

Mount Druiitt Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,352 patients
 Emergency presentations:² 9,252 patients

Same period last year	Change since one year ago
8,131	15.0%
8,023	15.3%

Mount Druiitt Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,577 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,621 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,080 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 930 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,262	
11 minutes	9 minutes
27 minutes	29 minutes
3,300	
32 minutes	23 minutes
115 minutes	83 minutes
2,552	
45 minutes	30 minutes
131 minutes	121 minutes
880	
39 minutes	26 minutes
127 minutes	118 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,349 patients

Percentage of patients who spent four hours or less in the ED 66.8%

Same period last year	Change since one year ago
8,122	15.1%
68.1%	

* 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.

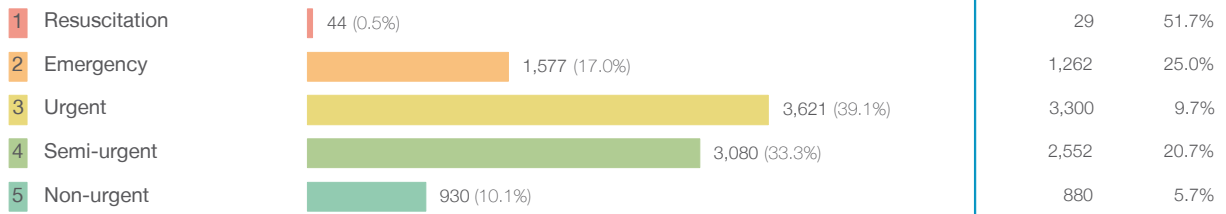
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

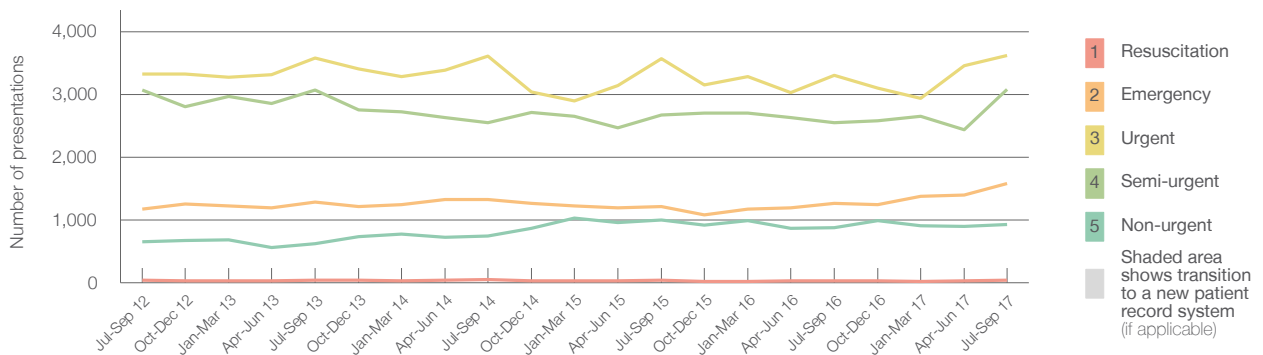
Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 9,352 patients

Emergency presentations² by triage category: 9,252 patients



Emergency presentations² 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	44	39	45	38	29	44
Emergency	1,167	1,286	1,328	1,208	1,262	1,577
Urgent	3,325	3,581	3,606	3,568	3,300	3,621
Semi-urgent	3,071	3,073	2,548	2,667	2,552	3,080
Non-urgent	648	624	745	1,002	880	930
All emergency presentations	8,255	8,603	8,272	8,483	8,023	9,252

Mount Druiitt Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,081 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 Druiitt Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

