

Mona Vale Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 8,565 patients
Emergency presentations:² 8,514 patients

Same period last year	Change since one year ago
8,915	-4%
8,872	-4%

Mona Vale Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,187 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,144 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,215 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 928 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,270	
7 minutes	8 minutes
11 minutes	28 minutes
3,299	
18 minutes	21 minutes
56 minutes	72 minutes
3,484	
17 minutes	26 minutes
104 minutes	105 minutes
763	
21 minutes	22 minutes
130 minutes	103 minutes

Mona Vale Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 8,565 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
8,915	-4%
82%	

* 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, January to March 2018*.
- 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.

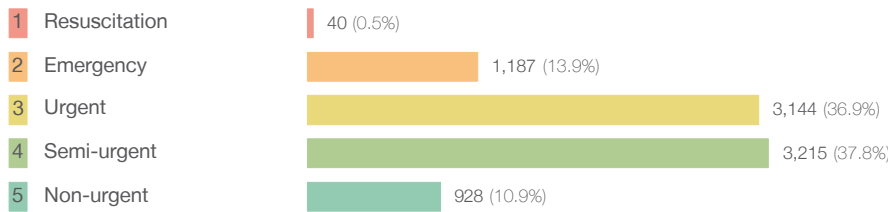
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Mona Vale Hospital: Patients presenting to the emergency department July to September 2018

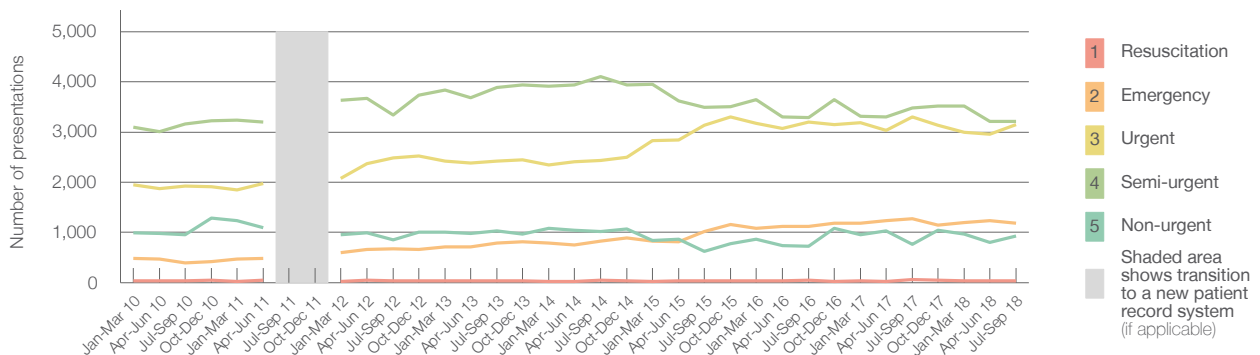
All presentations:¹ 8,565 patients

Emergency presentations² by triage category: 8,514 patients



Same period last year	Change since one year ago
8,915	-4%
8,872	-4%
56	-28.6%
1,270	-6.5%
3,299	-4.7%
3,484	-7.7%
763	21.6%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	31		38	40	43	35	45	56	40
Emergency	389		678	783	822	1,016	1,123	1,270	1,187
Urgent	1,918		2,481	2,422	2,430	3,134	3,202	3,299	3,144
Semi-urgent	3,155		3,334	3,884	4,106	3,494	3,286	3,484	3,215
Non-urgent	960		851	1,036	1,013	618	726	763	928
All emergency presentations	6,453		7,382	8,165	8,414	8,297	8,382	8,872	8,514

Mona Vale Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,792 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,860	
10 minutes	-1 minute
19 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.

