

Mudgee District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,797 patients
Emergency presentations:² 2,697 patients

Same period last year	Change since one year ago
2,919	-4.2%
2,567	5.1%

Mudgee District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 658 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,373 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 431 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
206	
8 minutes	8 minutes
25 minutes	26 minutes
623	
20 minutes	20 minutes
50 minutes	67 minutes
1,240	
34 minutes	25 minutes
96 minutes	99 minutes
491	
37 minutes	23 minutes
129 minutes	101 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,797 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
2,917	-4.1%
88.0%	

* 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.

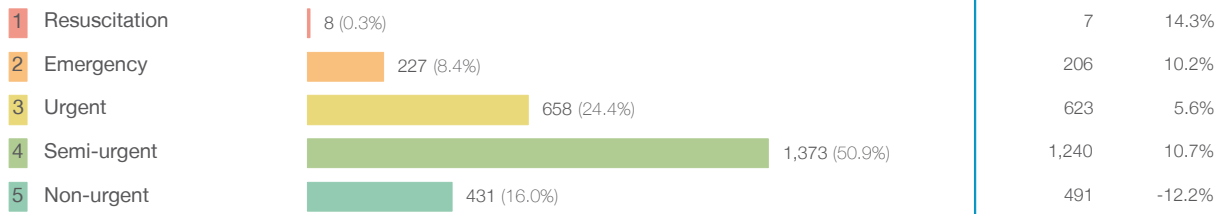
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Mudgee District Hospital: Patients presenting to the emergency department

April to June 2017

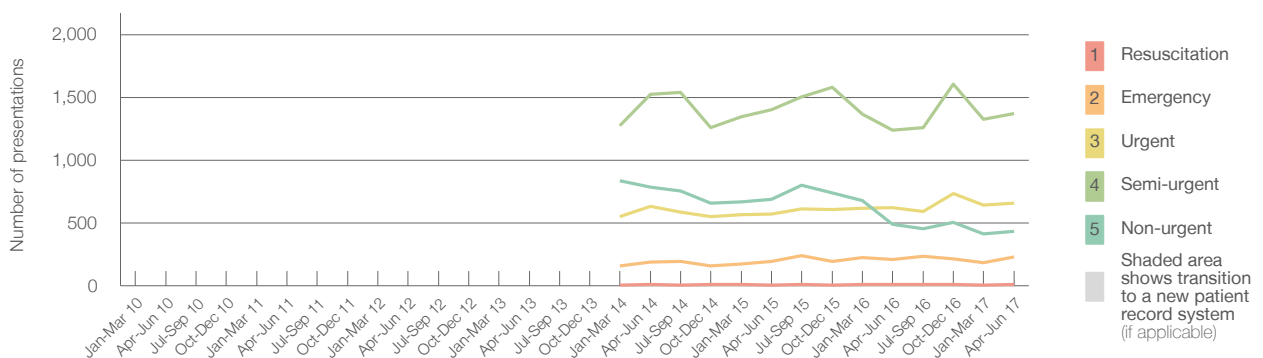
All presentations:¹ 2,797 patients

Emergency presentations² by triage category: 2,697 patients



	Same period last year	Change since one year ago
All presentations	2,919	-4.2%
Emergency presentations	2,567	5.1%
Resuscitation	7	14.3%
Emergency	206	10.2%
Urgent	623	5.6%
Semi-urgent	1,240	10.7%
Non-urgent	491	-12.2%

Emergency presentations² 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					10	6	7	8
Emergency					189	191	206	227
Urgent					633	573	623	658
Semi-urgent					1,523	1,402	1,240	1,373
Non-urgent					784	686	491	431
All emergency presentations					3,139	2,858	2,567	2,697

Mudgee District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 239 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	251	
Median time	13 minutes	-4 minutes
90th percentile time	33 minutes	-6 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District 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: 227

