

Mudgee District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,315 patients
 Emergency presentations:² 3,196 patients

Same period last year	Change since one year ago
2,730	21.4%
2,547	25.5%

Mudgee District Hospital: Time patients waited to start treatment³

July to September 2017

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

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 822 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,649 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 443 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
234	
7 minutes	9 minutes
26 minutes	29 minutes
593	
22 minutes	23 minutes
59 minutes	83 minutes
1,261	
34 minutes	30 minutes
99 minutes	121 minutes
451	
35 minutes	26 minutes
113 minutes	118 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,314 patients

Percentage of patients who spent four hours or less in the ED 85.9%

Same period last year	Change since one year ago
2,730	21.4%
86.7%	

* 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.

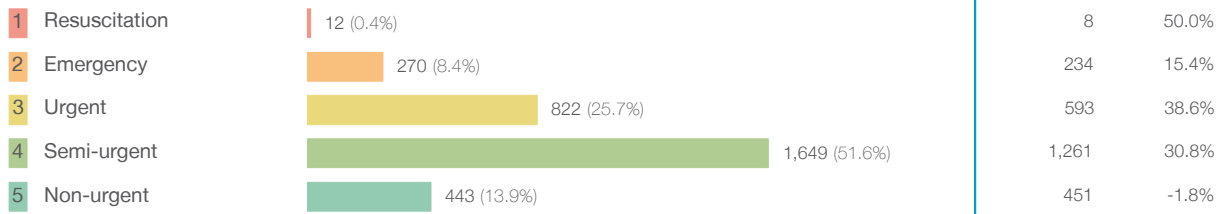
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

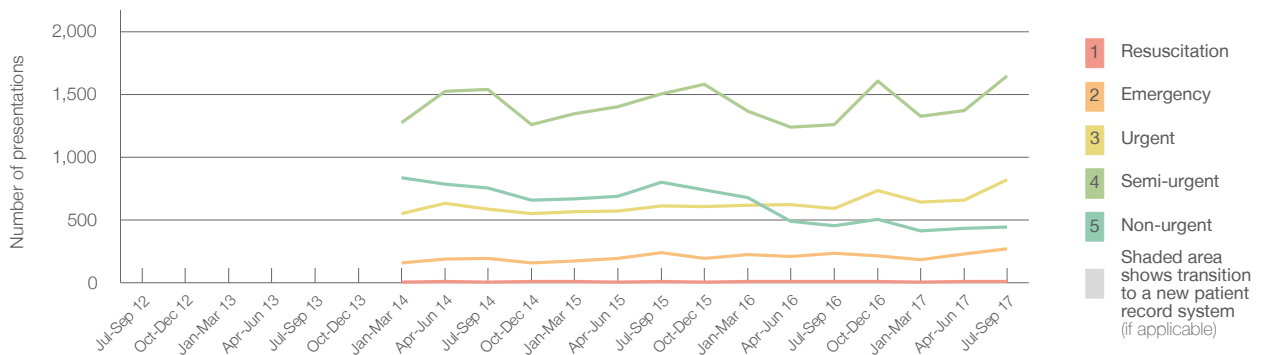
Mudgee District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 3,315 patients

Emergency presentations² by triage category: 3,196 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			< 5	8	8	12
Emergency			196	240	234	270
Urgent			584	612	593	822
Semi-urgent			1,539	1,502	1,261	1,649
Non-urgent			754	802	451	443
All emergency presentations			3,073	3,164	2,547	3,196

Mudgee District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 282 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.
- (§) 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.

