

Mount Druitt Hospital: Emergency department (ED) overview

July to September 2018


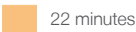
All presentations:¹ 9,193 patients
Emergency presentations:² 9,119 patients

Same period last year	Change since one year ago
9,355	-2%
9,255	-1%



Mount Druitt Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,675 patients

Median time to start treatment⁴  9 minutes
90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,622 patients

Median time to start treatment⁴  23 minutes
90th percentile time to start treatment⁵  74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,985 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 807 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  105 minutes

Same period last year	NSW (this period)
1,577	
9 minutes	8 minutes
26 minutes	28 minutes
3,623	
30 minutes	21 minutes
116 minutes	72 minutes
3,081	
43 minutes	26 minutes
130 minutes	105 minutes
930	
40 minutes	22 minutes
122 minutes	103 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,187 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
9,354	-2%
71%	

* 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.

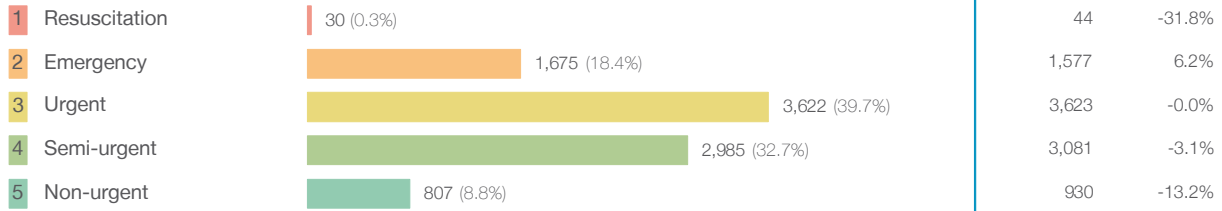
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

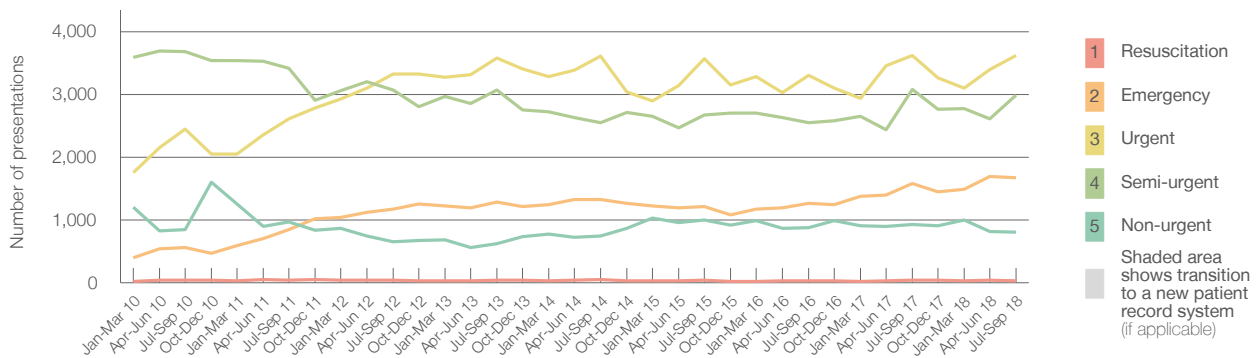
Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 9,193 patients

Emergency presentations² by triage category: 9,119 patients



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	44	41	44	39	45	38	29	44	30
Emergency	560	849	1,167	1,286	1,328	1,208	1,263	1,577	1,675
Urgent	2,449	2,614	3,325	3,581	3,606	3,568	3,300	3,623	3,622
Semi-urgent	3,680	3,415	3,071	3,073	2,548	2,667	2,553	3,081	2,985
Non-urgent	845	963	648	624	745	1,002	880	930	807
All emergency presentations	7,578	7,882	8,255	8,603	8,272	8,483	8,025	9,255	9,119

Mount Druiitt Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,195 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 July to September 2018

