

## Mona Vale and District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 8,916 patients  
Emergency presentations:<sup>2</sup> 8,872 patients

Same period last year	Change since one year ago
8,422	5.9%
8,382	5.8%

## Mona Vale and District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,270 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,299 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,484 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 763 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
1,123	
7 minutes	9 minutes
11 minutes	29 minutes
3,202	
16 minutes	23 minutes
46 minutes	83 minutes
3,286	
15 minutes	30 minutes
80 minutes	121 minutes
726	
13 minutes	26 minutes
93 minutes	118 minutes

## Mona Vale and District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,904 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
8,422	5.7%
84.5%	

\* 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.

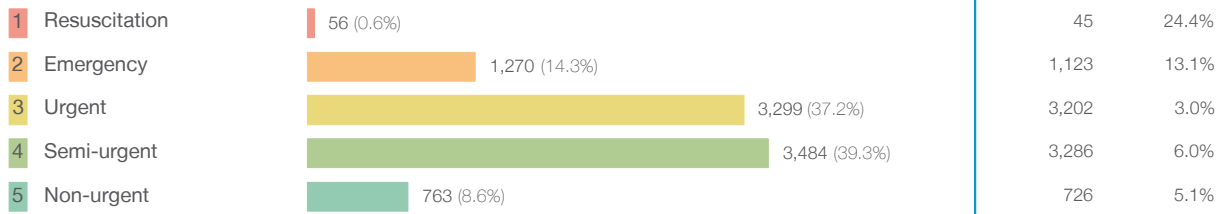
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Mona Vale and District Hospital: Patients presenting to the emergency department July to September 2017

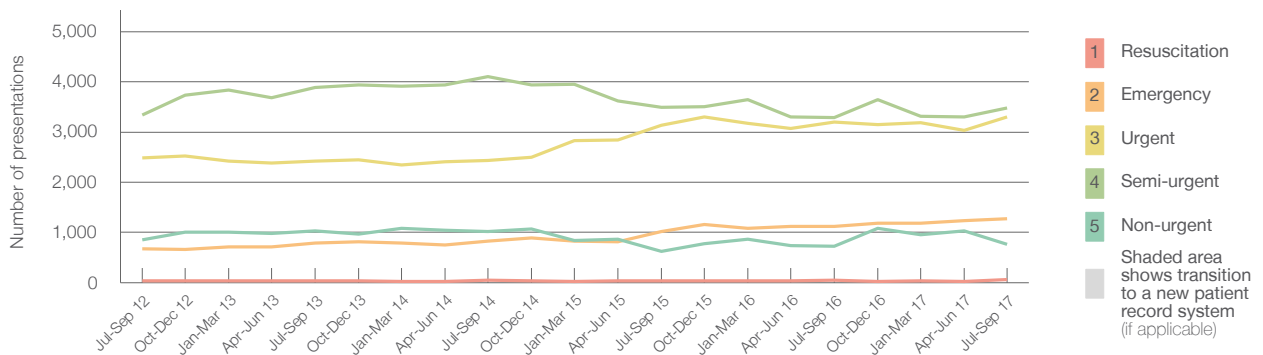
All presentations:<sup>1</sup> 8,916 patients

Emergency presentations<sup>2</sup> by triage category: 8,872 patients



Same period last year	Change since one year ago
8,422	5.9%
8,382	5.8%
45	24.4%
1,123	13.1%
3,202	3.0%
3,286	6.0%
726	5.1%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	38	40	43	35	45	56
Emergency	678	783	822	1,016	1,123	1,270
Urgent	2,481	2,422	2,430	3,134	3,202	3,299
Semi-urgent	3,334	3,884	4,106	3,494	3,286	3,484
Non-urgent	851	1,036	1,013	618	726	763
All emergency presentations	7,382	8,165	8,414	8,297	8,382	8,872

## Mona Vale and District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,955 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,662	
10 minutes	0 minutes
19 minutes	0 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: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,270