Mudgee 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: 270

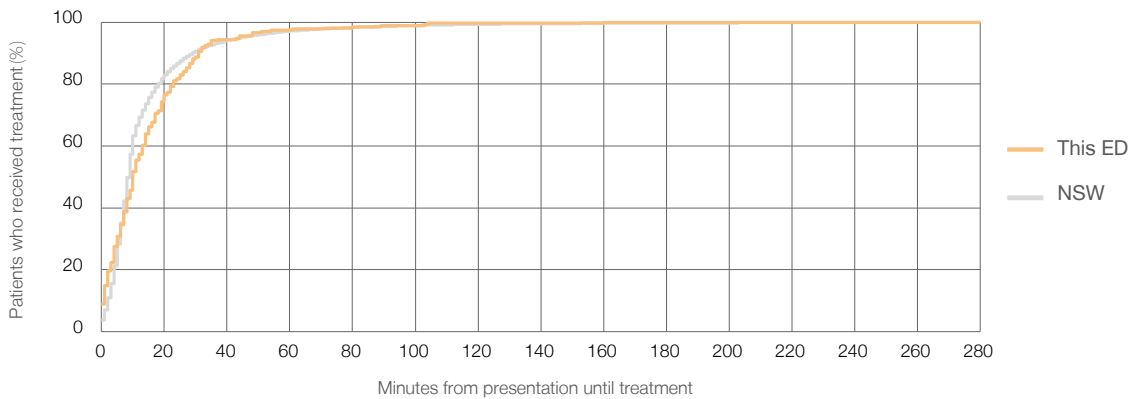
Number of triage 2 patients used to calculate waiting time:³ 269

Median time to start treatment⁴ 10 minutes

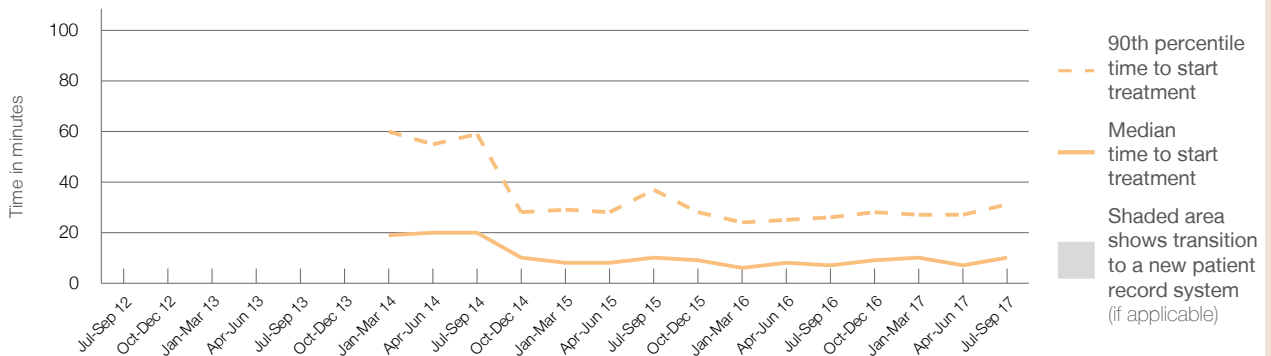
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
234	234
7 minutes	9 minutes
26 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)			20	10	7	10
90th percentile time to start treatment ⁵ (minutes)			59	37	26	31

(†) 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.

(§) 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.

Mudgee 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: 822

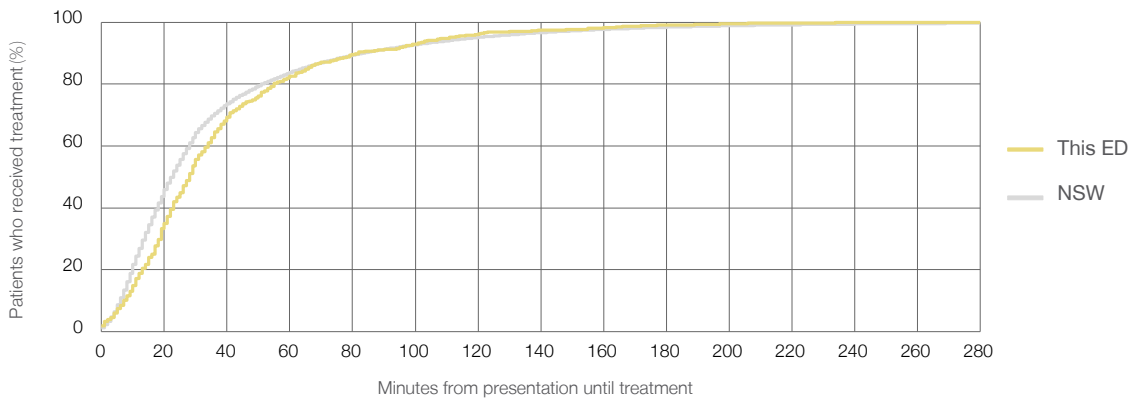
Number of triage 3 patients used to calculate waiting time:³ 794

