

Mudgee Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,699 patients

Emergency presentations:² 2,588 patients

Same period last year	Change since one year ago
2,706	0%
2,567	1%

Mudgee Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 206 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 598 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,381 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
181	
10 minutes	8 minutes
27 minutes	23 minutes
644	
23 minutes	20 minutes
51 minutes	65 minutes
1,325	
32 minutes	25 minutes
95 minutes	98 minutes
412	
31 minutes	22 minutes
108 minutes	97 minutes

Mudgee Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,699 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,706	0%
89%	

* 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.

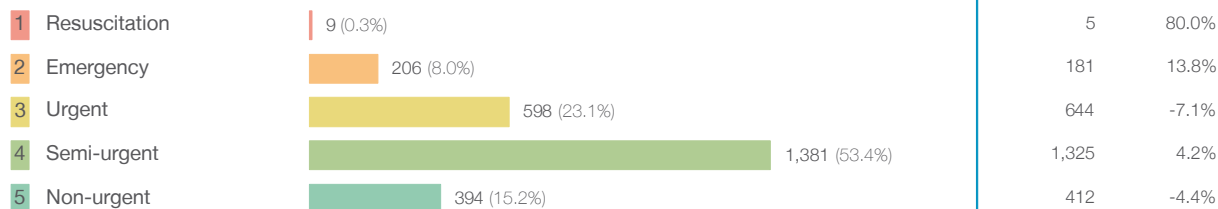
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mudgee Health Service: Patients presenting to the emergency department

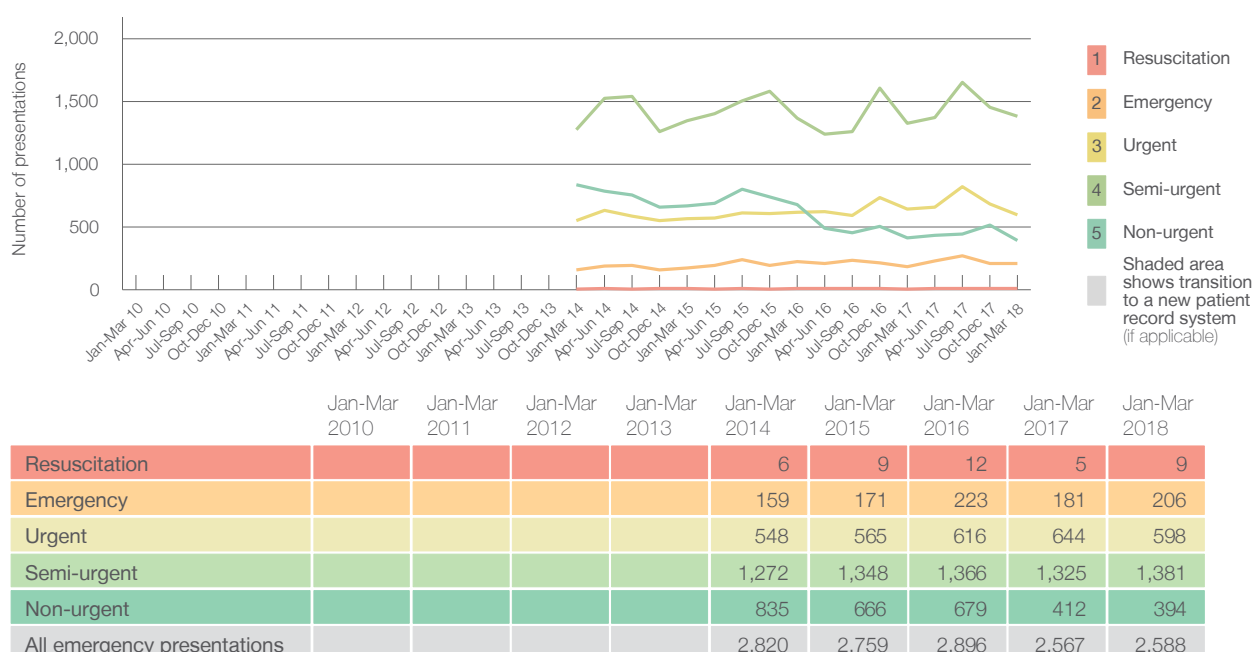
January to March 2018

All presentations:¹ 2,699 patients

Emergency presentations² by triage category: 2,588 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Mudgee Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 241 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.

