

Mount Druitt Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,465 patients

Emergency presentations:² 8,391 patients

Same period last year	Change since one year ago
7,964	6%
7,889	6%

Mount Druitt Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,484 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,104 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,775 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 995 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,373	
10 minutes	8 minutes
25 minutes	23 minutes
2,939	
27 minutes	20 minutes
87 minutes	65 minutes
2,649	
40 minutes	25 minutes
114 minutes	98 minutes
910	
41 minutes	22 minutes
127 minutes	97 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,459 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
7,960	6%
67%	

* 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.

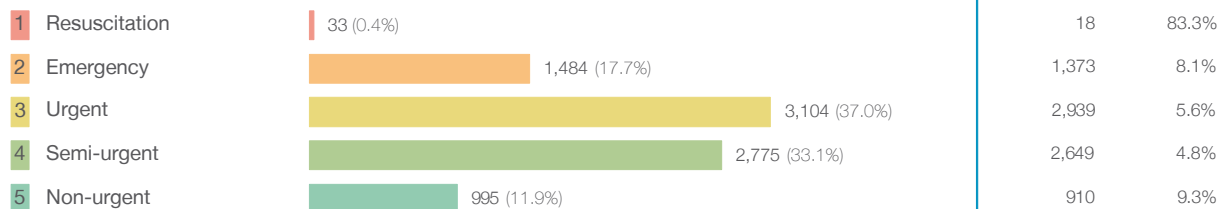
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mount Druitt Hospital: Patients presenting to the emergency department

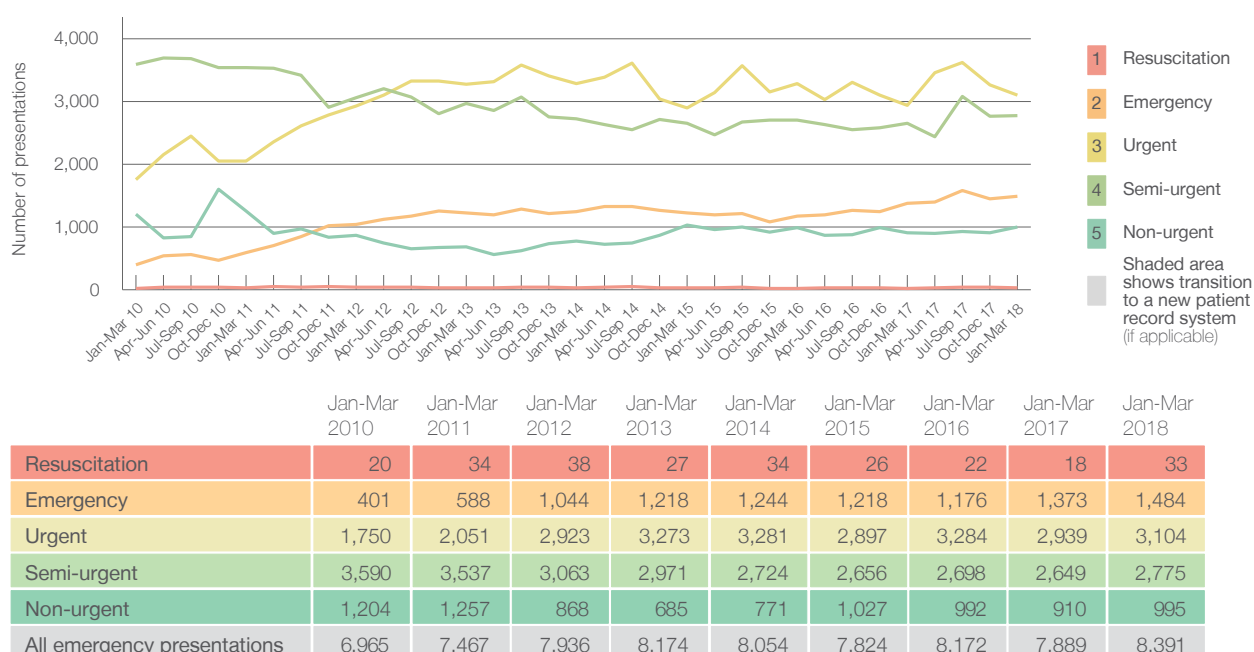
January to March 2018

All presentations:¹ 8,465 patients

Emergency presentations² by triage category: 8,391 patients



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



Mount Druitt Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 947 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.