Mona Vale Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,187

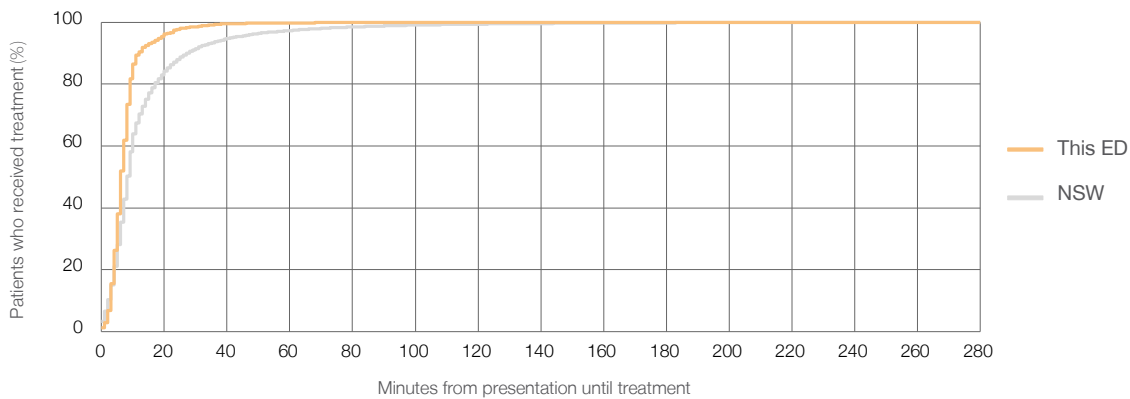
Number of triage 2 patients used to calculate waiting time:³ 1,184

Median time to start treatment⁴ 6 minutes

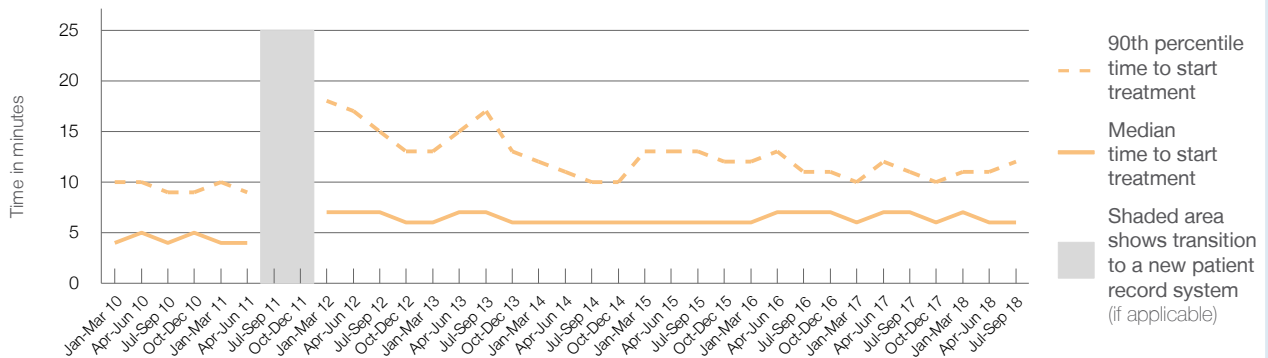
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,270	1,262
7 minutes	8 minutes
11 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	4		7	7	6	6	7	7	6
90th percentile time to start treatment ⁵ (minutes)	9		15	17	10	13	11	11	12

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Mona Vale Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,144

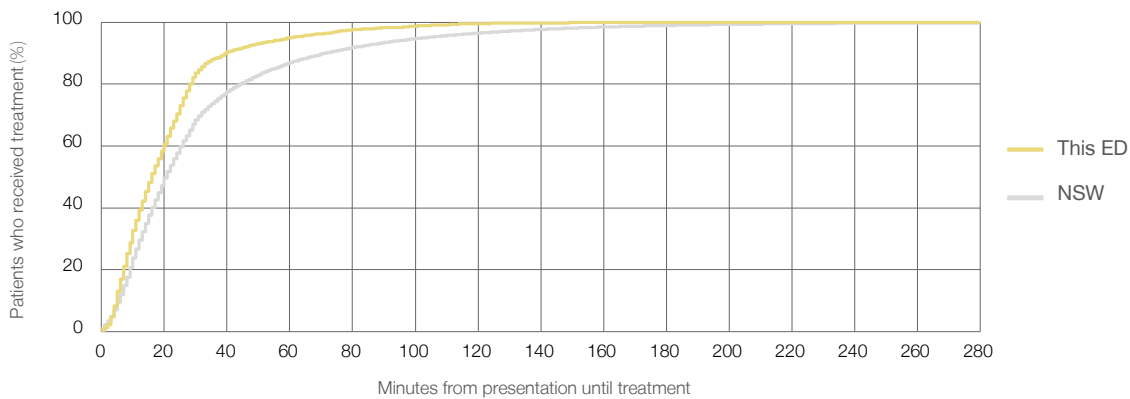
Number of triage 3 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴ 16 minutes