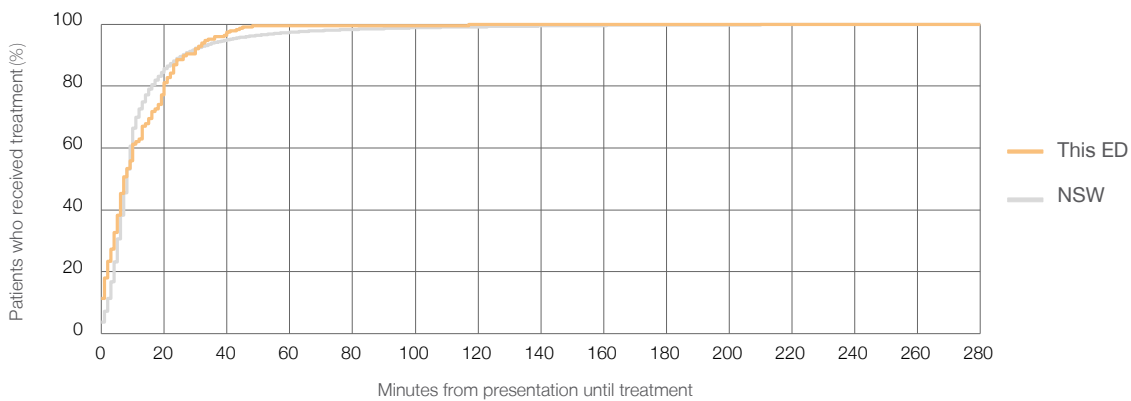
Number of triage 2 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 7 minutes

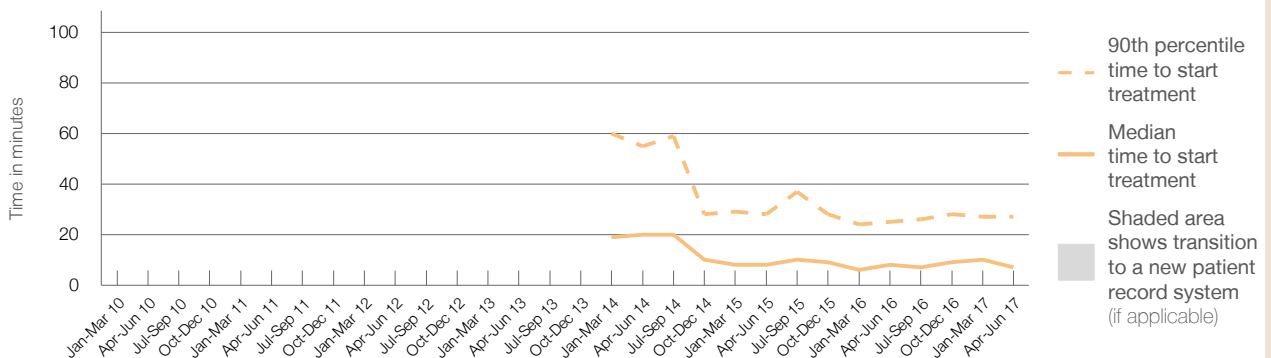
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
206	
205	
8 minutes	8 minutes
25 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^{†‡§}



	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 ⁴ (minutes)					20	8	8	7
90th percentile time to start treatment ⁵ (minutes)					55	28	25	27

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Mudgee District 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: 658

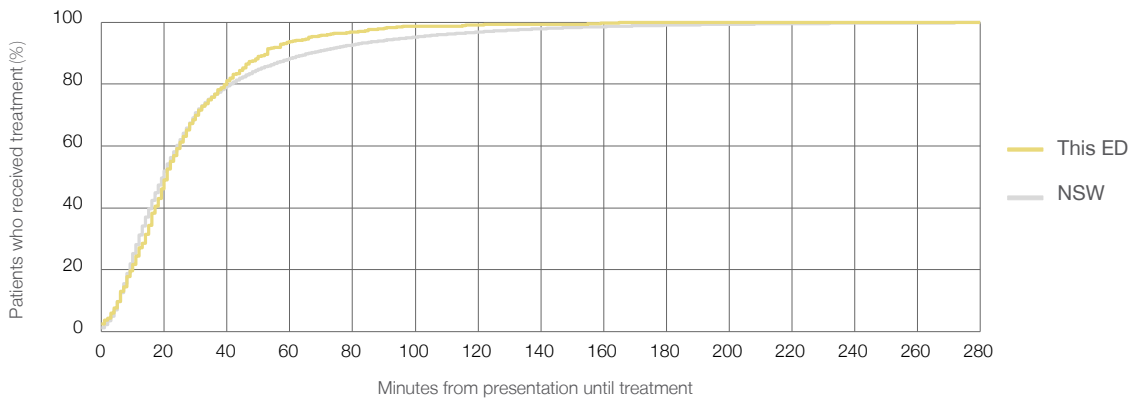
Number of triage 3 patients used to calculate waiting time:³ 653