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Mudgee Health Service: 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: 206

Number of triage 2 patients used to calculate waiting time:³ 203

Median time to start treatment⁴

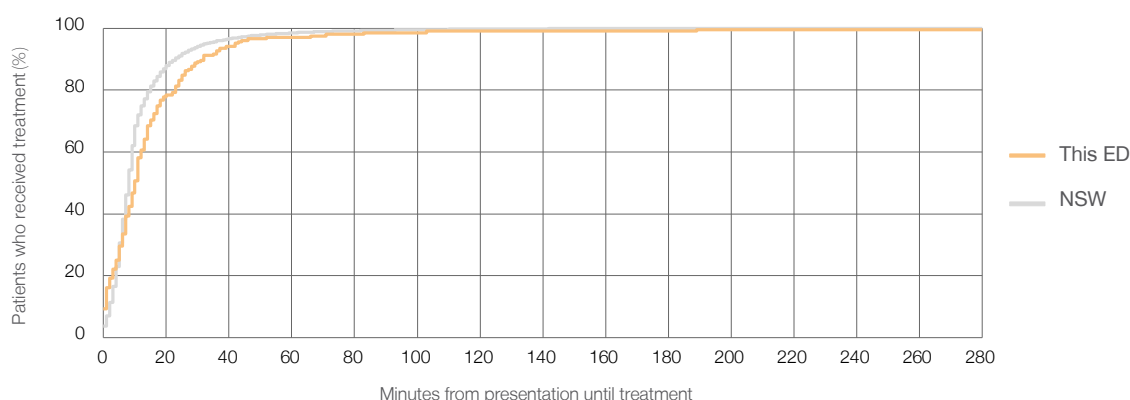
10 minutes

90th percentile time to start treatment⁵

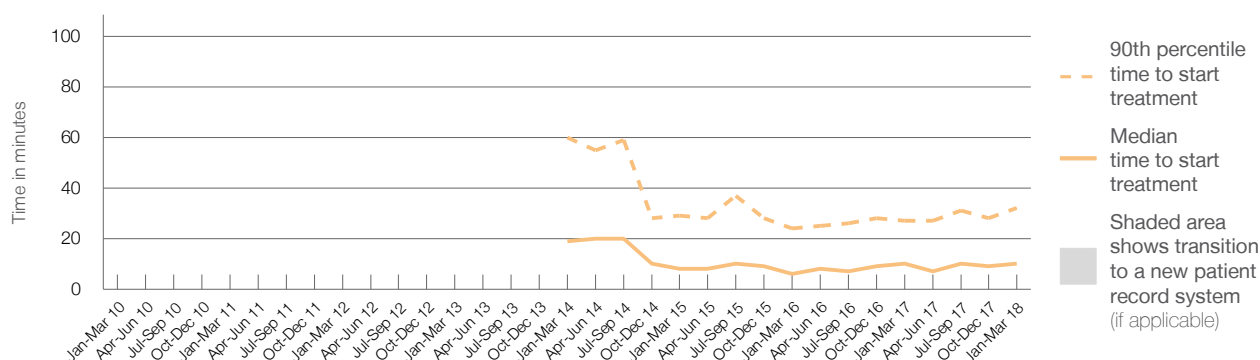
32 minutes

Same period last year	NSW (this period)
181	
181	
10 minutes	8 minutes
27 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)					19	8	6	10	10
90th percentile time to start treatment ⁵ (minutes)					60	29	24	27	32

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Mudgee Health Service: 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: 598

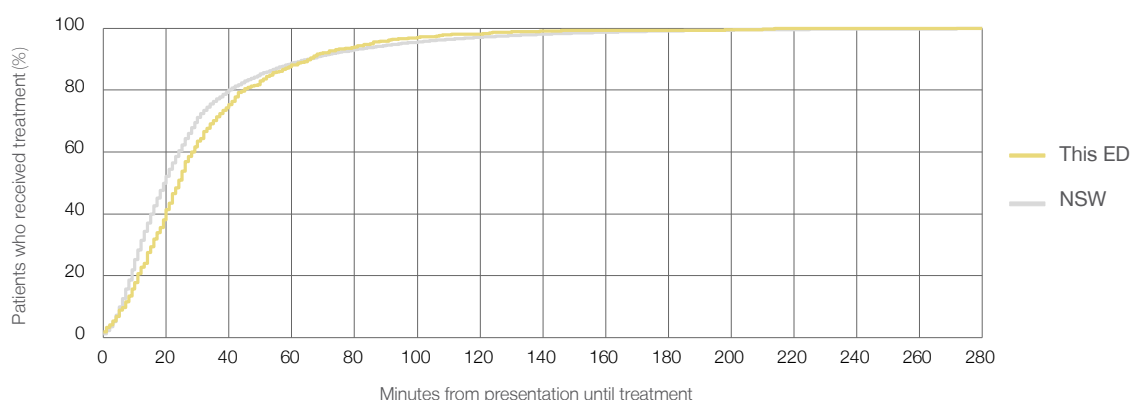
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 24 minutes