Median time to start treatment⁴ 28 minutes

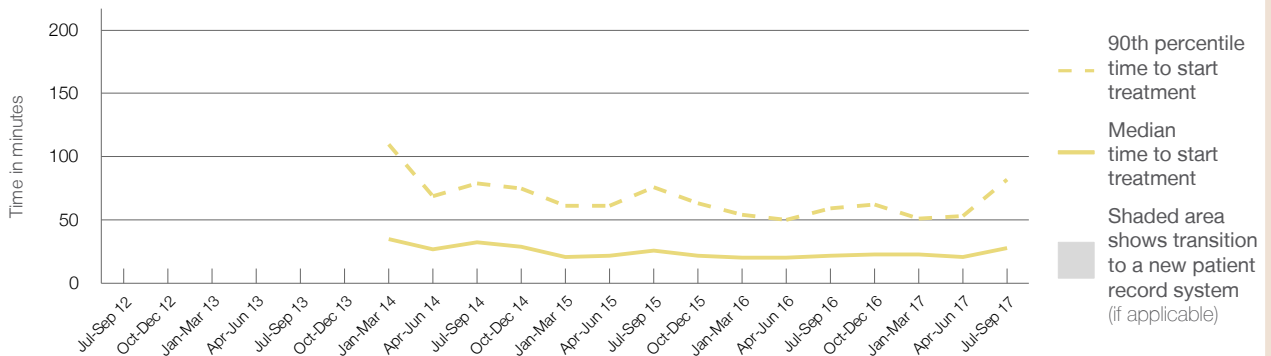
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
593	
581	
22 minutes	23 minutes
59 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)			33	26	22	28
90th percentile time to start treatment ⁵ (minutes)			79	76	59	82

(†) 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.

(§) 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.

Mudgee 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: 1,649

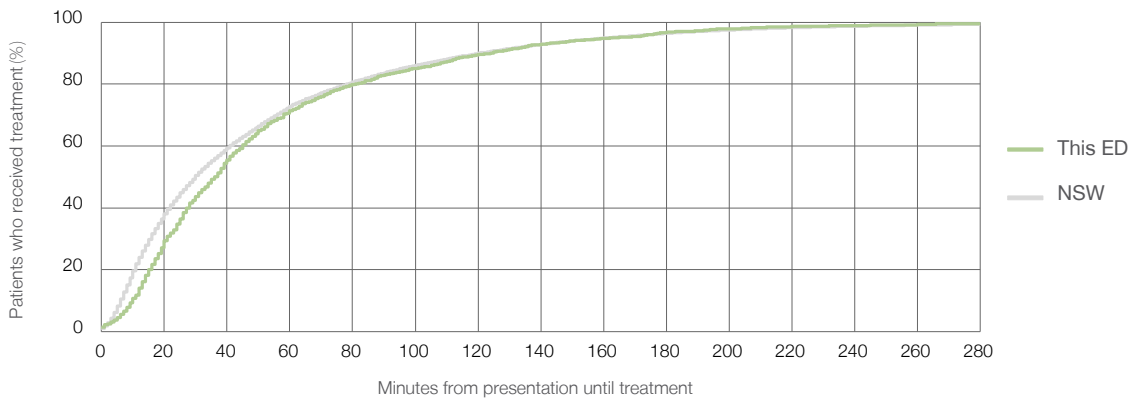
Number of triage 4 patients used to calculate waiting time:³ 1,477

Median time to start treatment⁴ 36 minutes

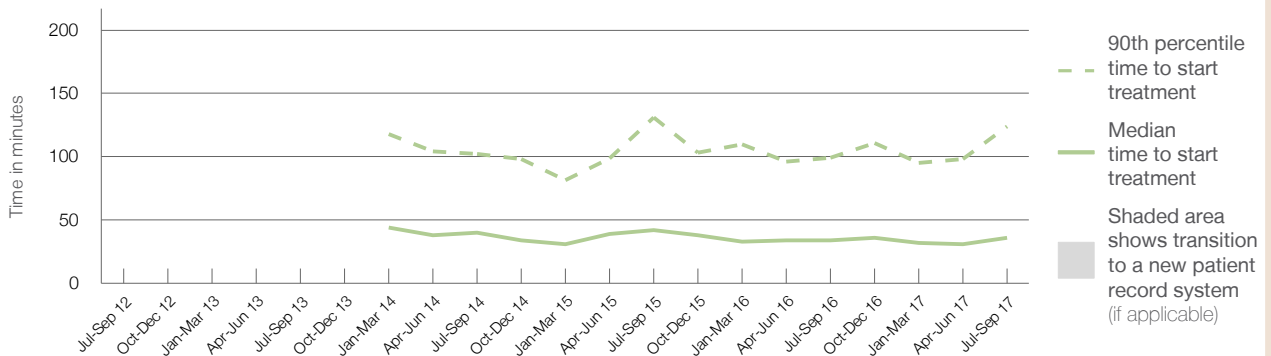
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
1,261	
1,208	
34 minutes	30 minutes
99 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)			40	42	34	36
90th percentile time to start treatment ⁵ (minutes)			102	131	99	124