Median time to start treatment⁴ 21 minutes

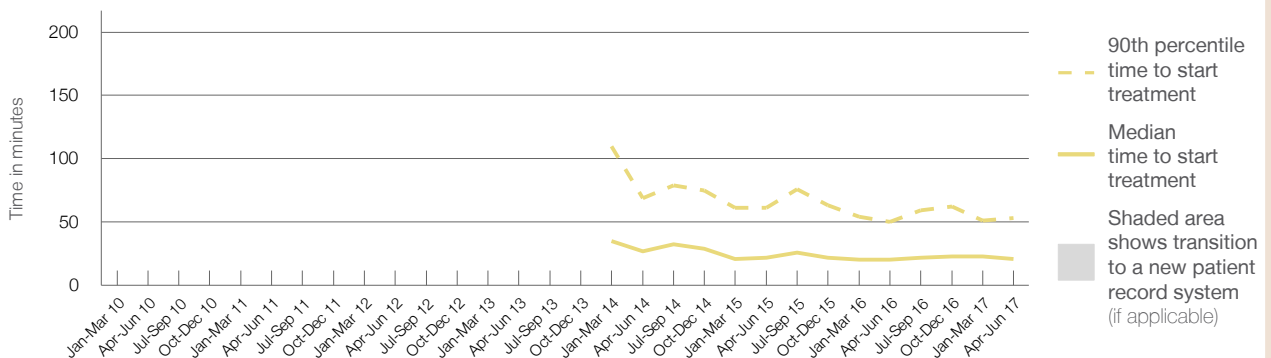
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
623	
613	
20 minutes	20 minutes
50 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^{†‡§}



	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 ⁴ (minutes)					27	22	20	21
90th percentile time to start treatment ⁵ (minutes)					69	61	50	53

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Mudgee District 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: 1,373

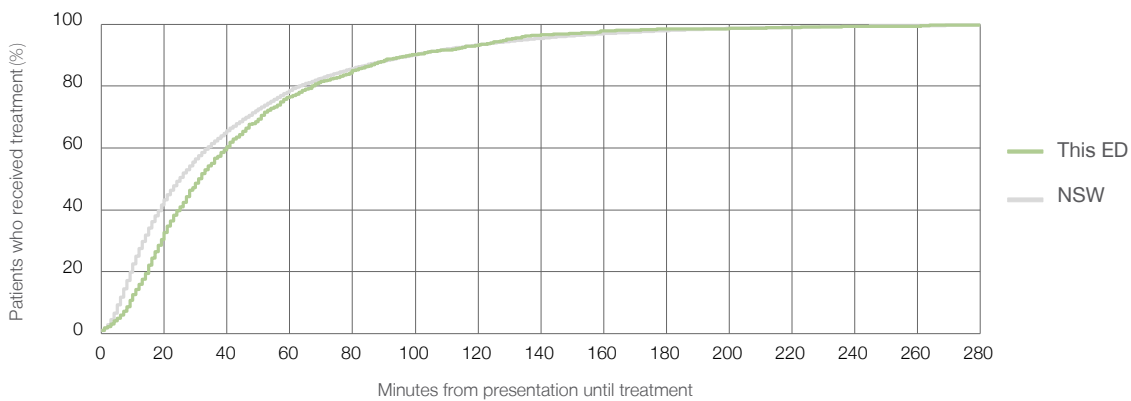
Number of triage 4 patients used to calculate waiting time:³ 1,295

Median time to start treatment⁴ 31 minutes

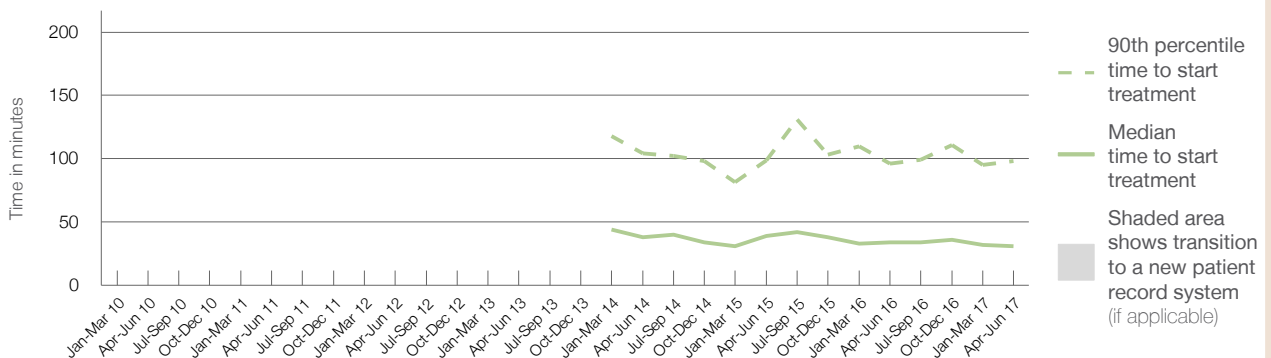
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,240	1,168
34 minutes	25 minutes
96 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^{†‡§}