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

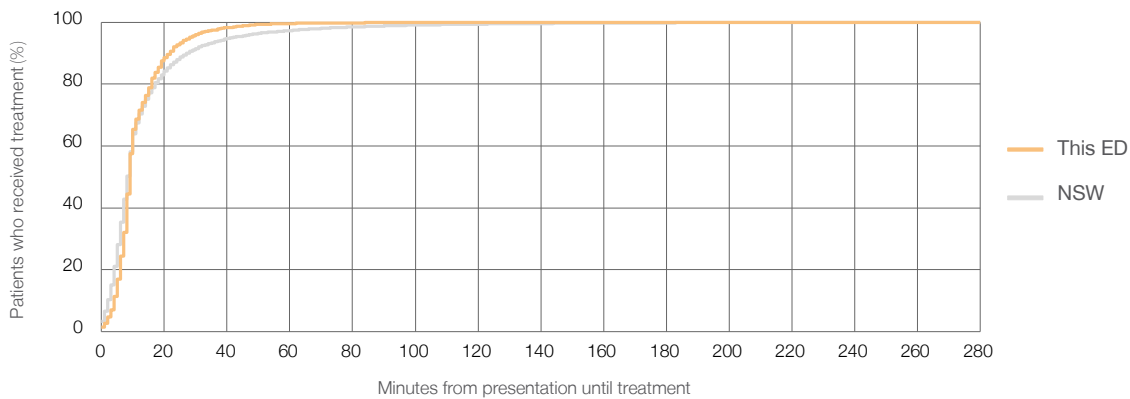
Number of triage 2 patients: 1,675

Number of triage 2 patients used to calculate waiting time:³ 1,665

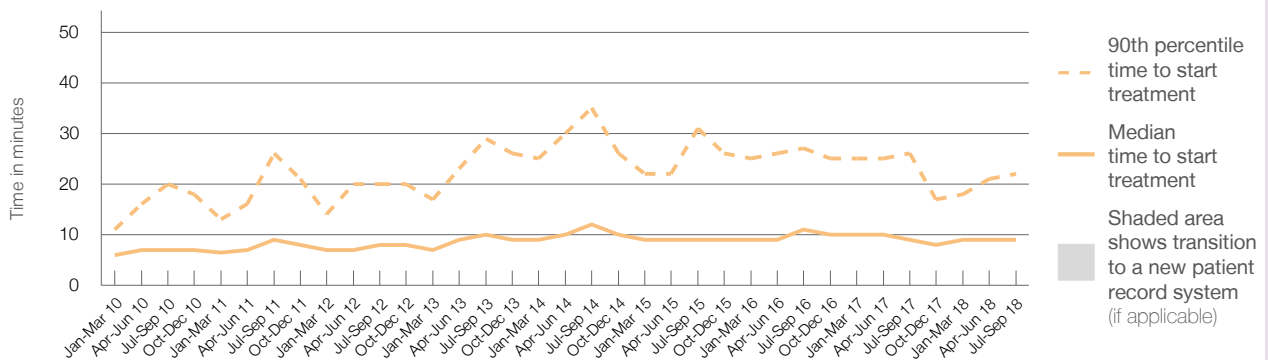
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 22 minutes

Same period last year	NSW (this period)
1,577	1,571
9 minutes	8 minutes
26 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)	7	9	8	10	12	9	11	9	9
90th percentile time to start treatment ⁵ (minutes)	20	26	20	29	35	31	27	26	22

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Mount Druiitt 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: 3,622

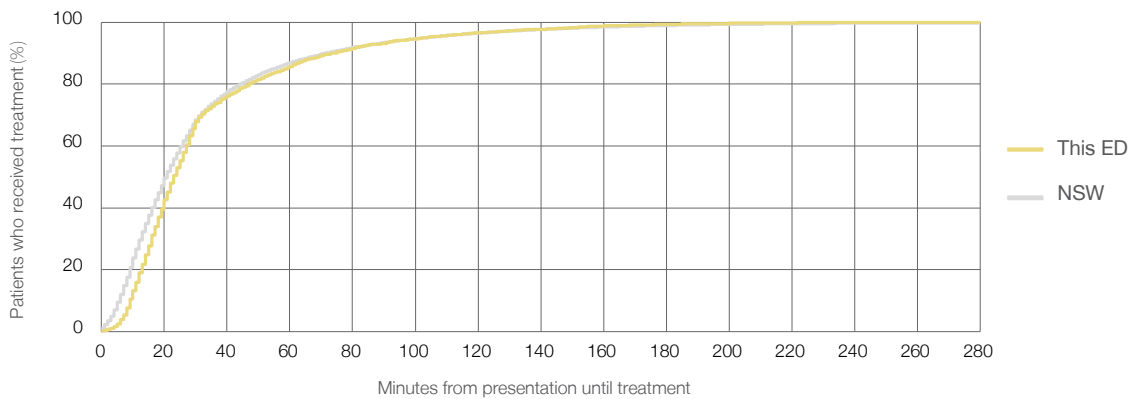
Number of triage 3 patients used to calculate waiting time:³ 3,446