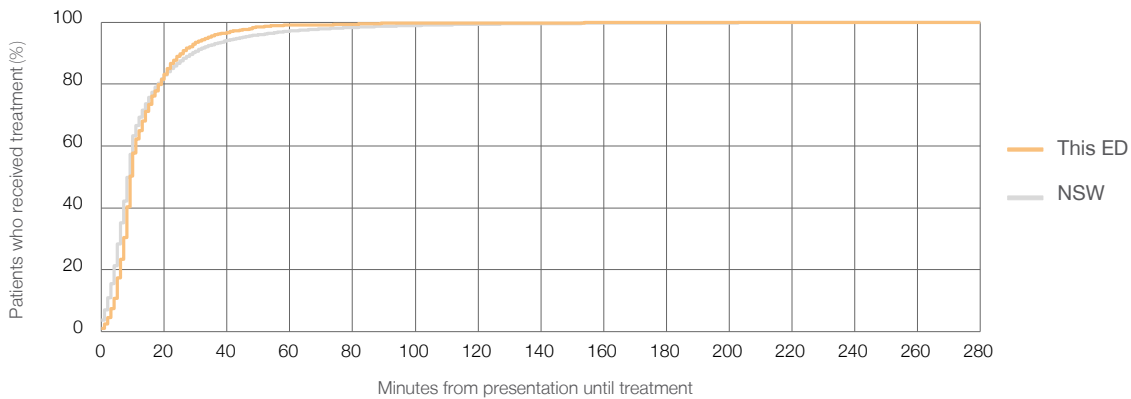
Number of triage 2 patients: 1,577

Number of triage 2 patients used to calculate waiting time:³ 1,561

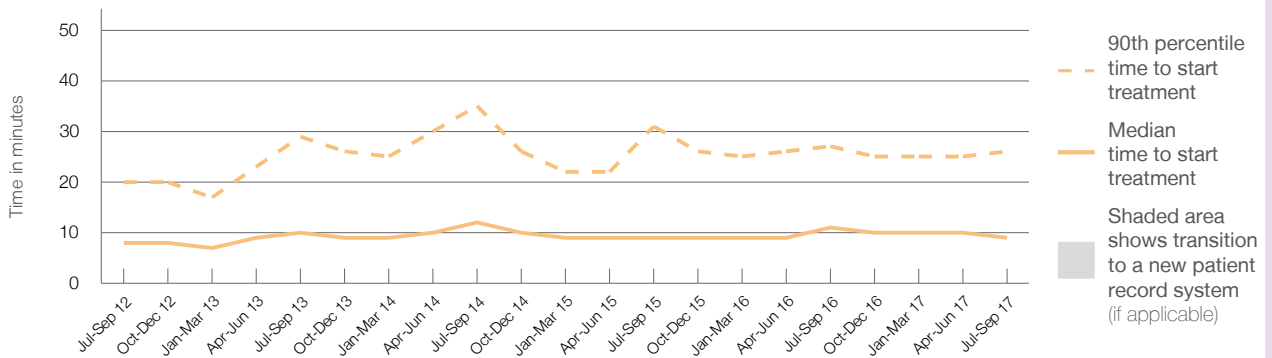
Median time to start treatment⁴ ■ 9 minutes
 90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year	NSW (this period)
1,262	
1,256	
11 minutes	9 minutes
27 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	10	12	9	11	9
90th percentile time to start treatment ⁵ (minutes)	20	29	35	31	27	26

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Mount Druiitt 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: 3,621

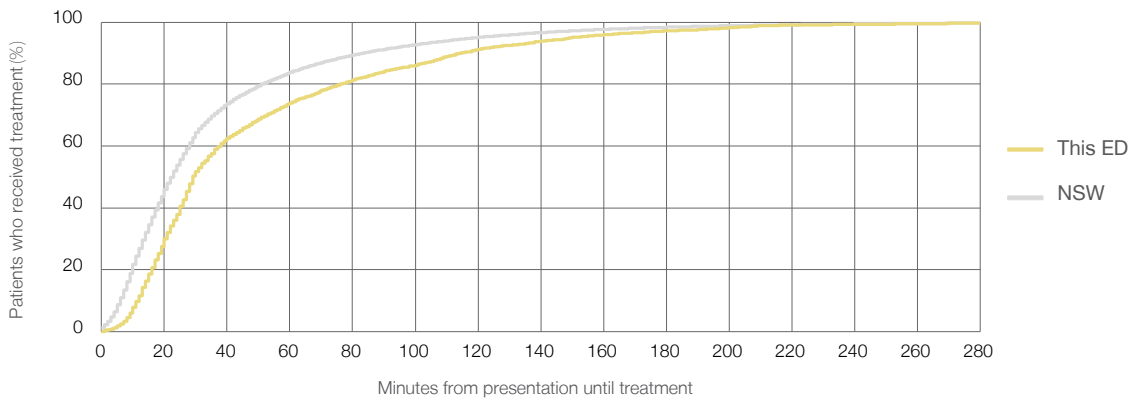
Number of triage 3 patients used to calculate waiting time:³ 3,396