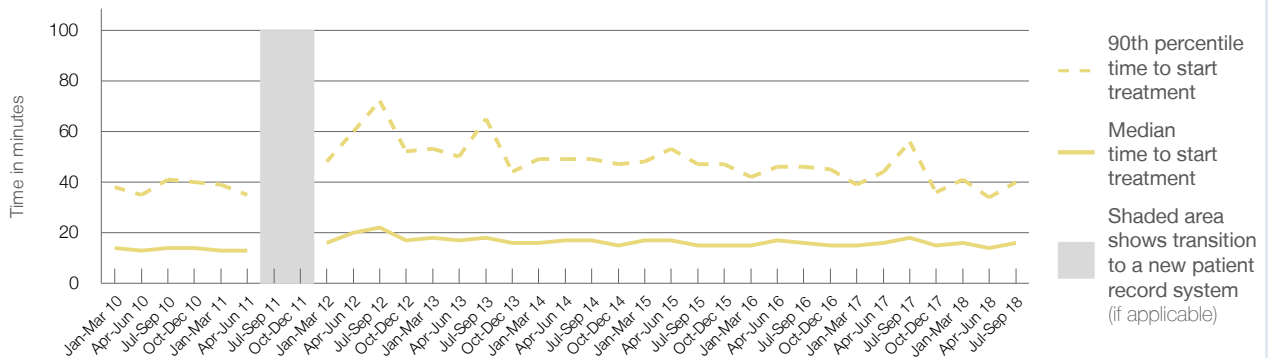
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
3,299	3,252
18 minutes	21 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	14		22	18	17	15	16	18	16
90th percentile time to start treatment ⁵ (minutes)	41		72	65	49	47	46	56	40

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Mona Vale Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,215

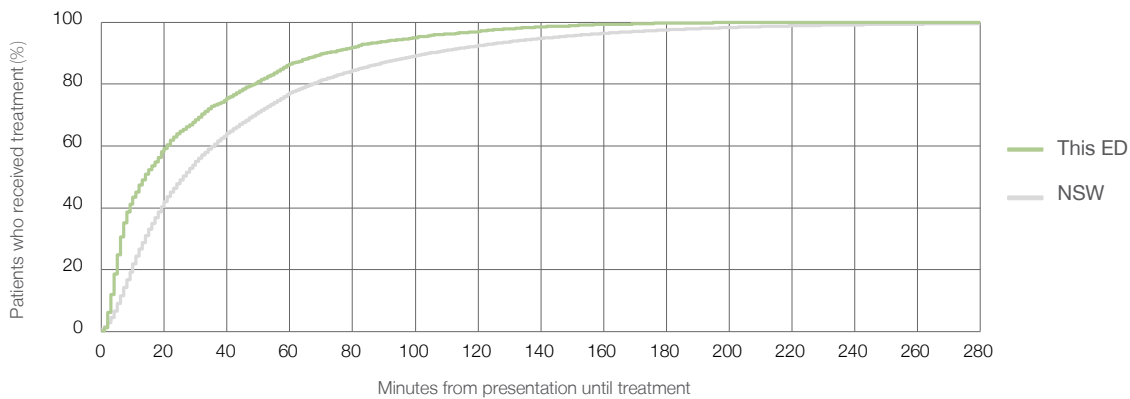
Number of triage 4 patients used to calculate waiting time:³ 3,096

Median time to start treatment⁴ 14 minutes

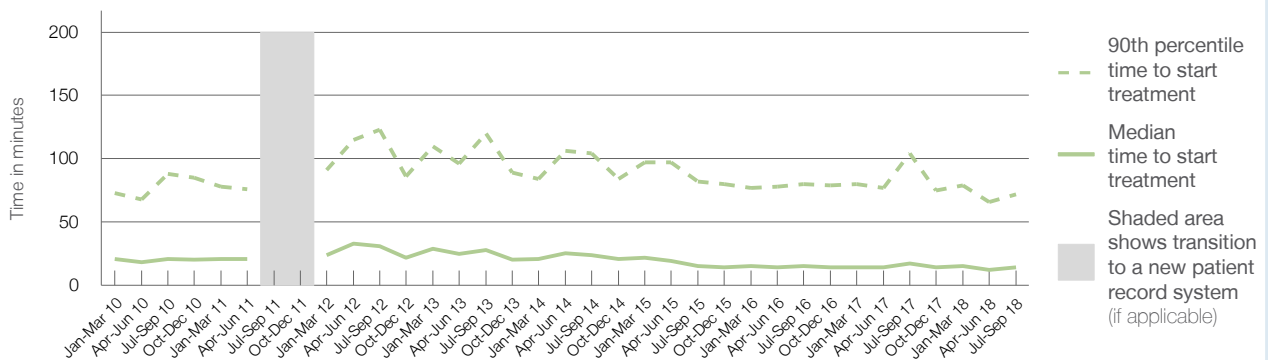
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,484	3,197
17 minutes	26 minutes
104 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21		31	28	24	15	15	17	14
90th percentile time to start treatment ⁵ (minutes)	88		123	120	104	82	80	104	72