Median time to start treatment⁴ 23 minutes

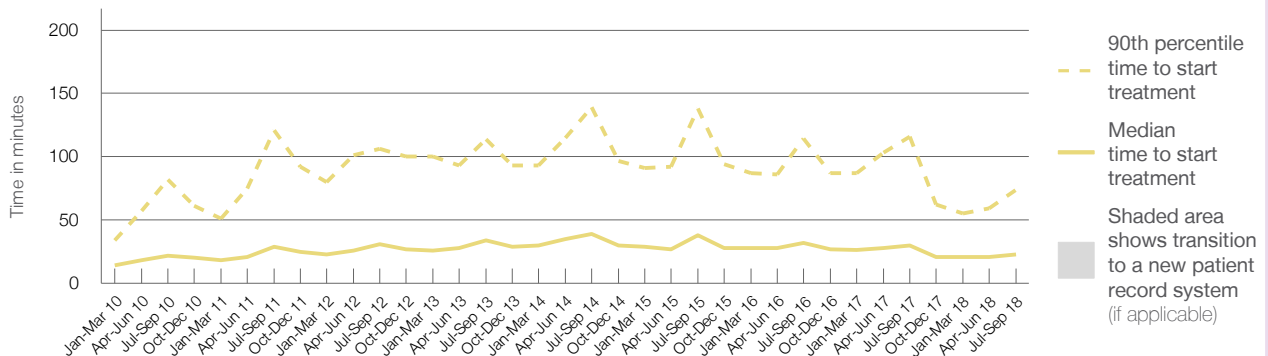
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
3,623	3,426
30 minutes	21 minutes
116 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)	22	29	31	34	39	38	32	30	23
90th percentile time to start treatment ⁵ (minutes)	82	121	106	114	139	138	115	116	74

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Mount Druitt 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: 2,985

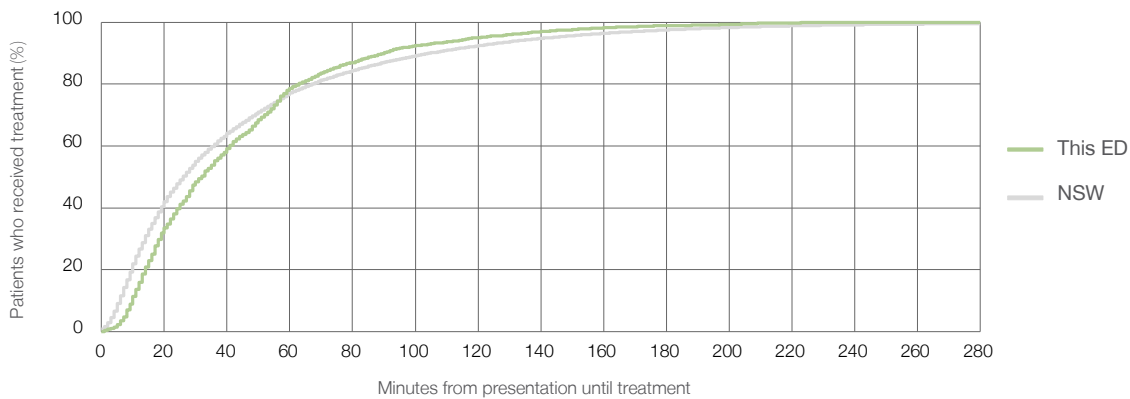
Number of triage 4 patients used to calculate waiting time:³ 2,779

Median time to start treatment⁴ 32 minutes

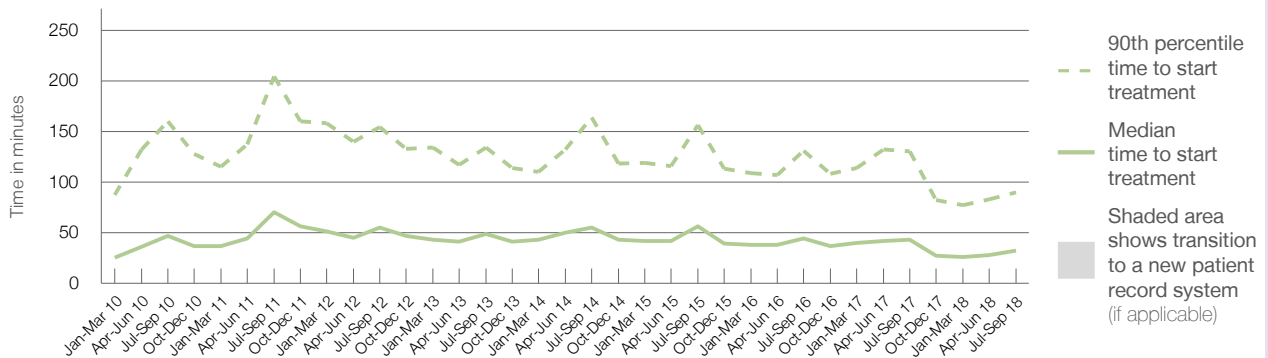
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,081	
2,836	
43 minutes	26 minutes
130 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)	47	70	55	49	55	56	45	43	32
90th percentile time to start treatment ⁵ (minutes)	160	204	154	134	164	156	131	130	90