Median time to start treatment⁴ 29 minutes

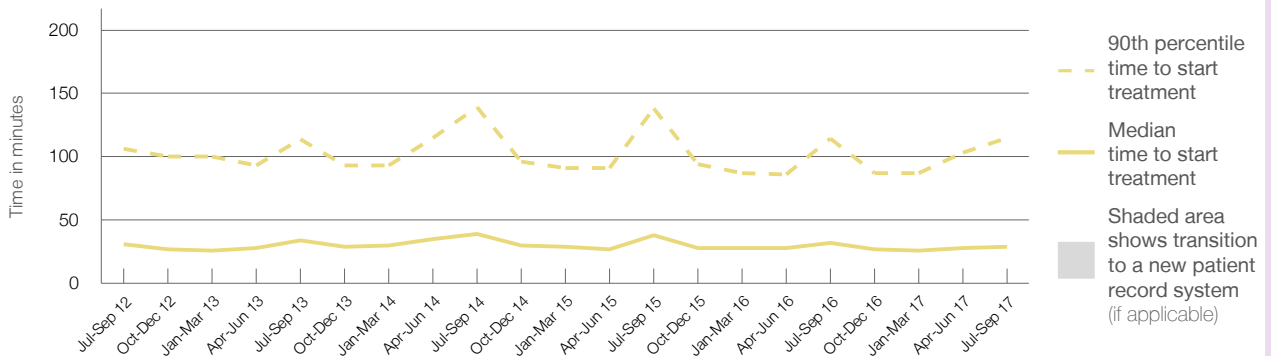
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,300	
3,190	
32 minutes	23 minutes
115 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	34	39	38	32	29
90th percentile time to start treatment ⁵ (minutes)	106	114	139	138	115	115

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Mount Druiitt 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: 3,080

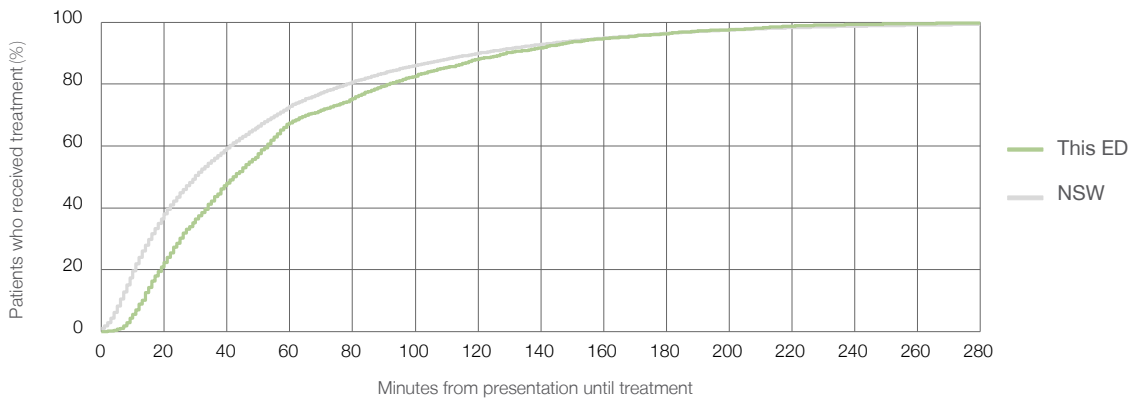
Number of triage 4 patients used to calculate waiting time:³ 2,806

Median time to start treatment⁴ 43 minutes

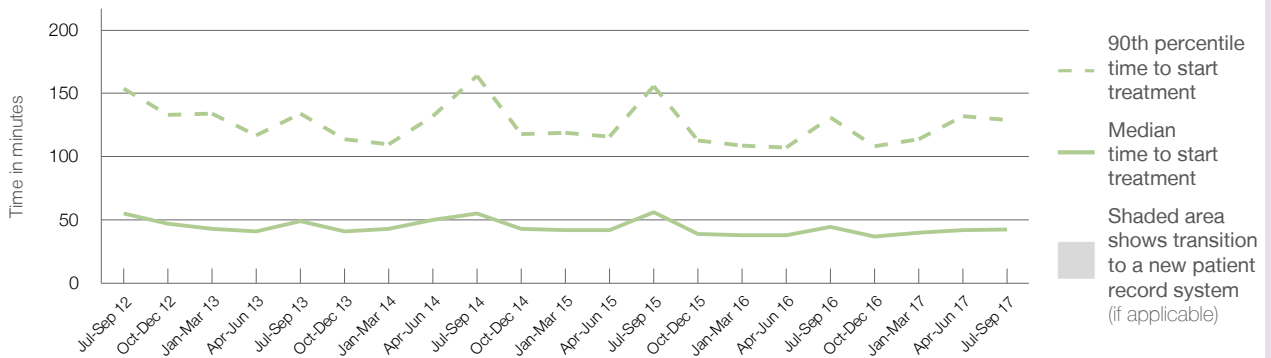
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,552	
2,404	
45 minutes	30 minutes
131 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	55	49	55	56	45	43
90th percentile time to start treatment ⁵ (minutes)	154	134	164	156	131	129