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Mona Vale Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 928

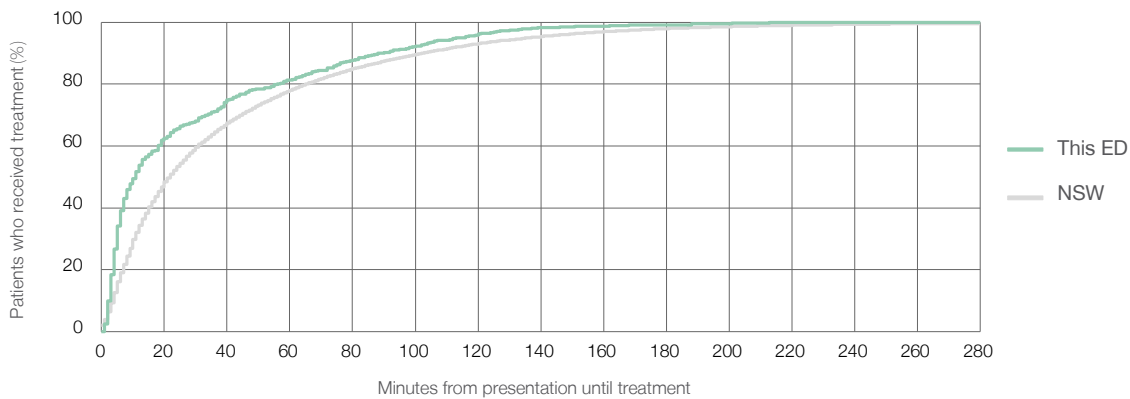
Number of triage 5 patients used to calculate waiting time:³ 849

Median time to start treatment⁴ 11 minutes

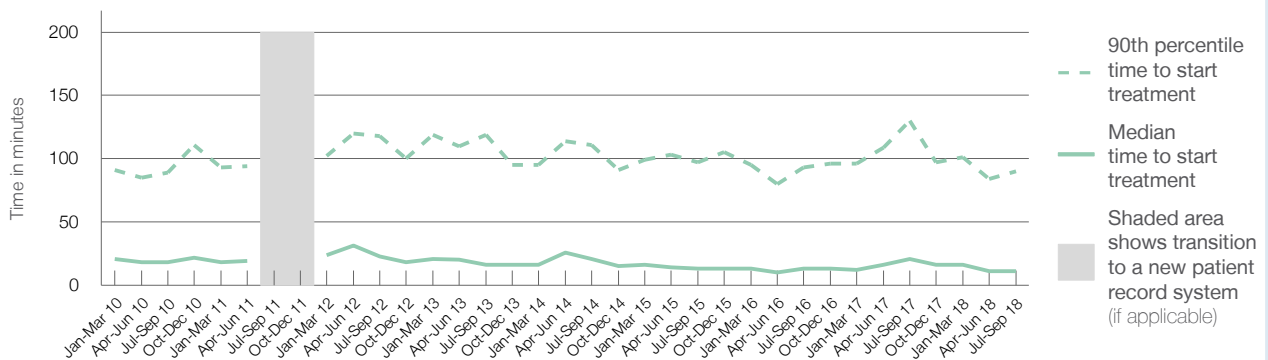
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
763	632
21 minutes	22 minutes
130 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18		23	16	21	13	13	21	11
90th percentile time to start treatment ⁵ (minutes)	89		118	119	111	97	93	130	90

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Mona Vale Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 8,565 patients