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Mount Druiitt 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: 807

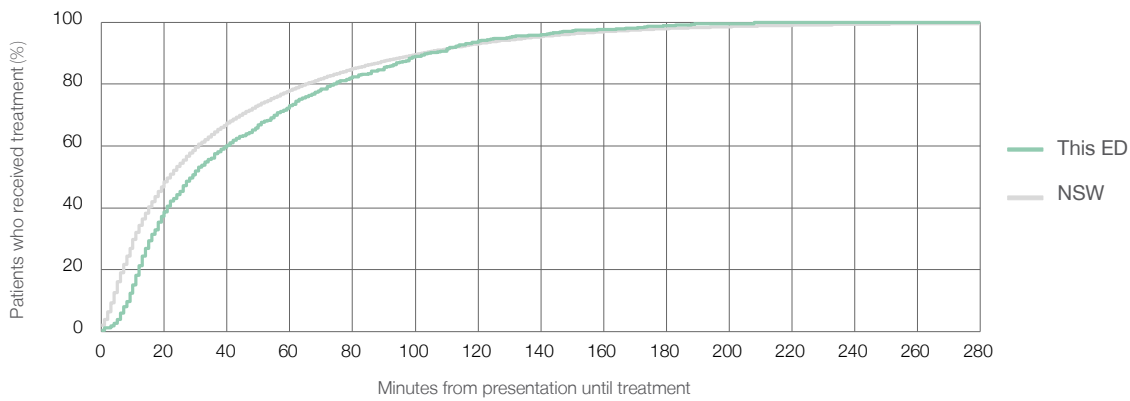
Number of triage 5 patients used to calculate waiting time:³ 717

Median time to start treatment⁴ 29 minutes

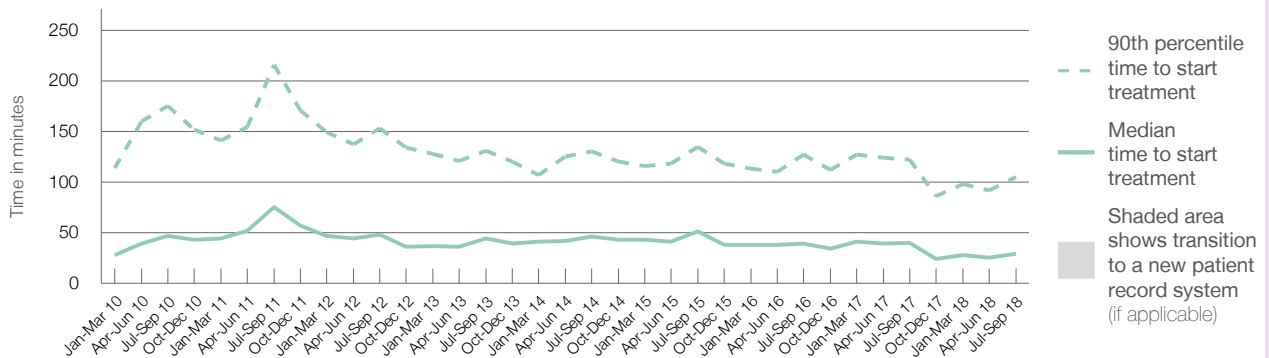
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
930	801
40 minutes	22 minutes
122 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)	47	75	48	44	46	51	39	40	29
90th percentile time to start treatment ⁵ (minutes)	175	216	153	131	130	135	127	122	105

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Mount Druitt Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 9,193 patients