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Mount Druiitt 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: 930

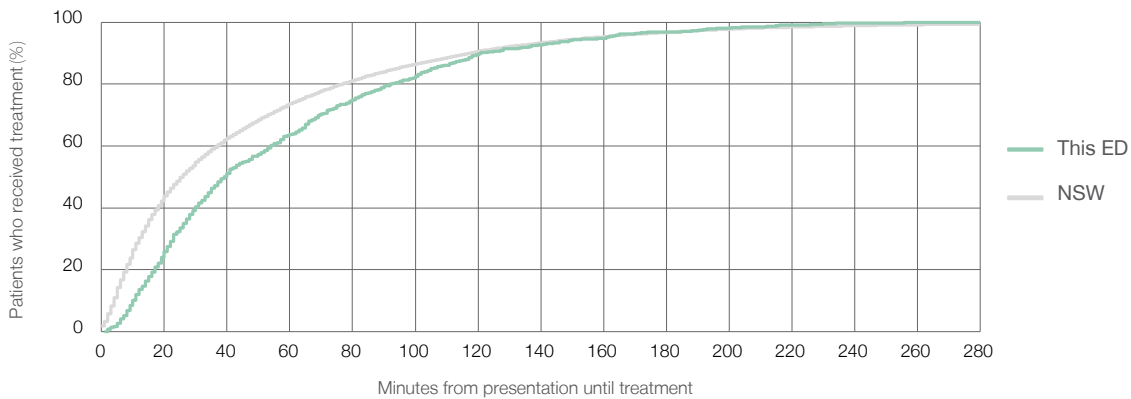
Number of triage 5 patients used to calculate waiting time:³ 800

Median time to start treatment⁴ 40 minutes

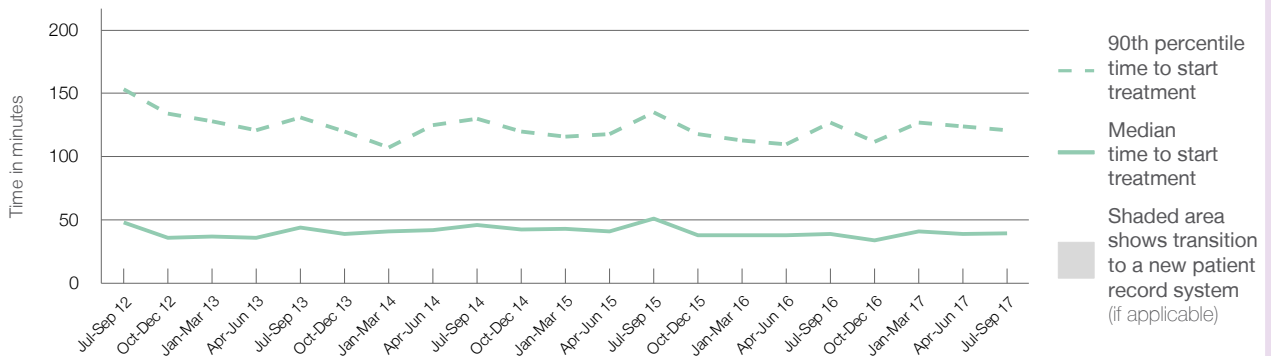
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
880	785
39 minutes	26 minutes
127 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	44	46	51	39	40
90th percentile time to start treatment ⁵ (minutes)	153	131	130	135	127	121

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Mount Druitt Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,352 patients