Mount Druitt 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: 1,484

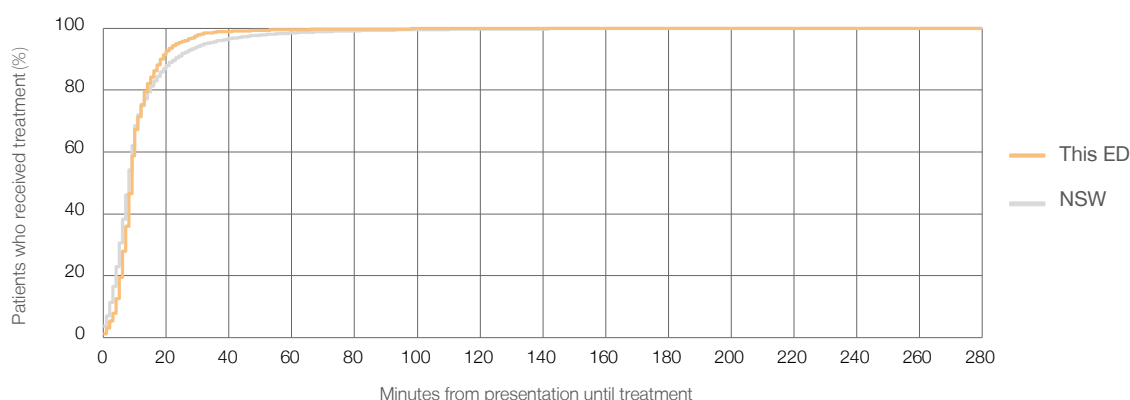
Number of triage 2 patients used to calculate waiting time: ³ 1,478

Median time to start treatment ⁴ 9 minutes

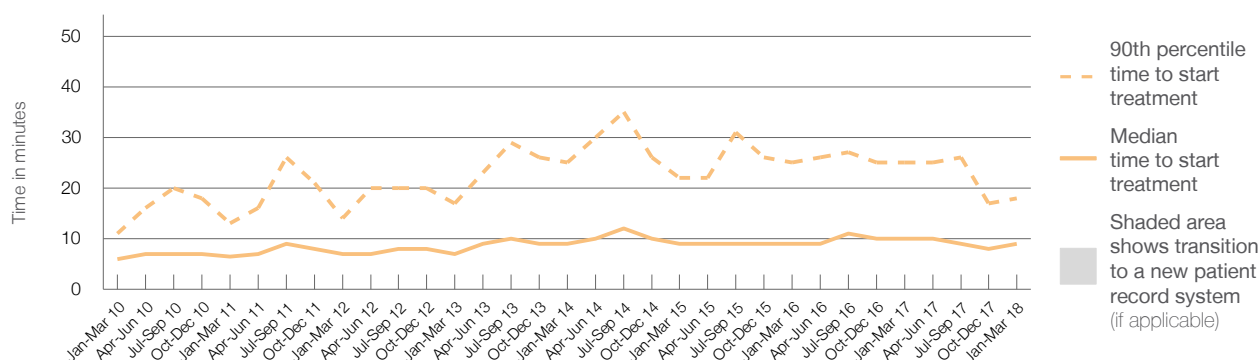
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
1,373	
1,367	
10 minutes	8 minutes
25 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)	6	7	7	7	9	9	9	10	9
90th percentile time to start treatment ⁵ (minutes)	11	13	14	17	25	22	25	25	18

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Mount Druitt 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: 3,104

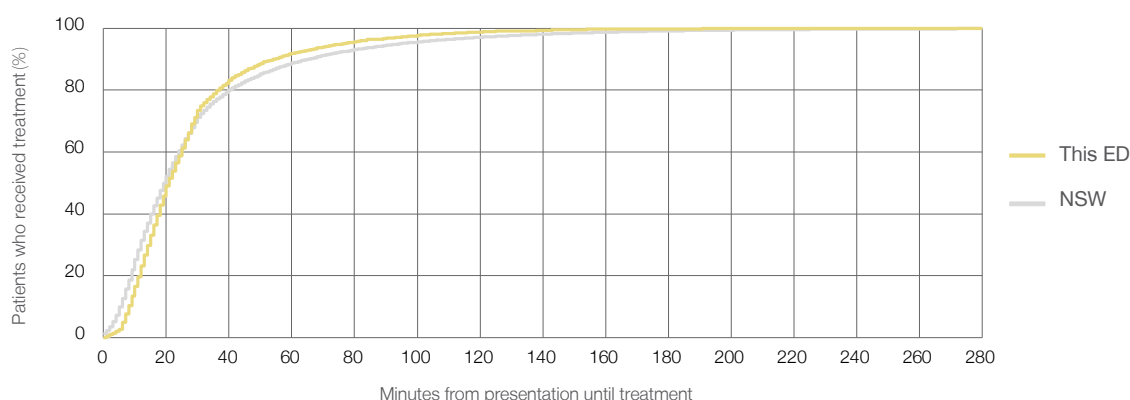
Number of triage 3 patients used to calculate waiting time: ³ 3,029