(†) 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.

(§) 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.

Mudgee 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: 443

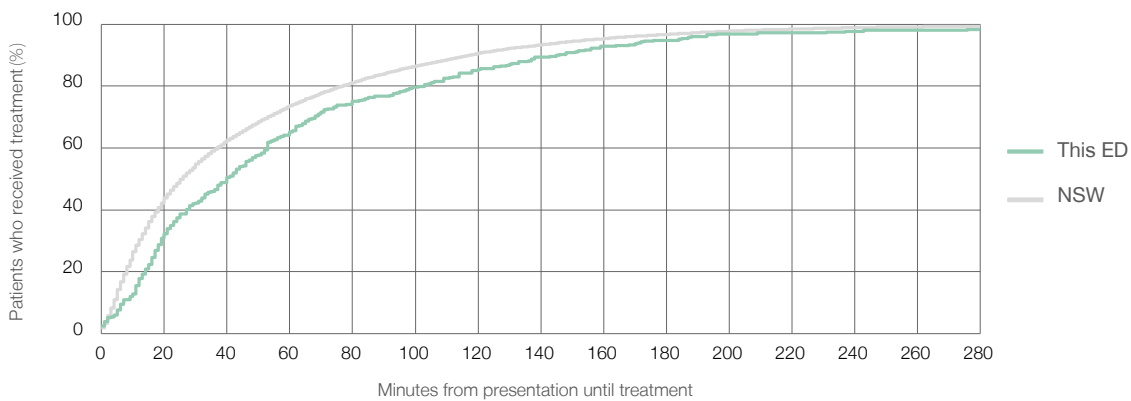
Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 40 minutes

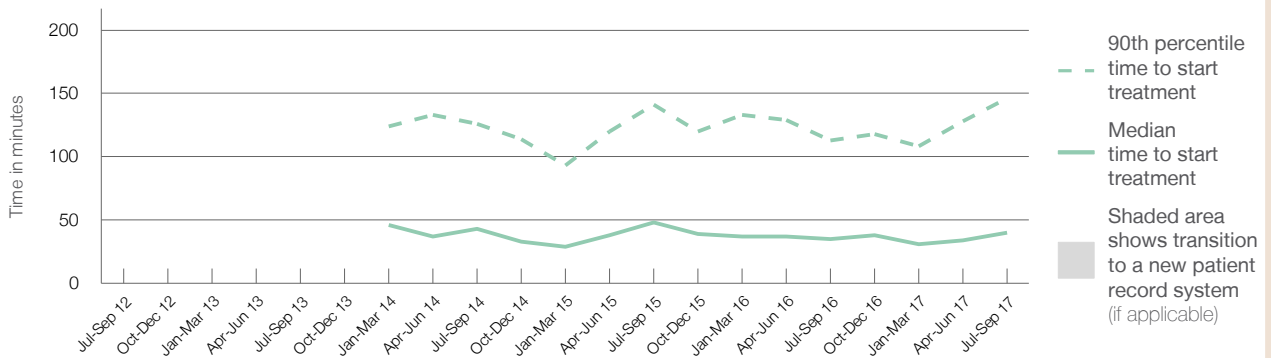
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
451	
385	
35 minutes	26 minutes
113 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)			43	48	35	40
90th percentile time to start treatment ⁵ (minutes)			126	141	113	146

(†) 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.

(§) 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.