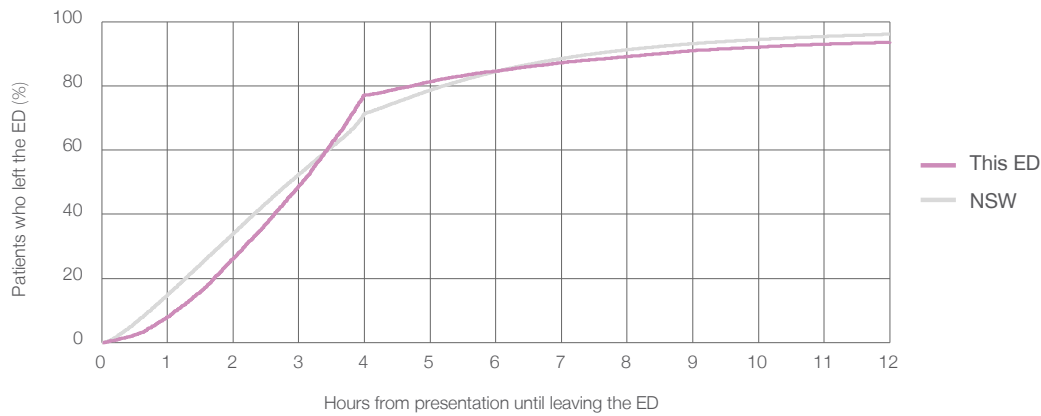
Presentations used to calculate time to leaving the ED:⁶ 9,187 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

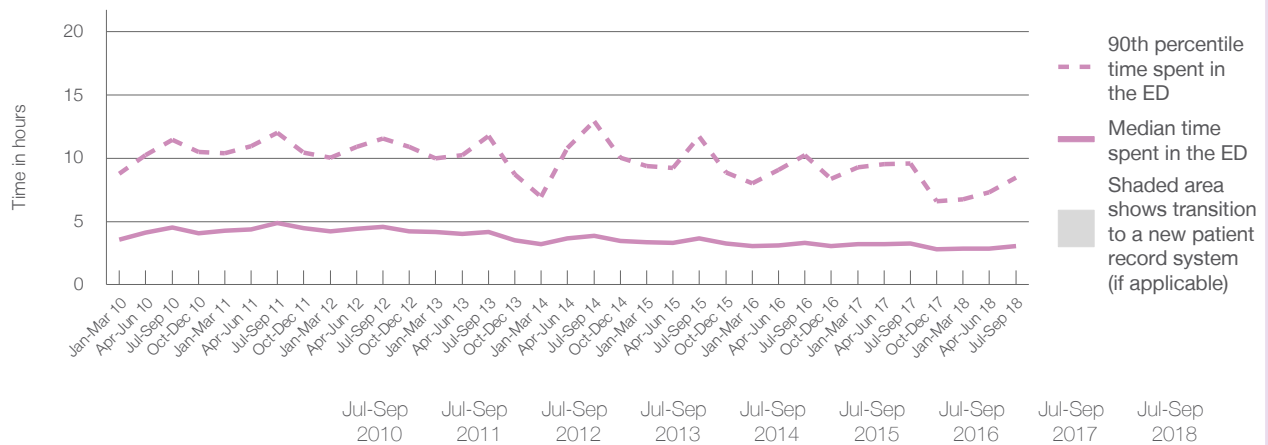
90th percentile time spent in the ED⁹ 8 hours and 28 minutes

Same period last year	NSW (this period)
9,355	
9,354	
3 hours and 16 minutes	2 hours and 52 minutes
9 hours and 35 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)	4h 31m	4h 52m	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 16m	3h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 28m	12h 0m	11h 34m	11h 46m	12h 54m	11h 41m	10h 13m	9h 35m	8h 28m

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Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

