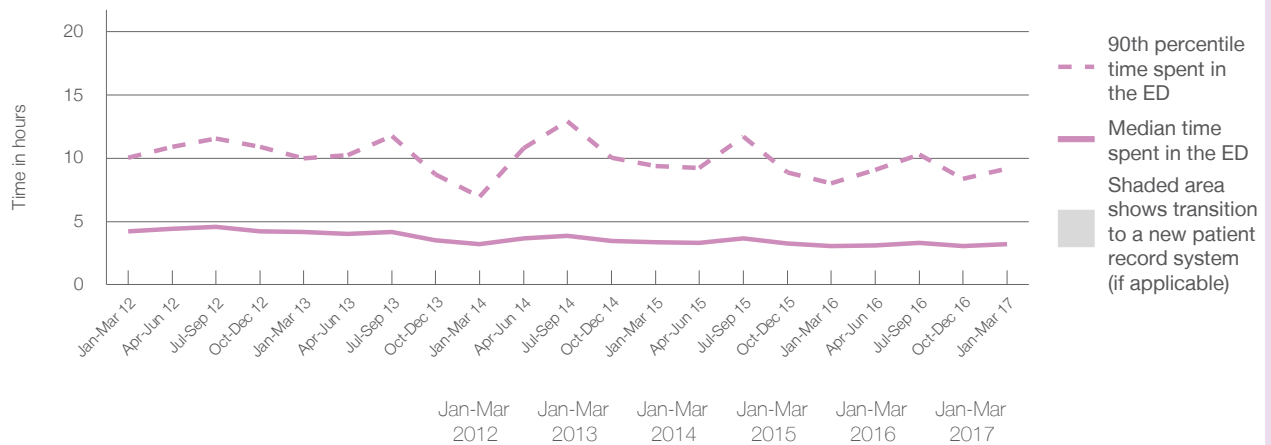
90th percentile time spent in the ED<sup>9</sup> 9 hours and 11 minutes

Same period last year	NSW (this period)
8,224	8,224
3 hours and 5 minutes	2 hours and 44 minutes
8 hours and 0 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 13m	4h 11m	3h 11m	3h 23m	3h 5m	3h 11m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 11m

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

By mode of separation

January to March 2017

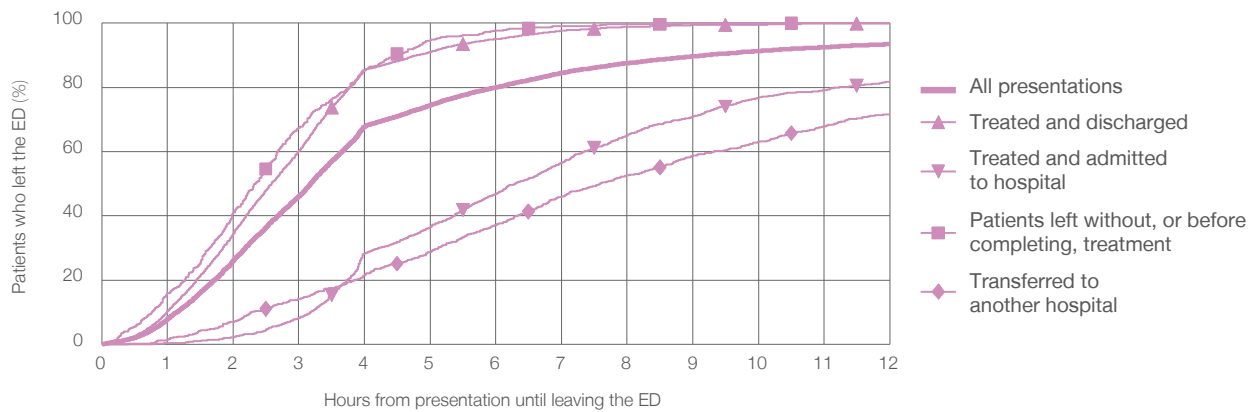
All presentations:<sup>1</sup> 7,963 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,960 patients

Treated and discharged	5,047 (63.4%)
Treated and admitted to hospital	1,432 (18.0%)
Patient left without, or before completing, treatment	578 (7.3%)
Transferred to another hospital	904 (11.4%)
Other	2 (0%)

Same period last year	Change since one year ago
8,224	-3.2%
5,443	-7.3%
1,437	-0.3%
457	26.5%
885	2.1%
2	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 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	10.3%	34.5%	60.2%	85.4%	95.0%	98.8%	99.6%	99.9%
Treated and admitted to hospital	0.3%	2.2%	8.1%	28.3%	46.9%	65.1%	76.8%	81.8%
Patient left without, or before completing, treatment	16.0%	41.1%	67.4%	85.4%	97.7%	99.7%	100%	100%
Transferred to another hospital	1.3%	7.0%	14.2%	21.6%	37.2%	52.5%	63.1%	71.6%
All presentations	7.9%	26.0%	46.1%	67.9%	80.0%	87.6%	91.4%	93.4%

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## Mount Druiitt Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 7,963 patients

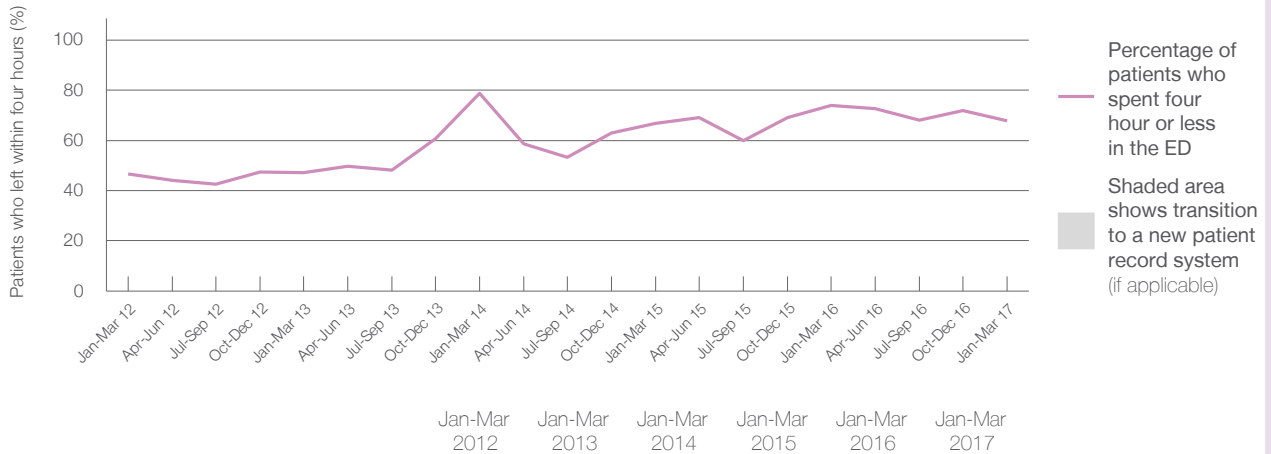
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,960 patients

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	8,224	-3.2%
Presentations used to calculate time to leaving the ED	8,224	-3.2%
Percentage of patients who spent four hours or less in the ED	74.0%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	46.7%	47.2%	78.8%	66.7%	74.0%	67.9%

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