Mudgee District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,315 patients

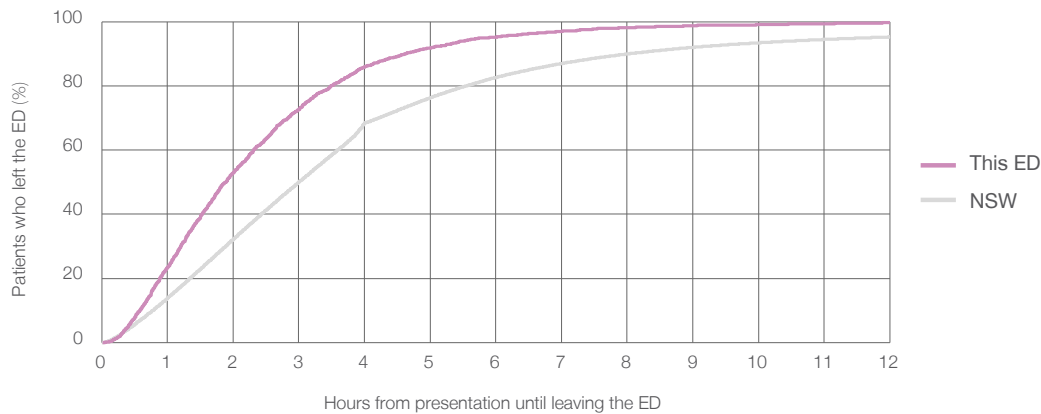
Presentations used to calculate time to leaving the ED:⁶ 3,314 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

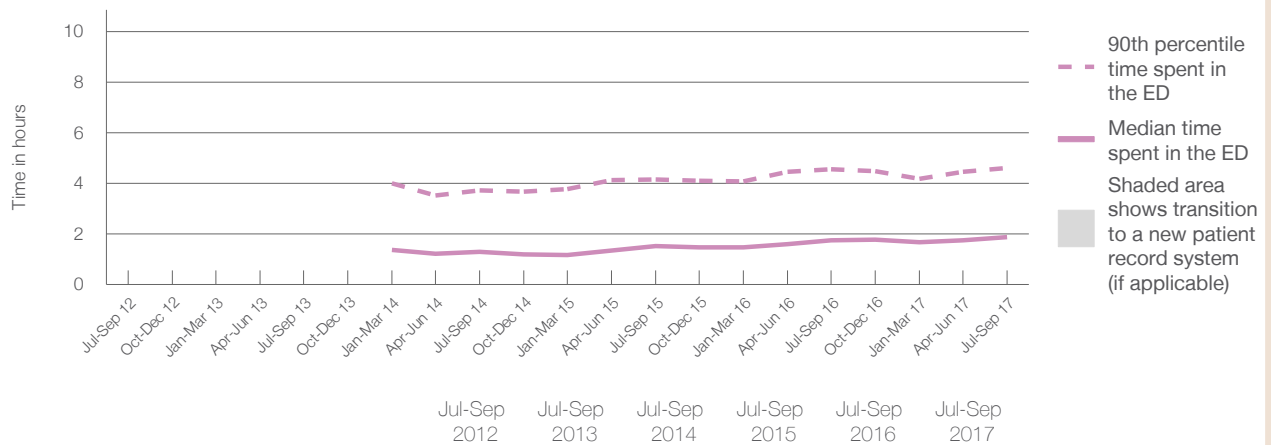
90th percentile time spent in the ED⁹ 4 hours and 37 minutes

Same period last year	NSW (this period)
2,730	2,730
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 35 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)			1h 18m	1h 31m	1h 46m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 43m	4h 10m	4h 35m	4h 37m

(†) 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.

(§) 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.