Median time to start treatment ⁴ 21 minutes

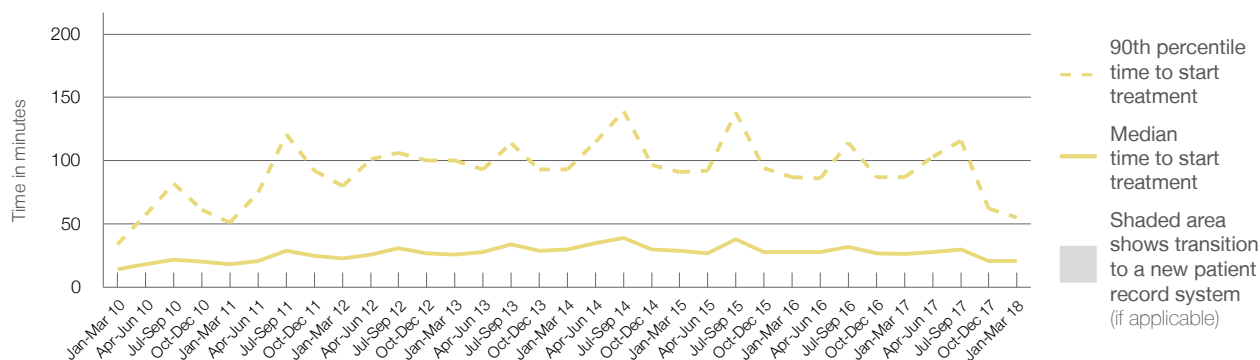
90th percentile time to start treatment ⁵ 55 minutes

Same period last year	NSW (this period)
2,939	
2,834	
27 minutes	20 minutes
87 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	18	23	26	30	29	28	27	21
90th percentile time to start treatment ⁵ (minutes)	34	51	80	100	93	91	87	87	55

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Mount Druitt 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: 2,775

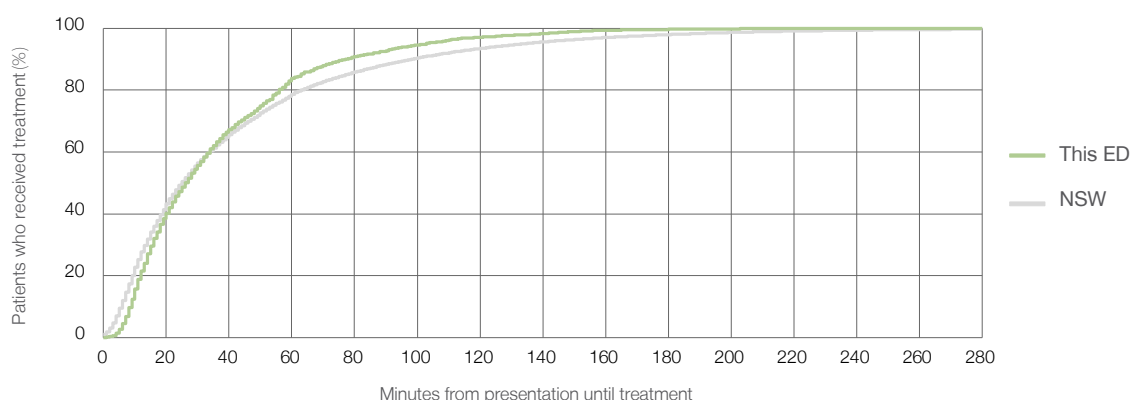
Number of triage 4 patients used to calculate waiting time:³ 2,625