	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 ⁴ (minutes)					38	39	34	31
90th percentile time to start treatment ⁵ (minutes)					104	99	96	98

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Mudgee District 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: 431

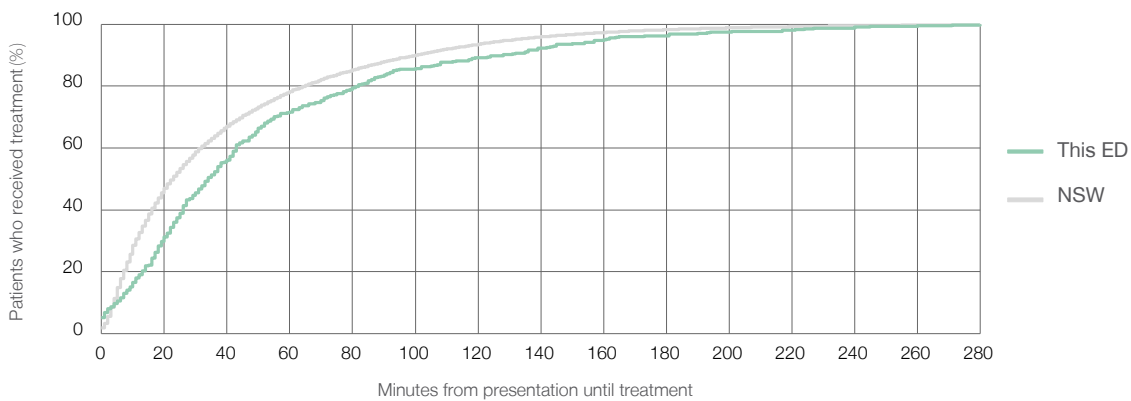
Number of triage 5 patients used to calculate waiting time:³ 398

Median time to start treatment⁴ 34 minutes

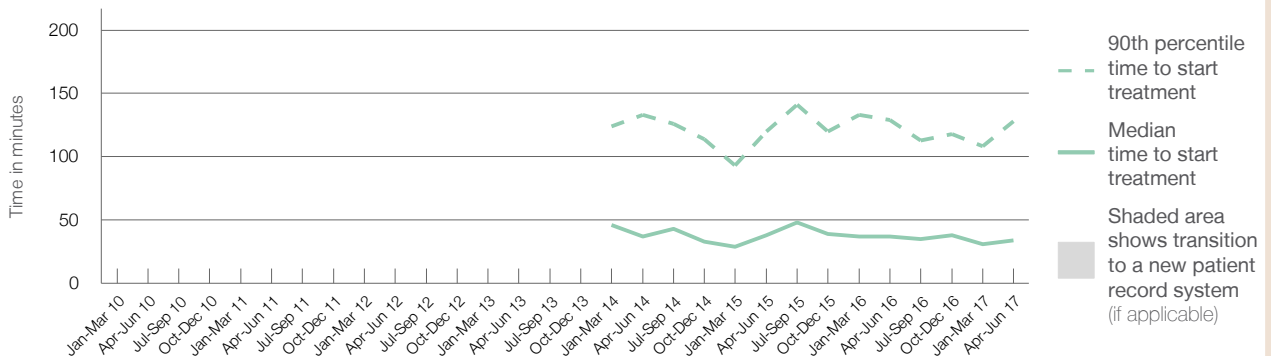
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
491	395
37 minutes	23 minutes
129 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^{†‡§}



	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 ⁴ (minutes)					37	38	37	34
90th percentile time to start treatment ⁵ (minutes)					133	120	129	128

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Mudgee District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,797 patients