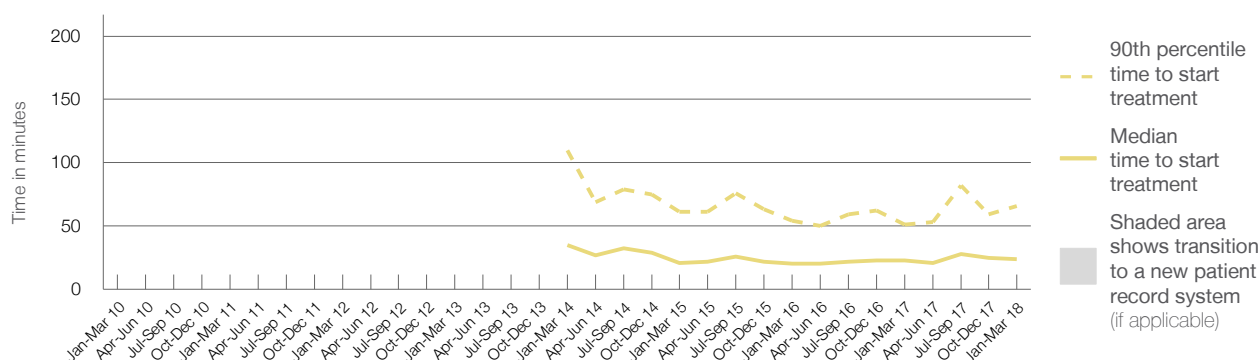
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
644	
635	
23 minutes	20 minutes
51 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)					35	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)					110	61	54	51	66

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Mudgee Health Service: 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: 1,381

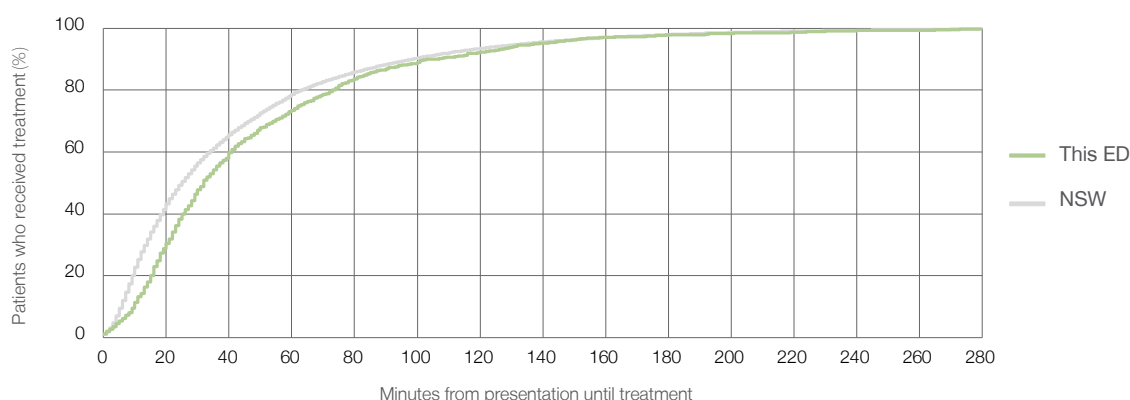
Number of triage 4 patients used to calculate waiting time:³ 1,250