Median time to start treatment⁴ 26 minutes

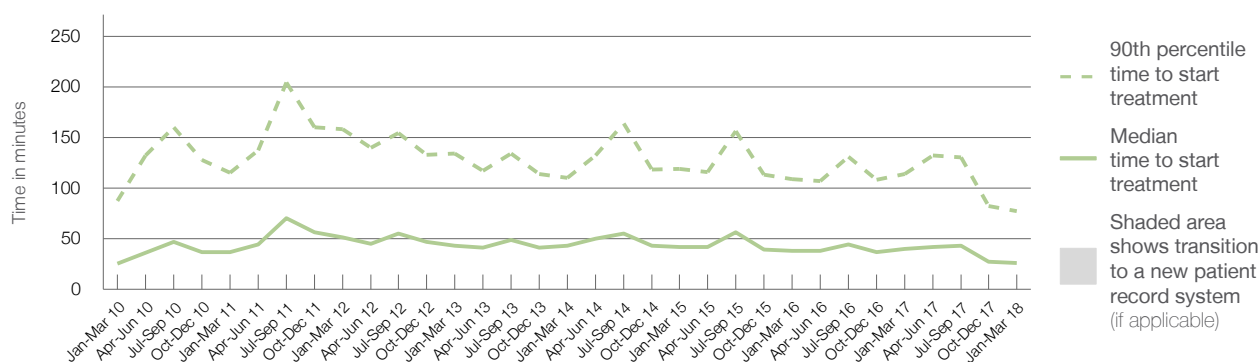
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,649	
2,464	
40 minutes	25 minutes
114 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)	25	37	51	43	43	42	38	40	26
90th percentile time to start treatment ⁵ (minutes)	87	115	158	134	110	119	109	114	77

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Mount Druitt 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: 995

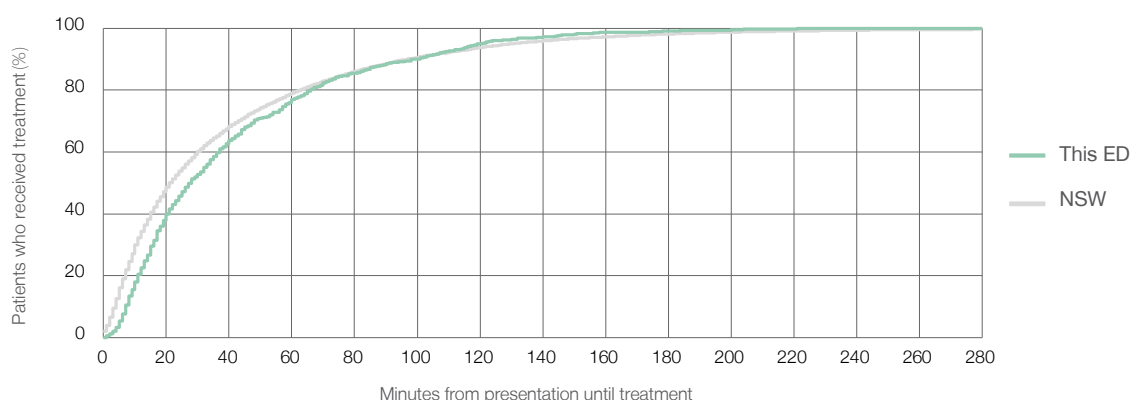
Number of triage 5 patients used to calculate waiting time:³ 891

Median time to start treatment⁴ 28 minutes

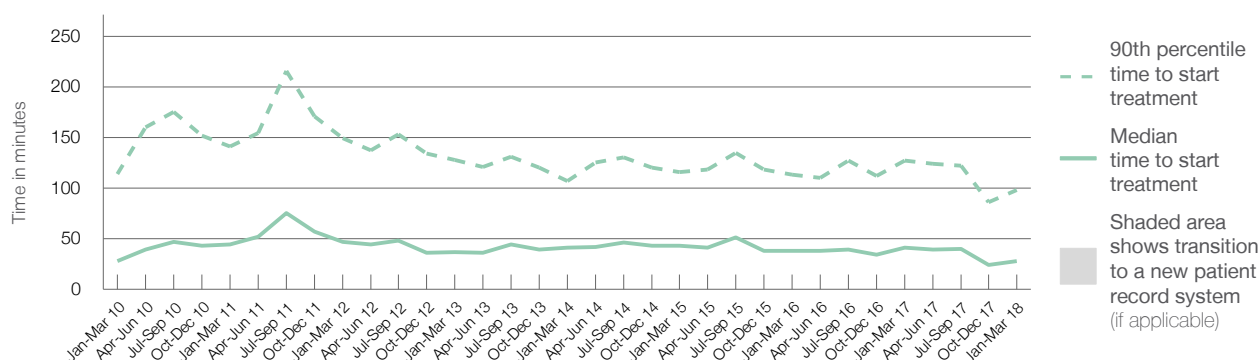
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
910	
812	
41 minutes	22 minutes
127 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)	28	44	47	37	41	43	38	41	28
90th percentile time to start treatment ⁵ (minutes)	114	141	149	128	107	116	113	127	98