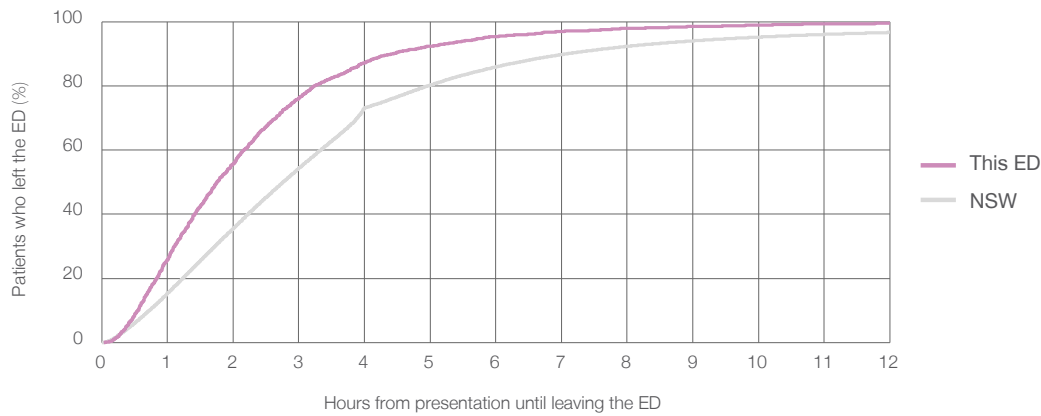
Presentations used to calculate time to leaving the ED:⁶ 2,797 patients

Median time spent in the ED⁸ 1 hours and 46 minutes

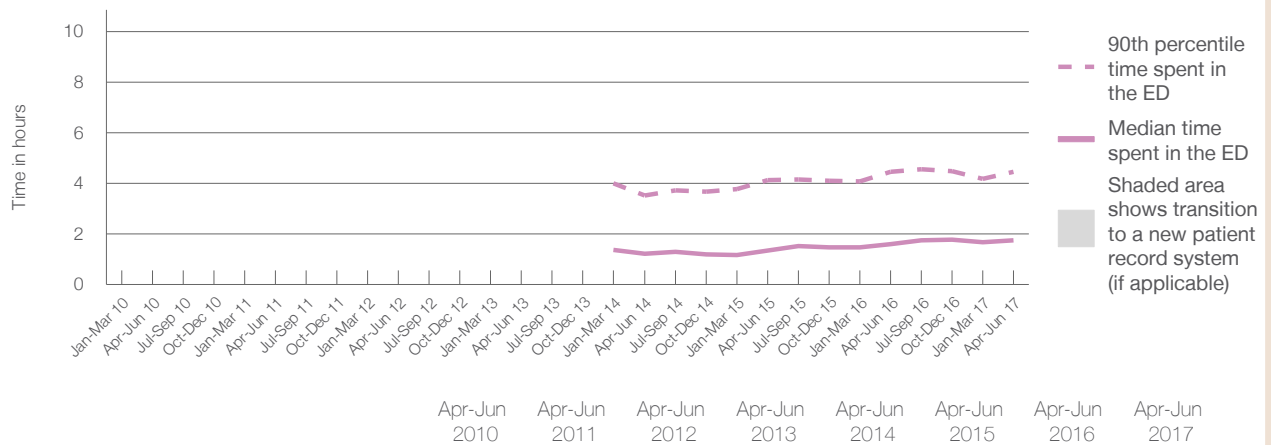
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
2,919	
2,917	
1 hours and 36 minutes	2 hours and 46 minutes
4 hours and 27 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^{†‡§}



	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 ⁸ (hours, minutes)					1h 13m	1h 21m	1h 36m	1h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)					3h 31m	4h 8m	4h 27m	4h 27m

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Mudgee District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