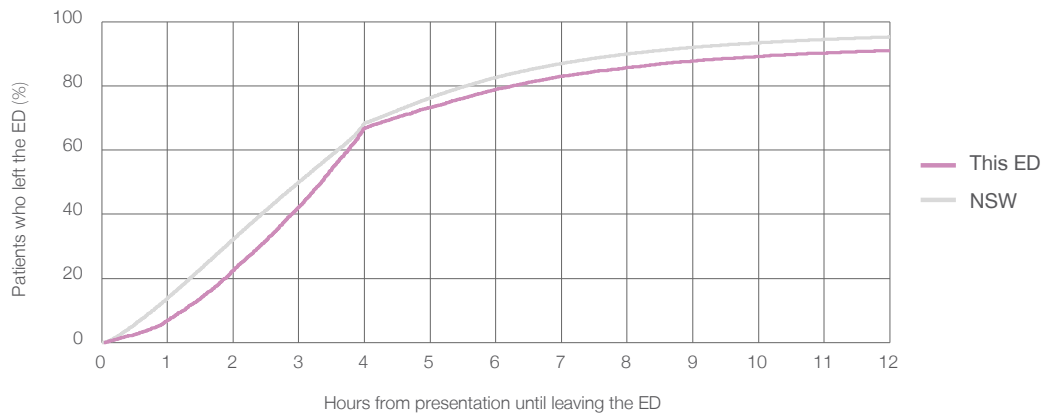
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

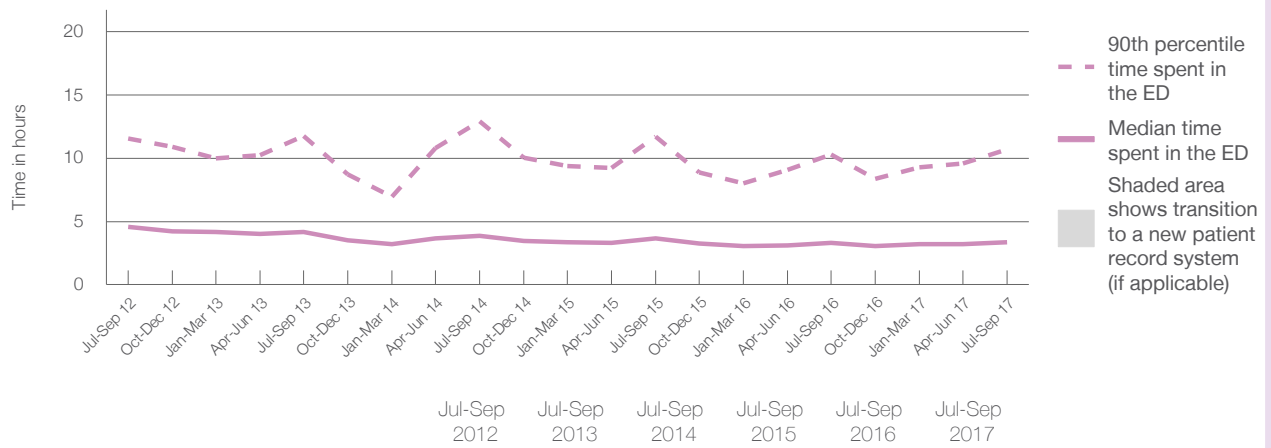
90th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year	NSW (this period)
8,131	
8,122	
3 hours and 18 minutes	3 hours and 0 minutes
10 hours and 16 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 34m	11h 46m	12h 54m	11h 41m	10h 16m	10h 43m

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

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Mount Druiitt Hospital: Time patients spent in the ED By mode of separation July to September 2017