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Mount Druitt Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,465 patients

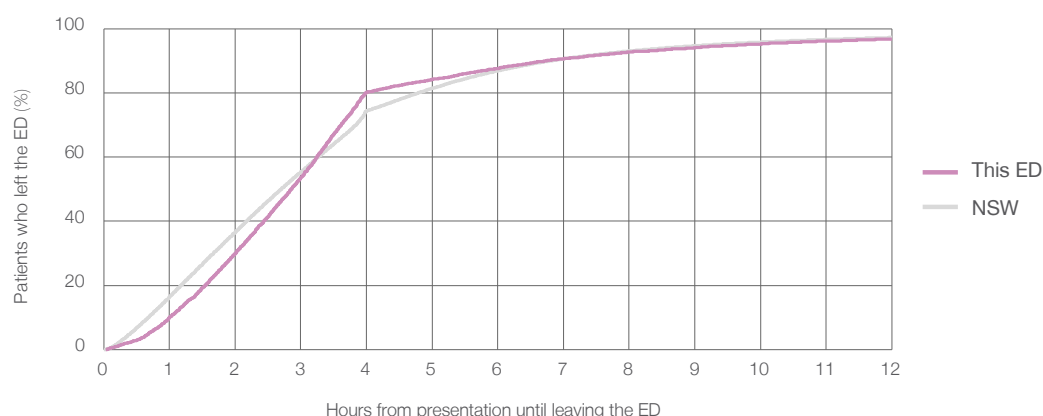
Presentations used to calculate time to leaving the ED:⁶ 8,459 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

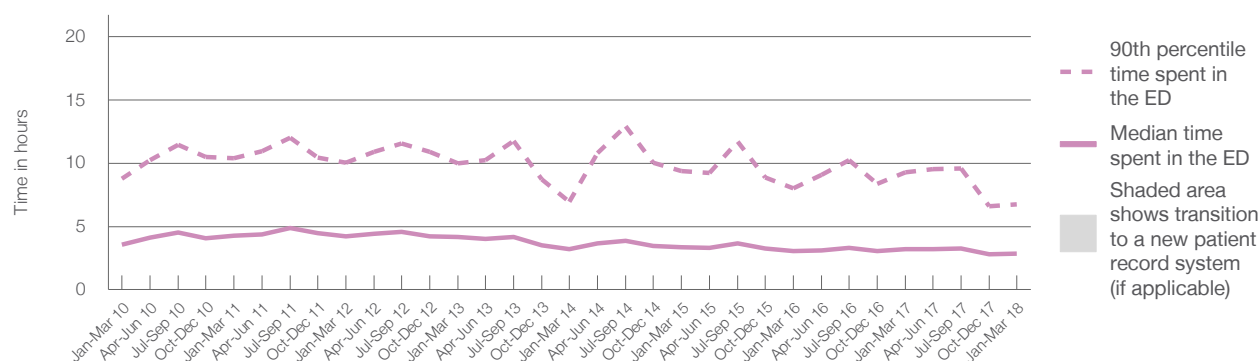
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
7,964	
7,960	
3 hours and 12 minutes	2 hours and 42 minutes
9 hours and 17 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)	3h 35m	4h 15m	4h 13m	4h 11m	3h 11m	3h 23m	3h 4m	3h 12m	2h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 46m	10h 24m	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 17m	6h 45m

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

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Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