Median time to start treatment⁴ 32 minutes

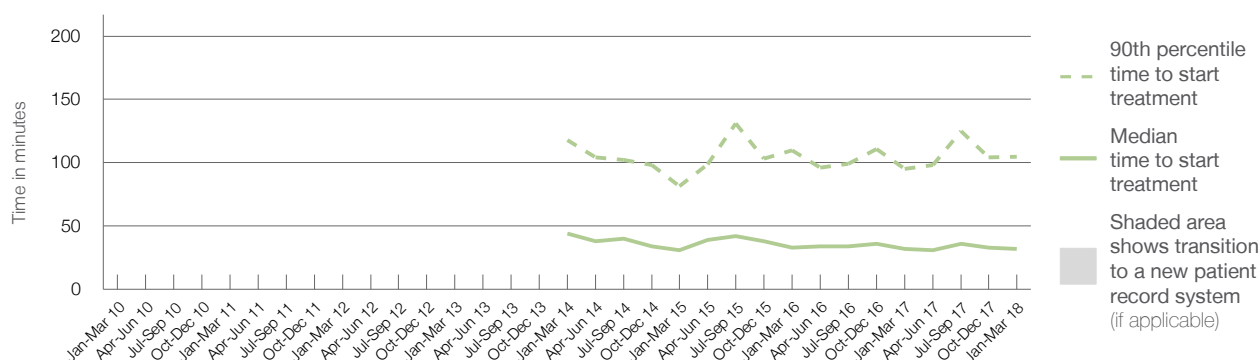
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,325	
1,247	
32 minutes	25 minutes
95 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)					44	31	33	32	32
90th percentile time to start treatment ⁵ (minutes)					118	82	110	95	105

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Mudgee Health Service: 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: 394

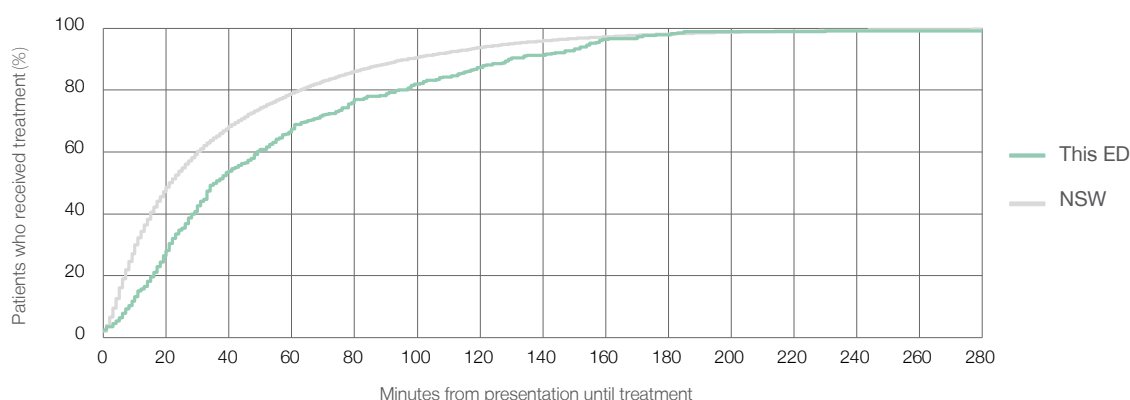
Number of triage 5 patients used to calculate waiting time:³ 331

Median time to start treatment⁴ 36 minutes

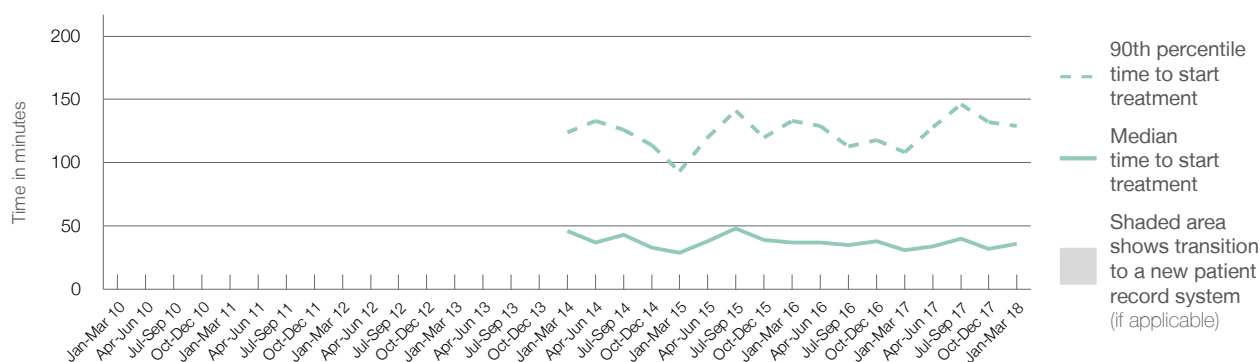
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
412	
362	
31 minutes	22 minutes
108 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)					46	29	37	31	36
90th percentile time to start treatment ⁵ (minutes)					124	93	133	108	129