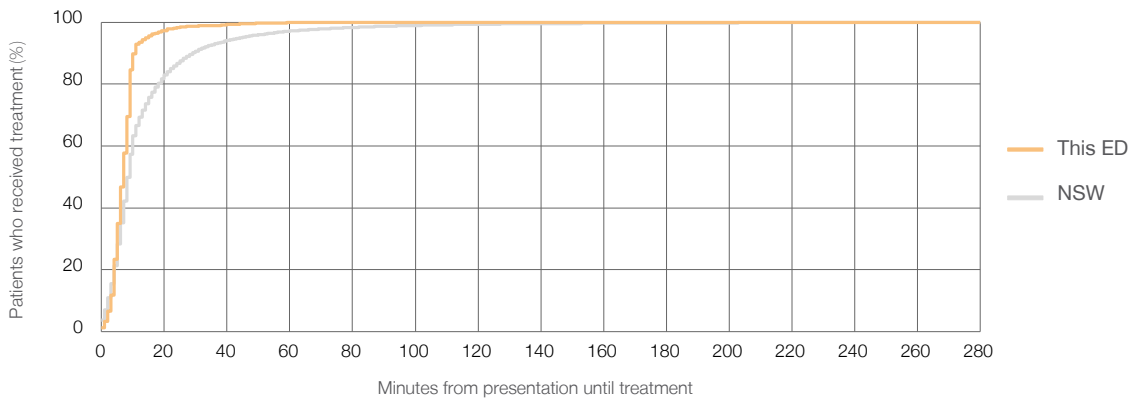
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,261

Median time to start treatment<sup>4</sup> 7 minutes

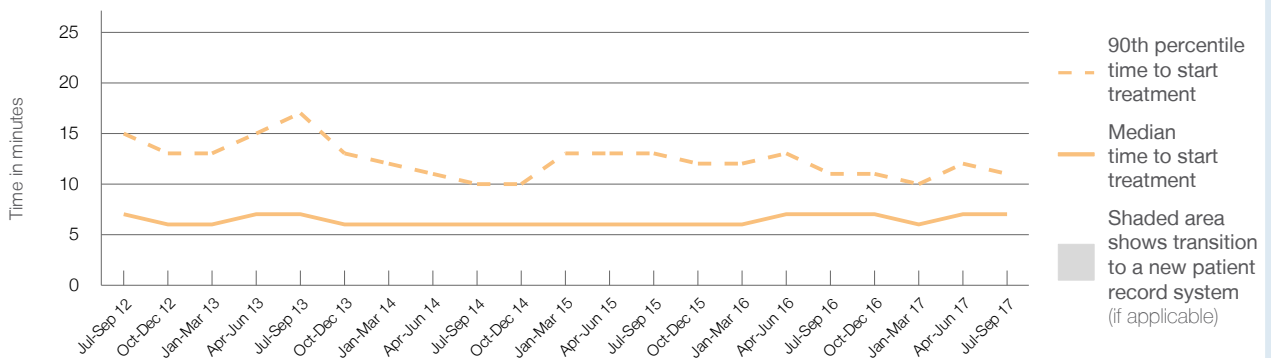
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,123	
1,120	
7 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	6	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	15	17	10	13	11	11

(†) 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: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,299

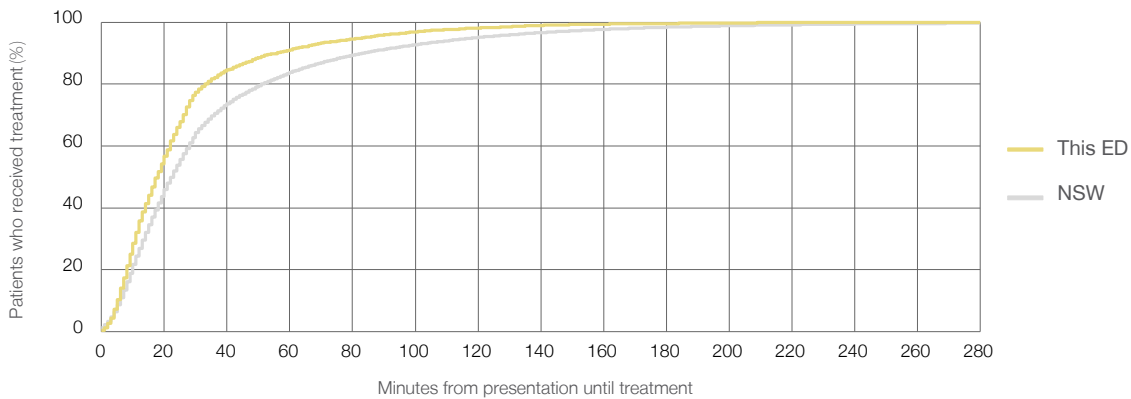
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,249