Mudgee District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

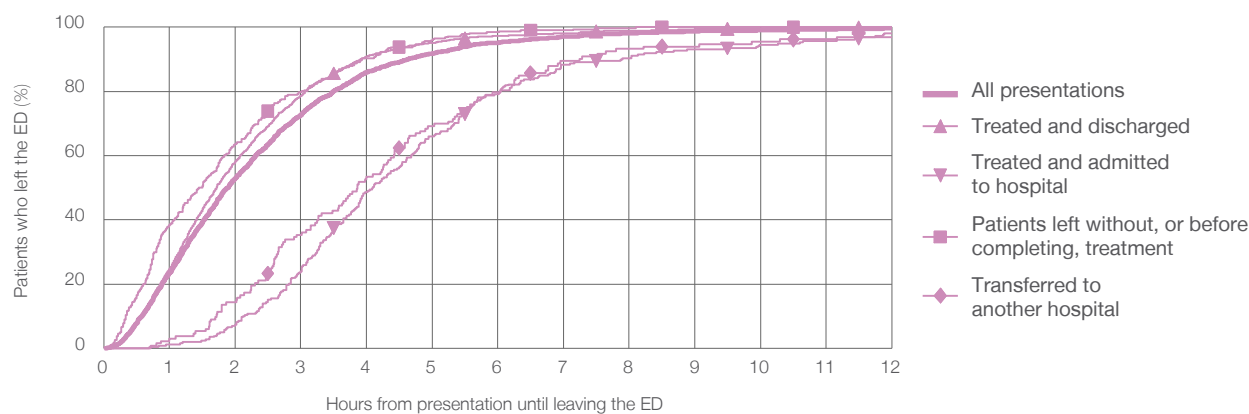
All presentations:¹ 3,315 patients

Presentations used to calculate time to leaving the ED:⁶ 3,314 patients

Treated and discharged	2,587 (78.0%)
Treated and admitted to hospital	259 (7.8%)
Patient left without, or before completing, treatment	322 (9.7%)
Transferred to another hospital	133 (4.0%)
Other	14 (0.4%)

Same period last year	Change since one year ago
2,730	21.4%
2,101	23.1%
266	-2.6%
200	61.0%
134	-0.7%
29	-51.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.7%	58.2%	78.5%	90.8%	97.3%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.3%	23.9%	48.6%	79.2%	90.3%	94.6%	98.1%
Patient left without, or before completing, treatment	38.5%	63.7%	79.8%	90.4%	98.4%	99.7%	100%	100%
Transferred to another hospital	3.0%	14.3%	35.3%	53.4%	79.7%	93.2%	95.5%	97.0%
All presentations	23.5%	53.0%	72.6%	85.9%	95.2%	98.1%	99.1%	99.7%

(†) 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.

(§) 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.

Mudgee 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:¹ 3,315 patients

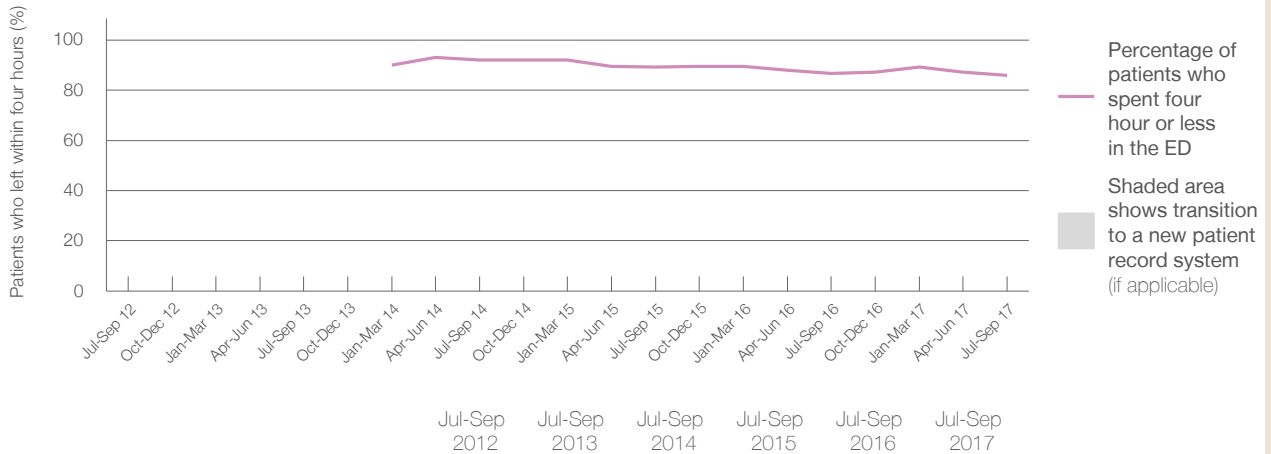
Presentations used to calculate time to leaving the ED:⁶ 3,314 patients

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: ¹	2,730	21.4%
Presentations used to calculate time to leaving the ED: ⁶	2,730	21.4%
Percentage of patients who spent four hours or less in the ED	86.7%	

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 (%)						
			92.1%	89.3%	86.7%	85.9%

* 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*.

- 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).