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Mudgee Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,699 patients

Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

Median time spent in the ED⁸

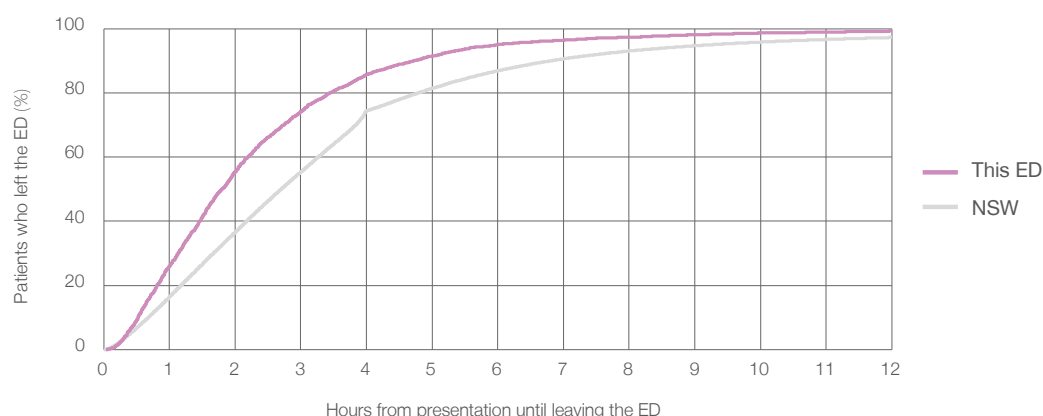
1 hours and 48 minutes

90th percentile time spent in the ED⁹

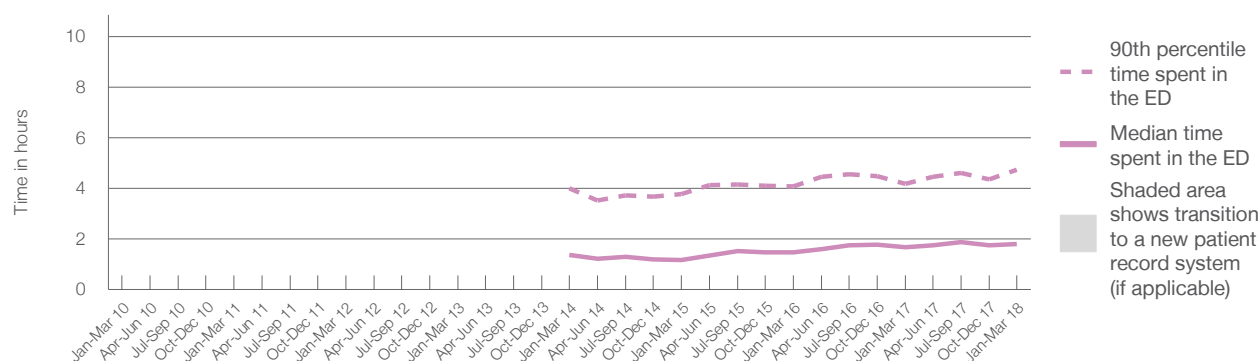
4 hours and 44 minutes

Same period last year	NSW (this period)
2,706	
2,706	
1 hours and 41 minutes	2 hours and 42 minutes
4 hours and 11 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)					1h 22m	1h 10m	1h 29m	1h 41m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)					4h 1m	3h 47m	4h 5m	4h 11m	4h 44m

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Mudgee Health Service: Time patients spent in the ED