Median time to start treatment<sup>4</sup> 18 minutes

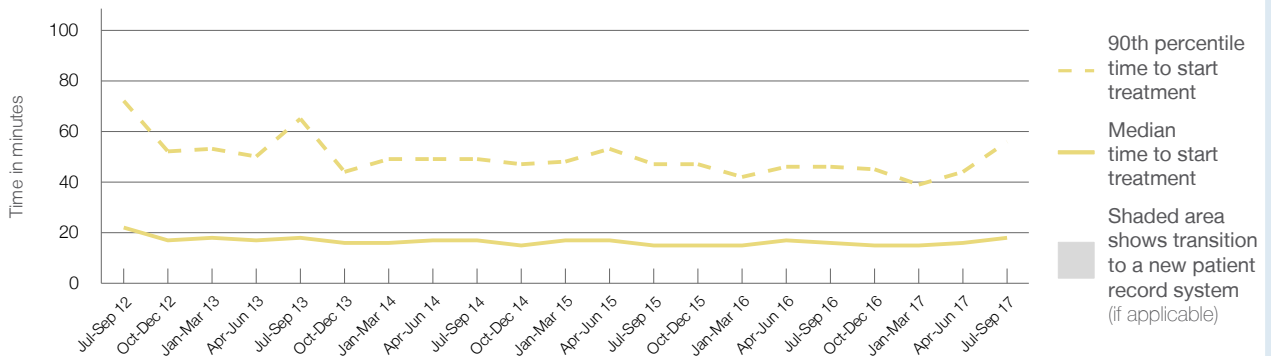
90th percentile time to start treatment<sup>5</sup> 56 minutes

Same period last year	NSW (this period)
3,202	3,167
16 minutes	23 minutes
46 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	22	18	17	15	16	18
90th percentile time to start treatment <sup>5</sup> (minutes)	72	65	49	47	46	56

(†) 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: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,484

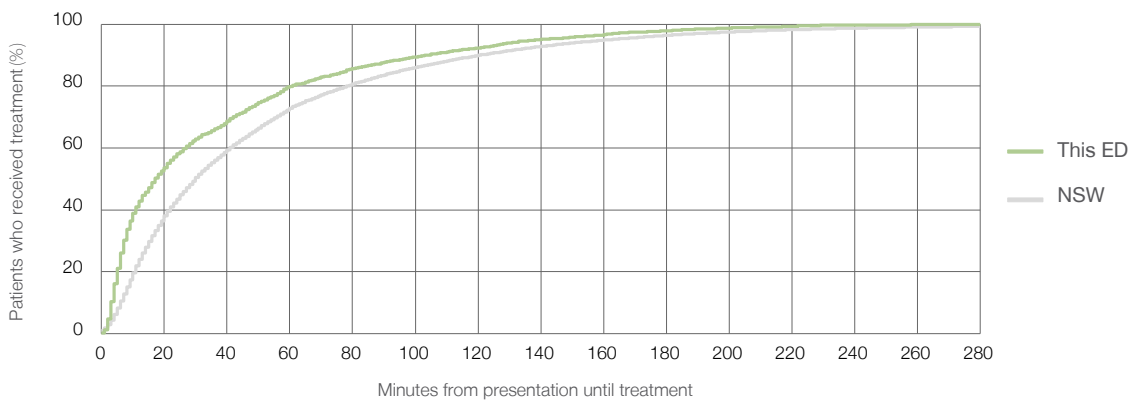
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,199

Median time to start treatment<sup>4</sup> 17 minutes

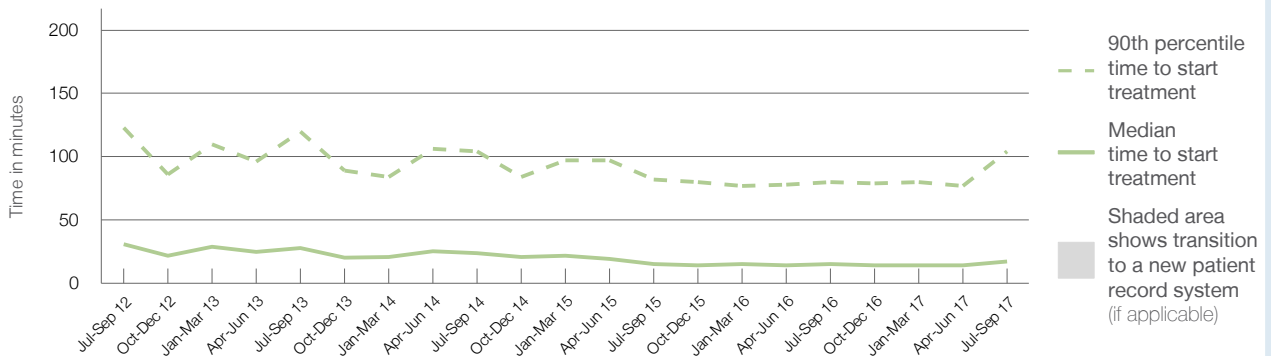
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
3,286	3,124
15 minutes	30 minutes
80 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	28	24	15	15	17
90th percentile time to start treatment <sup>5</sup> (minutes)	123	120	104	82	80	104