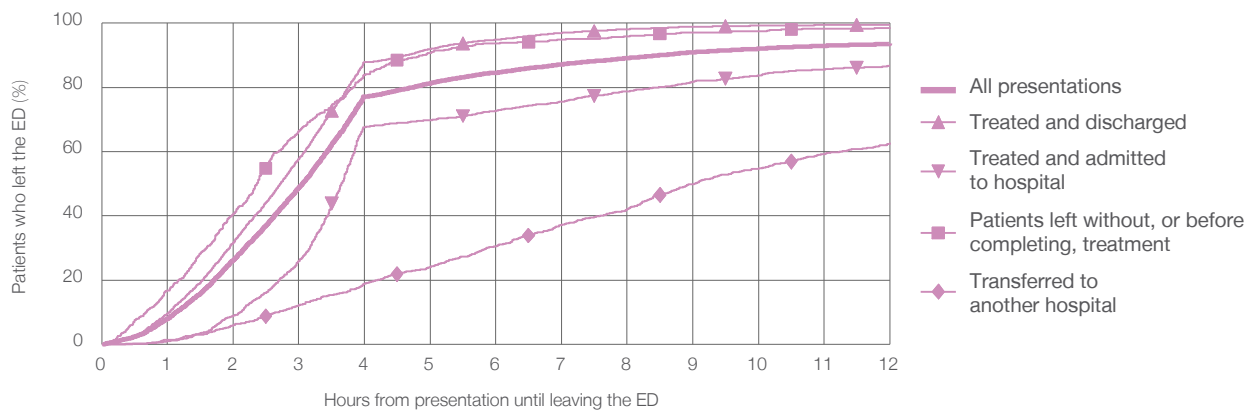
All presentations:¹ 9,193 patients

Presentations used to calculate time to leaving the ED:⁶ 9,187 patients

Treated and discharged	6,062 (65.9%)
Treated and admitted to hospital	1,395 (15.2%)
Patient left without, or before completing, treatment	752 (8.2%)
Transferred to another hospital	976 (10.6%)
Other	8 (0.1%)

Same period last year	Change since one year ago
9,354	-2%
6,184	-2.0%
1,309	6.6%
871	-13.7%
974	0.2%
17	-52.9%

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	9.6%	31.7%	57.9%	87.8%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	0.9%	8.8%	26.0%	67.6%	72.7%	78.8%	83.7%	86.7%
Patient left without, or before completing, treatment	16.8%	40.7%	66.3%	84.0%	93.7%	96.0%	97.6%	98.7%
Transferred to another hospital	1.3%	6.0%	12.2%	18.9%	30.5%	42.0%	54.8%	62.7%
All presentations	8.0%	26.3%	48.9%	77.1%	84.6%	89.1%	92.0%	93.6%

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Mount Druitt 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 9,193 patients

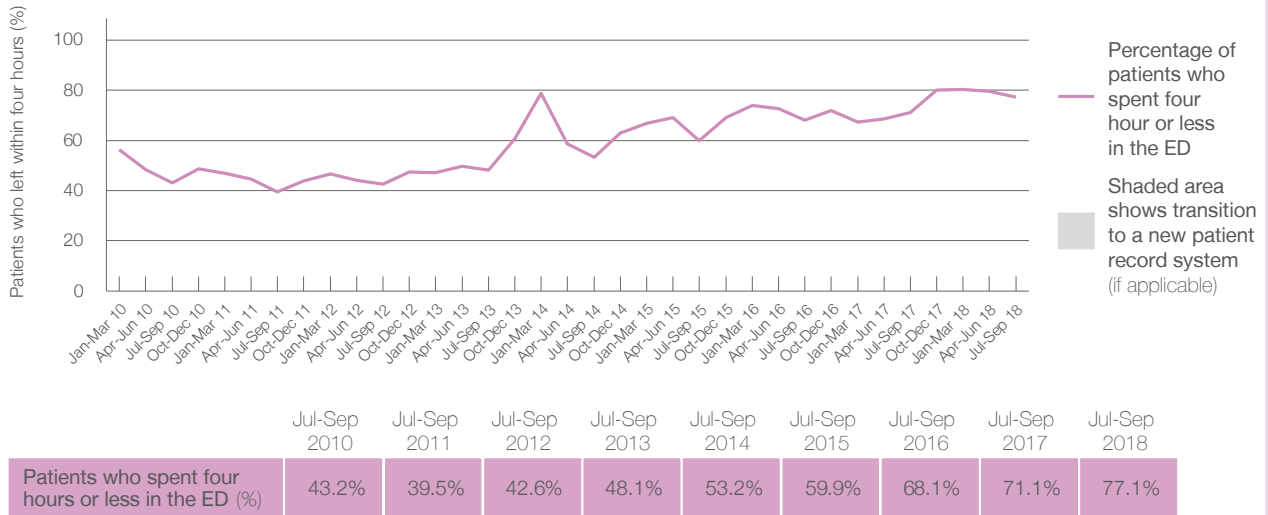
Presentations used to calculate time to leaving the ED: ⁶ 9,187 patients

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	9,355	-2%
Presentations used to calculate time to leaving the ED	9,354	-2%
Percentage of patients who spent four hours or less in the ED	71.1%	

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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- 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).