By mode of separation

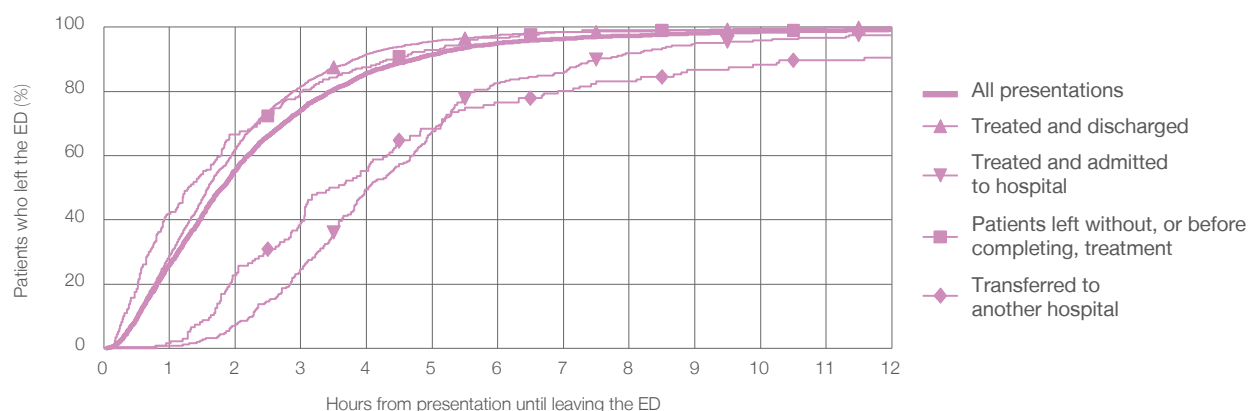
January to March 2018

All presentations:[†] 2,699 patients

Presentations used to calculate time to leaving the ED:[‡] 2,699 patients

		Same period last year	Change since one year ago
Treated and discharged	2,082 (77.1%)	2,170	-4.1%
Treated and admitted to hospital	247 (9.2%)	228	8.3%
Patient left without, or before completing, treatment	210 (7.8%)	174	20.7%
Transferred to another hospital	136 (5.0%)	117	16.2%
Other	24 (0.9%)	17	41.2%

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



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	28.8%	62.0%	81.5%	91.6%	97.6%	98.7%	99.6%	99.9%
Treated and admitted to hospital	0.8%	7.3%	24.7%	49.4%	82.6%	91.9%	96.0%	97.6%
Patient left without, or before completing, treatment	41.9%	66.7%	80.0%	87.6%	96.7%	99.0%	99.0%	100%
Transferred to another hospital	1.5%	22.8%	39.0%	55.1%	76.5%	83.1%	88.2%	90.4%
All presentations	26.2%	55.5%	74.2%	85.7%	95.1%	97.3%	98.6%	99.2%

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Mudgee Health Service: 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 2,699 patients

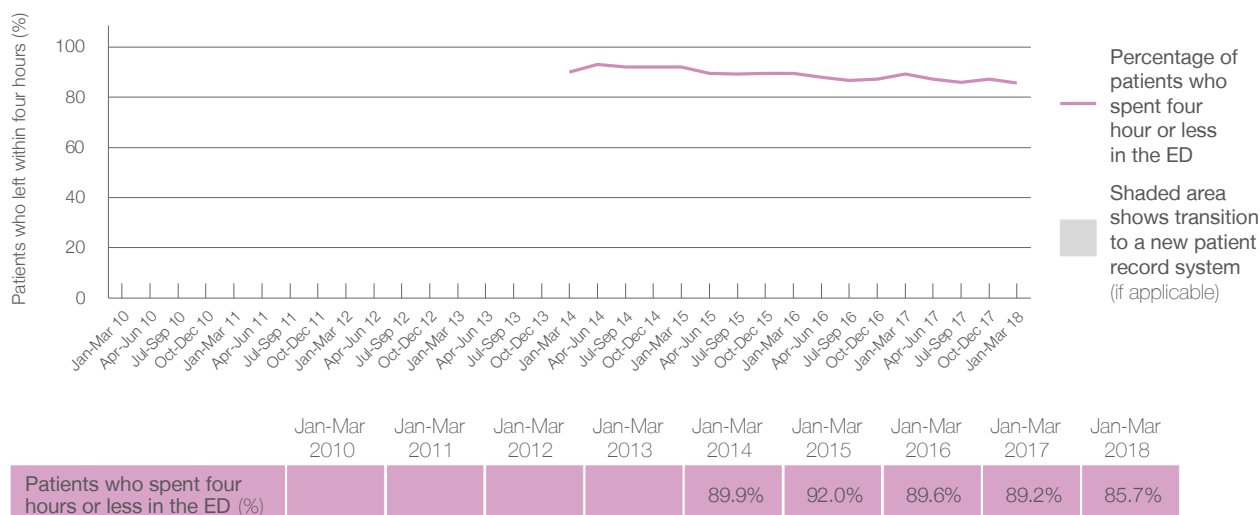
Presentations used to calculate time to leaving the ED: ⁶ 2,699 patients

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



Same period last year	Change since one year ago
2,706	0%
2,706	0%
89.2%	

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*.
 - § 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*.
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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).