(†) 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: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 763

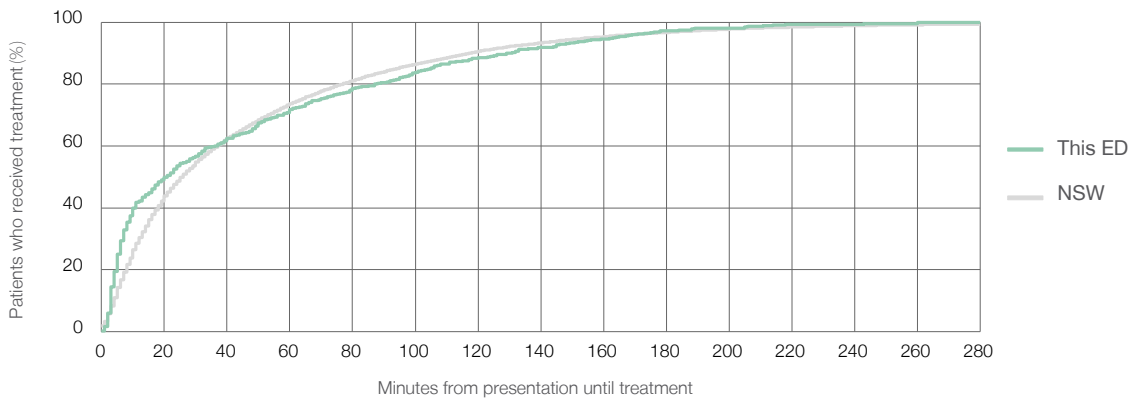
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 633

Median time to start treatment<sup>4</sup> 21 minutes

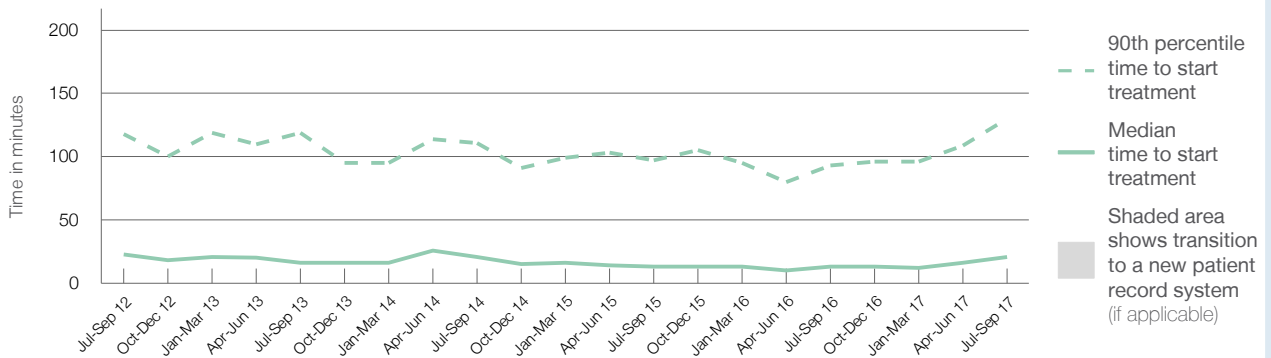
90th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
726	676
13 minutes	26 minutes
93 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	16	21	13	13	21
90th percentile time to start treatment <sup>5</sup> (minutes)	118	119	111	97	93	130

(†) 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: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 8,916 patients