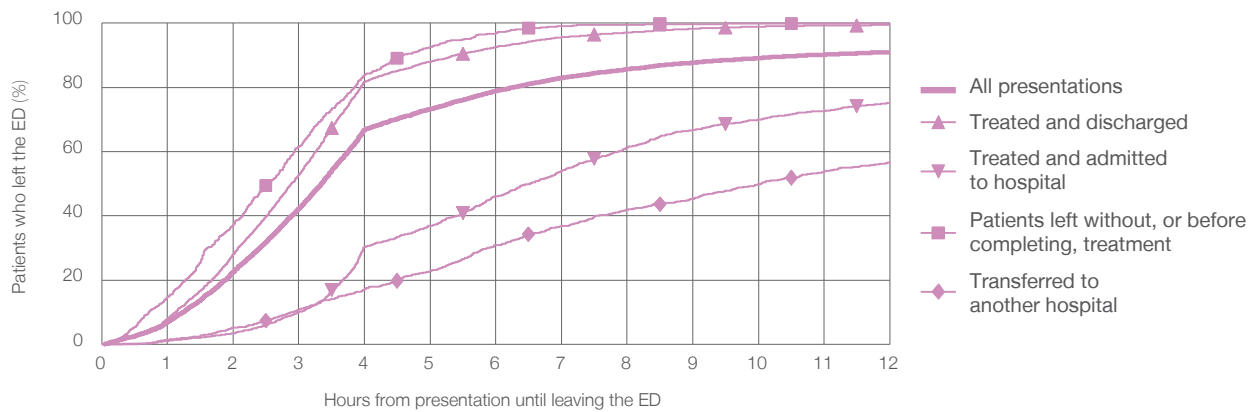
All presentations:¹ 9,352 patients

Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Treated and discharged	5,962 (63.8%)
Treated and admitted to hospital	1,525 (16.3%)
Patient left without, or before completing, treatment	867 (9.3%)
Transferred to another hospital	975 (10.4%)
Other	23 (0.2%)

Same period last year	Change since one year ago
8,122	15.1%
5,218	14.3%
1,541	-1.0%
490	76.9%
882	10.5%
0	

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



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

Treated and discharged	8.0%	28.0%	52.8%	81.8%	92.6%	97.1%	98.9%	99.4%
Treated and admitted to hospital	1.0%	3.3%	10.1%	30.2%	46.0%	61.2%	70.0%	75.1%
Patient left without, or before completing, treatment	14.8%	37.3%	61.6%	83.9%	97.0%	99.5%	99.9%	99.9%
Transferred to another hospital	1.4%	5.1%	10.8%	17.1%	31.0%	41.9%	49.8%	56.7%
All presentations	6.9%	22.5%	42.3%	66.8%	78.9%	85.7%	89.1%	91.0%

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Mount Druiitt 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:¹ 9,352 patients

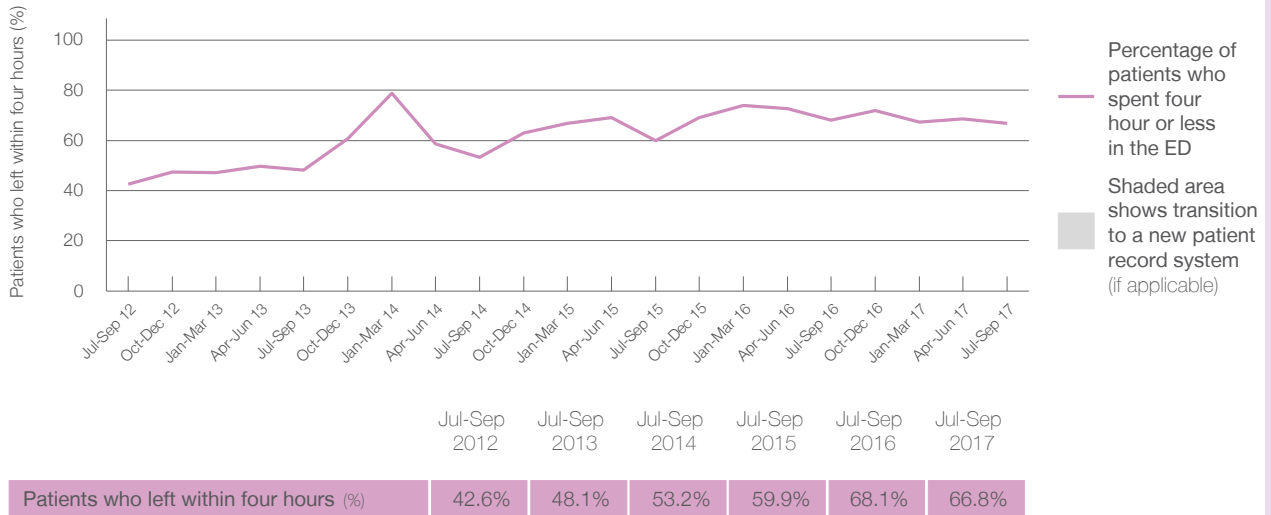
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

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	8,131	15.0%
Presentations used to calculate time to leaving the ED	8,122	15.1%
Percentage of patients who spent four hours or less in the ED	68.1%	

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



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

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- 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).