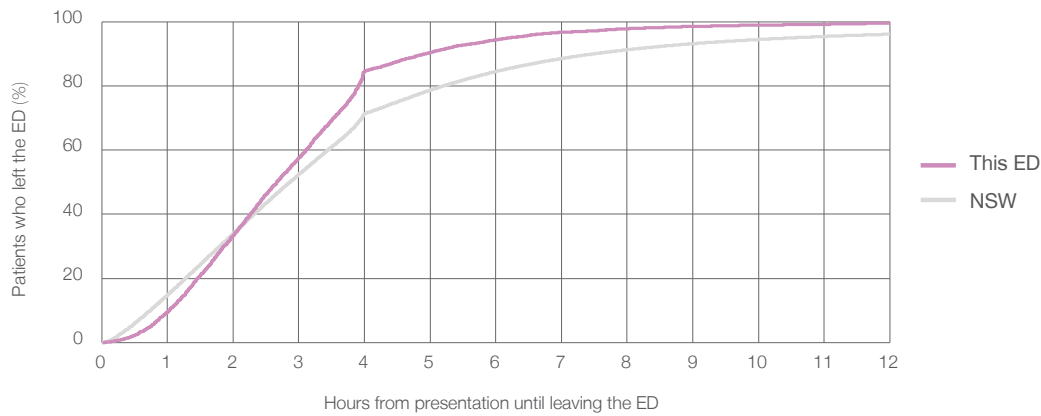
Presentations used to calculate time to leaving the ED:⁶ 8,565 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

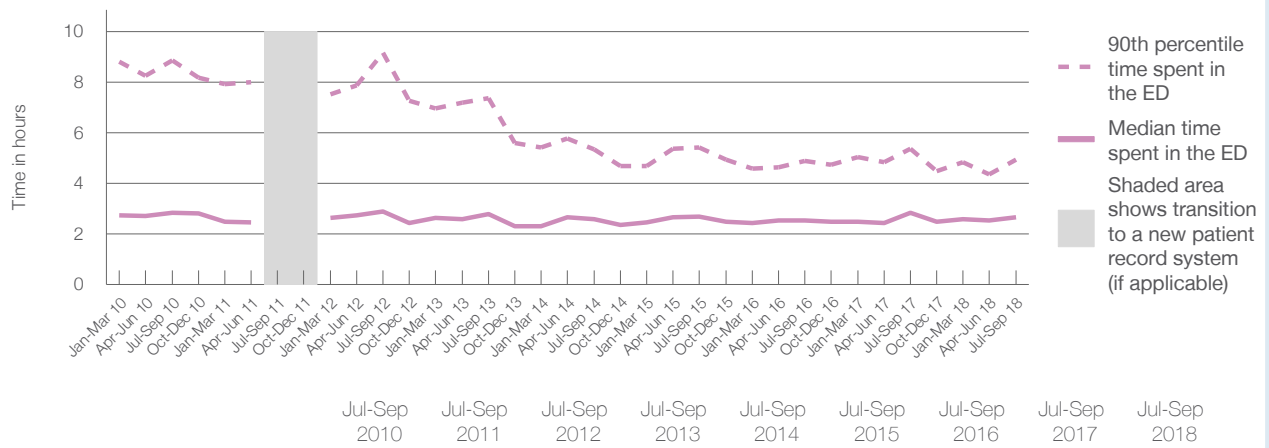
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
8,915	8,915
2 hours and 51 minutes	2 hours and 52 minutes
5 hours and 22 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 51m		2h 54m	2h 47m	2h 36m	2h 41m	2h 32m	2h 51m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 52m		9h 10m	7h 22m	5h 21m	5h 26m	4h 54m	5h 22m	4h 56m

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Mona Vale Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2018