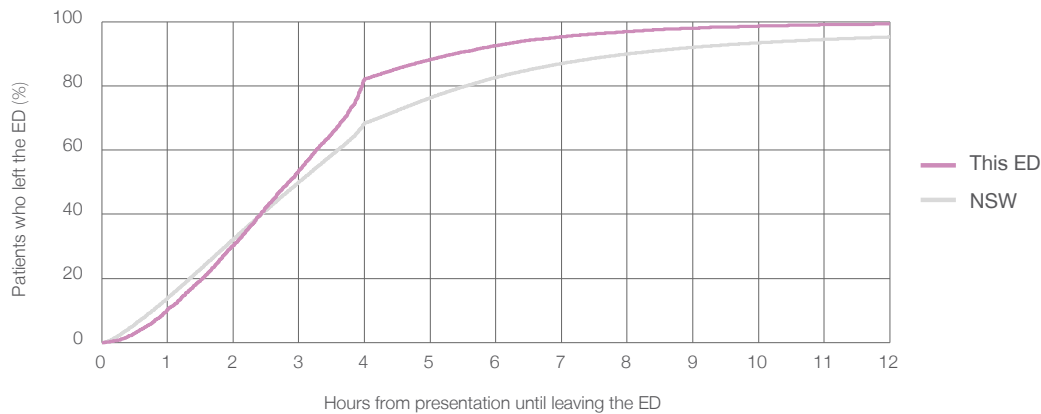
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,904 patients

Median time spent in the ED<sup>8</sup> 2 hours and 51 minutes

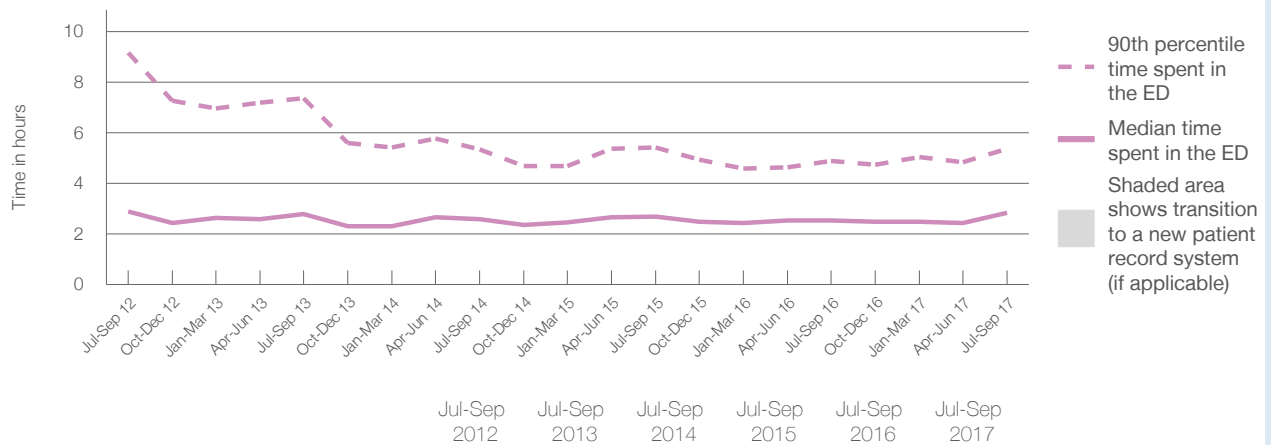
90th percentile time spent in the ED<sup>9</sup> 5 hours and 22 minutes

Same period last year	NSW (this period)
8,422	8,422
2 hours and 32 minutes	3 hours and 0 minutes
4 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 54m	2h 47m	2h 36m	2h 41m	2h 32m	2h 51m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 10m	7h 22m	5h 21m	5h 26m	4h 54m	5h 22m

(†) 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: Time patients spent in the ED