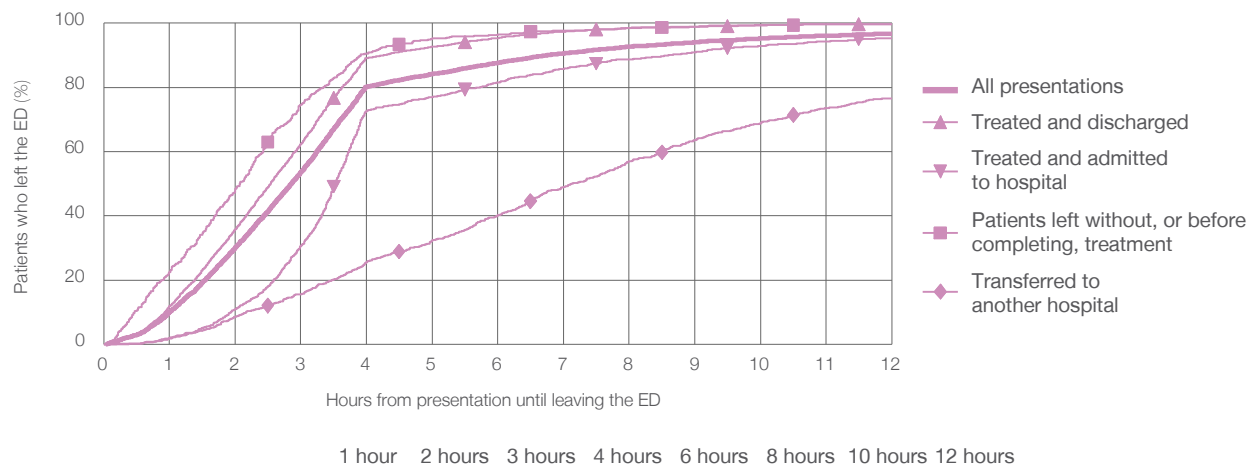
All presentations:[†] 8,465 patients

Presentations used to calculate time to leaving the ED:[‡] 8,459 patients

Treated and discharged	5,770 (68.2%)
Treated and admitted to hospital	1,249 (14.8%)
Patient left without, or before completing, treatment	533 (6.3%)
Transferred to another hospital	886 (10.5%)
Other	27 (0.3%)

Same period last year	Change since one year ago
7,960	6%
5,308	8.7%
1,172	6.6%
578	-7.8%
904	-2.0%
2	1250.0%

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



Treated and discharged	11.9%	35.9%	62.5%	89.2%	95.4%	98.5%	99.4%	99.8%
Treated and admitted to hospital	2.0%	10.9%	30.7%	72.7%	81.5%	88.8%	92.9%	95.3%
Patient left without, or before completing, treatment	22.5%	48.4%	74.5%	90.6%	96.4%	98.5%	99.4%	99.6%
Transferred to another hospital	1.7%	8.6%	15.6%	25.7%	40.2%	57.0%	68.8%	76.6%
All presentations	10.1%	30.2%	53.6%	80.2%	87.6%	92.7%	95.2%	96.7%

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Mount Druitt 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 8,465 patients

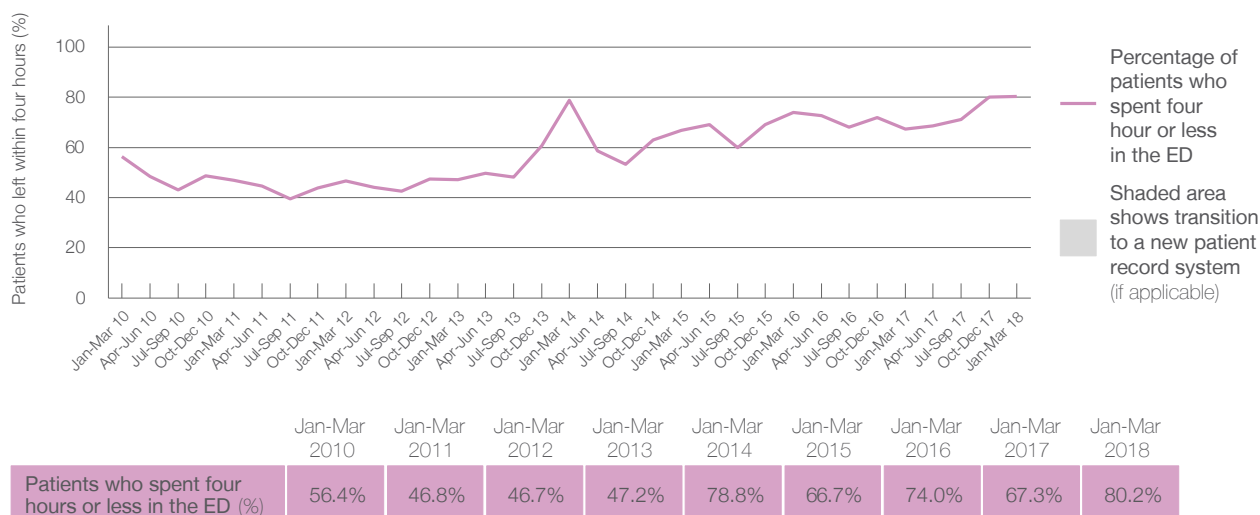
Presentations used to calculate time to leaving the ED: ⁶ 8,459 patients

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



Same period last year	Change since one year ago
7,964	6%
7,960	6%
67.3%	

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.
- † 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*.
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 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).