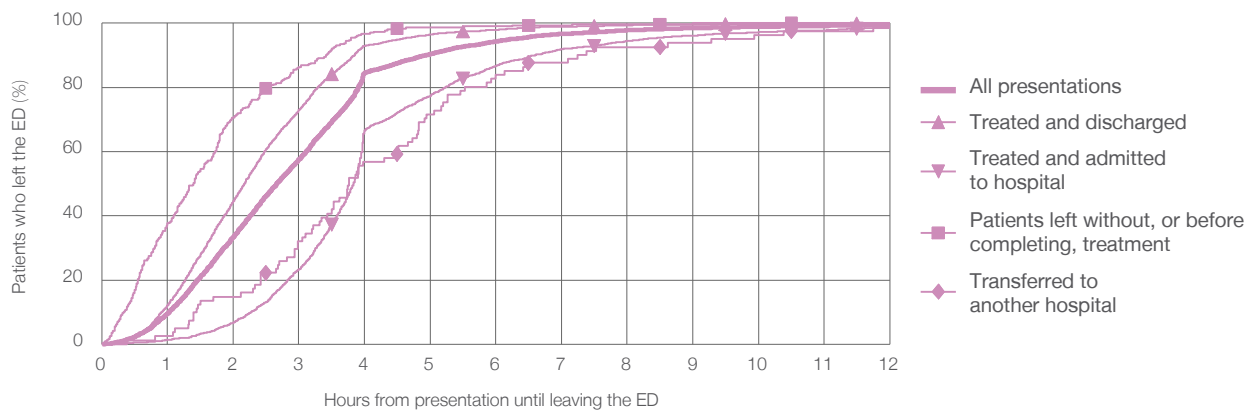
All presentations:¹ 8,565 patients

Presentations used to calculate time to leaving the ED:⁶ 8,565 patients

Treated and discharged	5,498 (64.2%)
Treated and admitted to hospital	2,673 (31.2%)
Patient left without, or before completing, treatment	306 (3.6%)
Transferred to another hospital	81 (0.9%)
Other	7 (0.1%)

Same period last year	Change since one year ago
8,915	-4%
5,591	-1.7%
2,703	-1.1%
539	-43.2%
78	3.8%
4	75.0%

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



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	12.2%	44.7%	73.0%	93.0%	98.0%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.3%	6.8%	23.4%	66.6%	86.8%	94.5%	97.2%	98.6%
Patient left without, or before completing, treatment	37.6%	70.6%	86.3%	96.7%	99.0%	99.7%	100%	100%
Transferred to another hospital	2.5%	14.8%	32.1%	56.8%	84.0%	92.6%	96.3%	98.8%
All presentations	9.6%	33.5%	57.6%	84.5%	94.4%	97.8%	98.9%	99.5%

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Mona Vale Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 8,565 patients

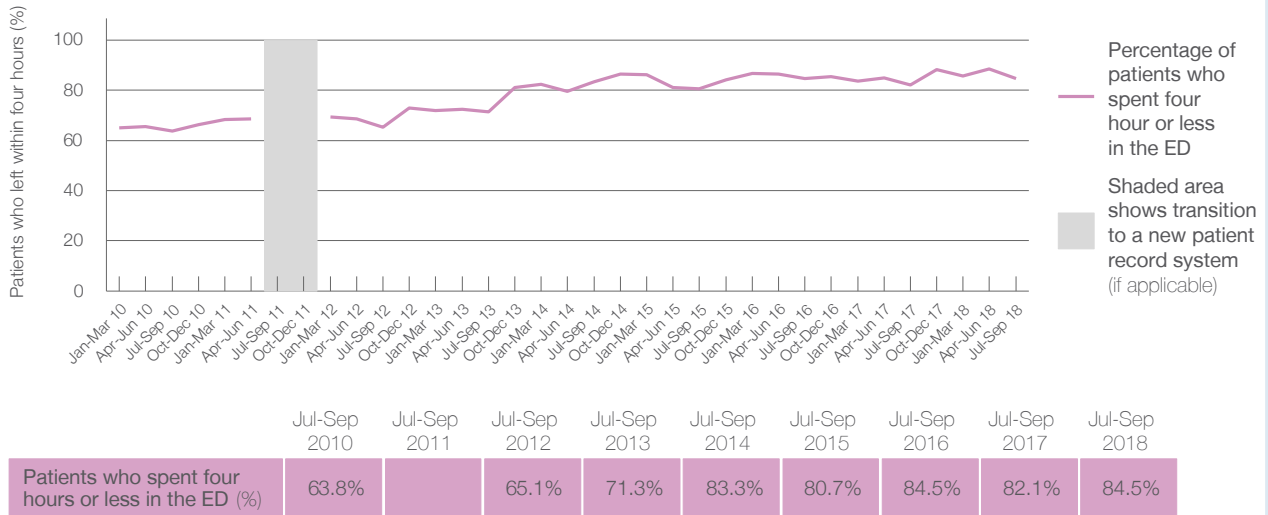
Presentations used to calculate time to leaving the ED: ⁶ 8,565 patients

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	8,915	-4%
Presentations used to calculate time to leaving the ED	8,915	-4%
Percentage of patients who spent four hours or less in the ED	82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).