By mode of separation

July to September 2017

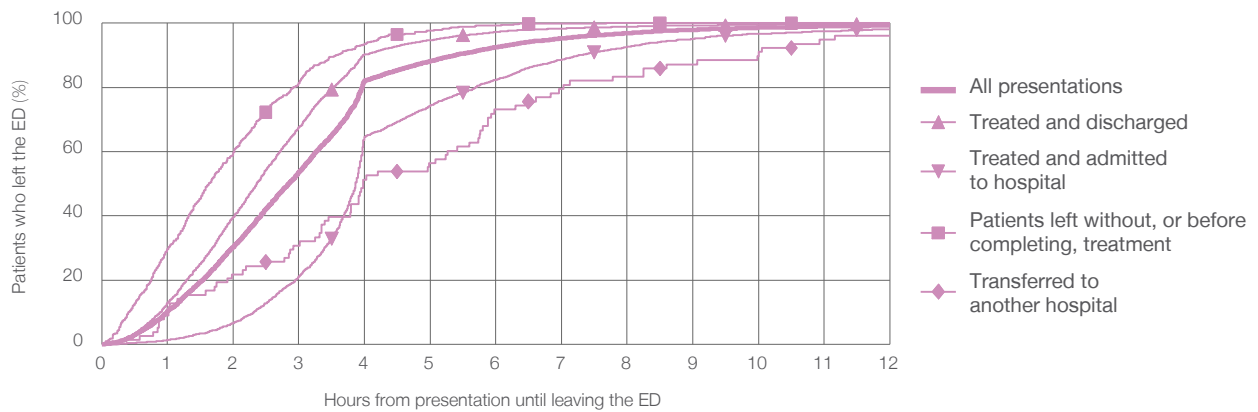
All presentations:<sup>1</sup> 8,916 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,904 patients

Treated and discharged	5,502 (61.7%)
Treated and admitted to hospital	2,783 (31.2%)
Patient left without, or before completing, treatment	537 (6.0%)
Transferred to another hospital	78 (0.9%)
Other	16 (0.2%)

Same period last year	Change since one year ago
8,422	5.7%
5,428	1.4%
2,558	8.8%
337	59.3%
81	-3.7%
18	-11.1%

Percentage of patients who left the ED by time and mode of separation, July to September 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	12.9%	39.6%	67.6%	90.2%	97.3%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.3%	6.6%	21.1%	64.7%	82.4%	92.7%	96.7%	98.1%
Patient left without, or before completing, treatment	29.6%	59.8%	81.4%	93.5%	99.3%	100%	100%	100%
Transferred to another hospital	9.0%	21.8%	30.8%	51.3%	73.1%	83.3%	91.0%	96.2%
All presentations	10.3%	30.4%	53.6%	82.1%	92.6%	96.9%	98.6%	99.3%

(†) 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: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 8,916 patients

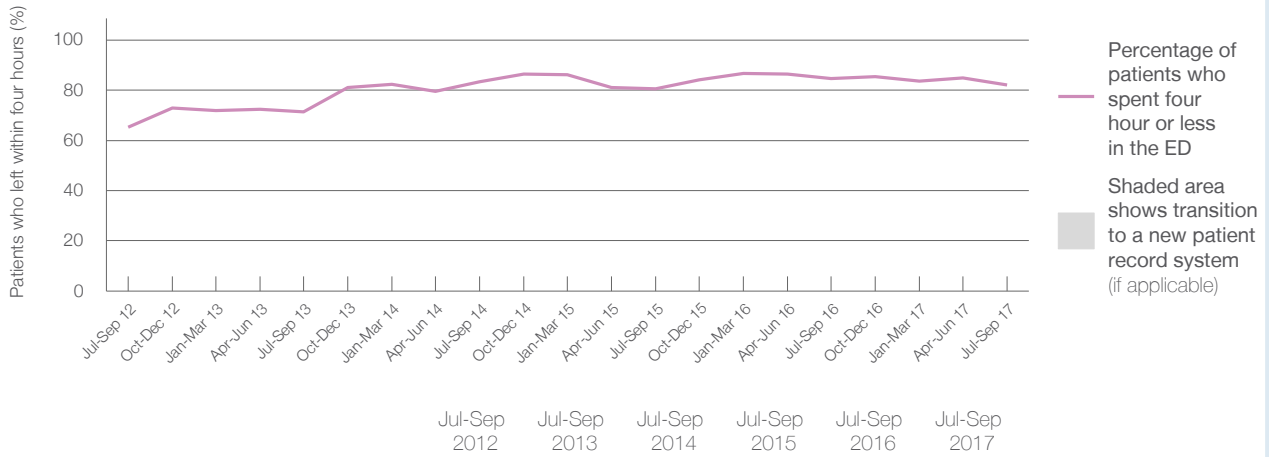
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,904 patients

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	8,422	5.9%
Presentations used to calculate time to leaving the ED	8,422	5.7%
Percentage of patients who spent four hours or less in the ED	84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	65.1%	71.3%	83.3%	80.7%	84.5%	82.1%

\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).