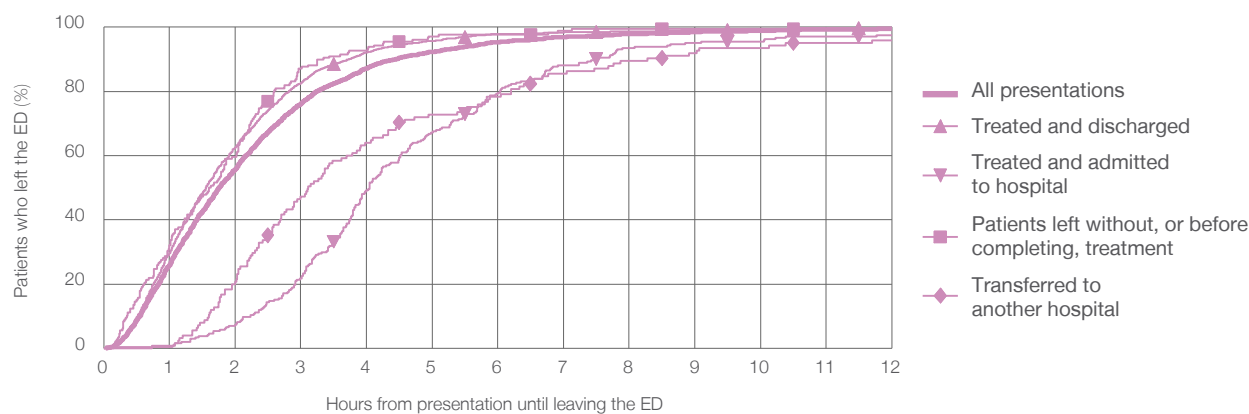
All presentations:¹ 2,797 patients

Presentations used to calculate time to leaving the ED:⁶ 2,797 patients

Mode of separation	Count	Percentage
Treated and discharged	2,240	80.1%
Treated and admitted to hospital	244	8.7%
Patient left without, or before completing, treatment	178	6.4%
Transferred to another hospital	125	4.5%
Other	10	0.4%

	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: ⁶	2,917	-4.1%
Treated and discharged	2,348	-4.6%
Treated and admitted to hospital	239	2.1%
Patient left without, or before completing, treatment	174	2.3%
Transferred to another hospital	137	-8.8%
Other	21	-52.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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	29.6%	62.6%	82.6%	92.1%	97.8%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	7.4%	21.7%	49.2%	79.5%	93.4%	95.5%	97.5%
Patient left without, or before completing, treatment	32.0%	59.6%	87.1%	92.7%	97.8%	99.4%	99.4%	99.4%
Transferred to another hospital	0.8%	20.8%	47.2%	64.0%	78.4%	89.6%	93.6%	96.0%
All presentations	26.0%	55.7%	76.1%	87.2%	95.4%	97.9%	98.9%	99.4%

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Mudgee District 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:¹ 2,797 patients

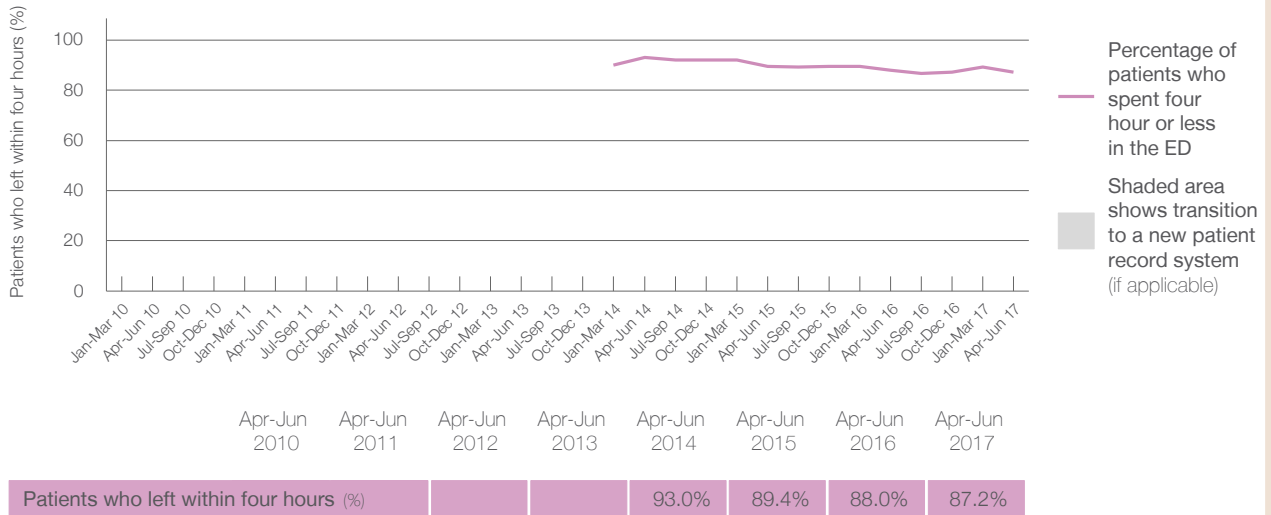
Presentations used to calculate time to leaving the ED:⁶ 2,797 patients

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: ¹	2,919	-4.2%
Presentations used to calculate time to leaving the ED: ⁶	2,917	-4.1%
Percentage of patients who spent four hours or less in the ED	88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).