

## Mudgee Health Service: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 2,972 patients  
Emergency presentations:<sup>2</sup> 2,865 patients

Same period last year	Change since one year ago
3,314	-10%
3,198	-10%

## Mudgee Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 688 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,551 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 425 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
270	
10 minutes	8 minutes
31 minutes	28 minutes
822	
28 minutes	21 minutes
82 minutes	72 minutes
1,650	
36 minutes	26 minutes
125 minutes	105 minutes
444	
40 minutes	22 minutes
146 minutes	103 minutes

## Mudgee Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,972 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,314	-10%
86%	

\* 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.

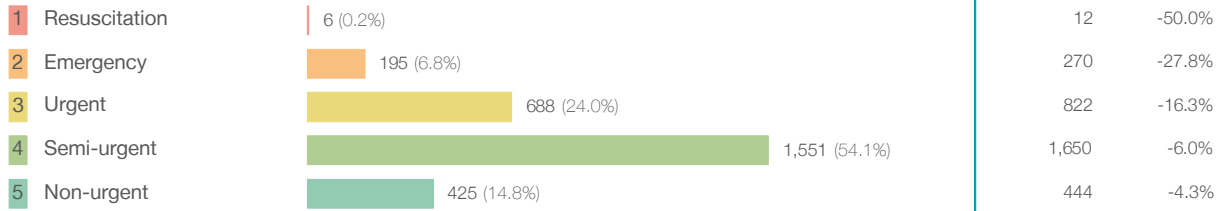
**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Mudgee Health Service: Patients presenting to the emergency department

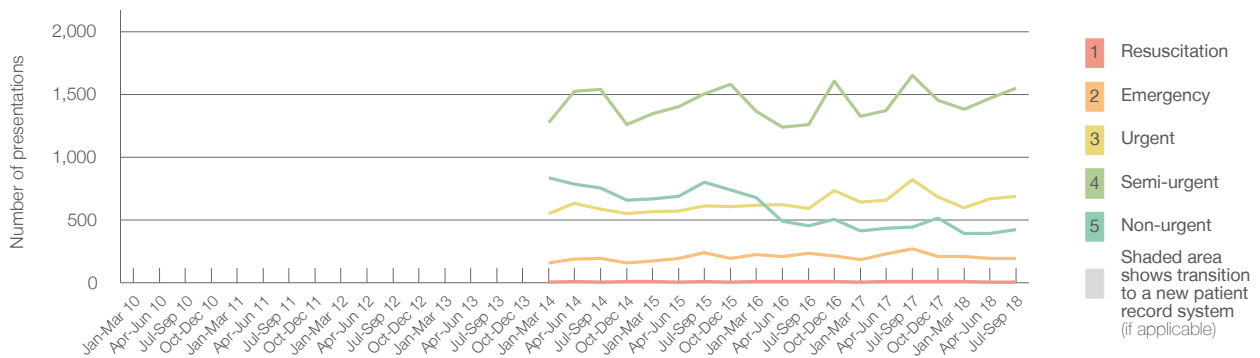
July to September 2018

All presentations:<sup>1</sup> 2,972 patients

Emergency presentations<sup>2</sup> by triage category: 2,865 patients



Emergency presentations<sup>2</sup> 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					< 5	8	8	12	6
Emergency					196	240	234	270	195
Urgent					584	612	593	822	688
Semi-urgent					1,539	1,502	1,261	1,650	1,551
Non-urgent					754	802	451	444	425
All emergency presentations					3,073	3,164	2,547	3,198	2,865

## Mudgee Health Service: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 292 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 Health Service: 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: 195

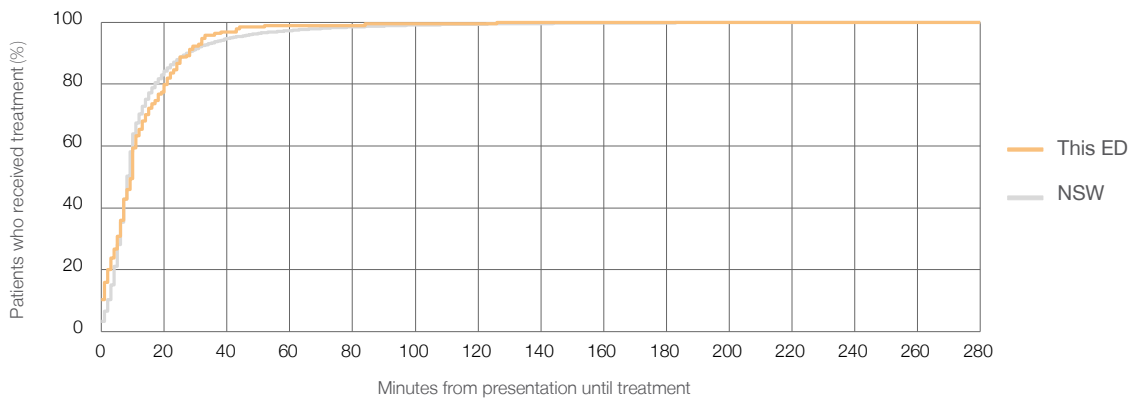
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 194

Median time to start treatment<sup>4</sup>  10 minutes

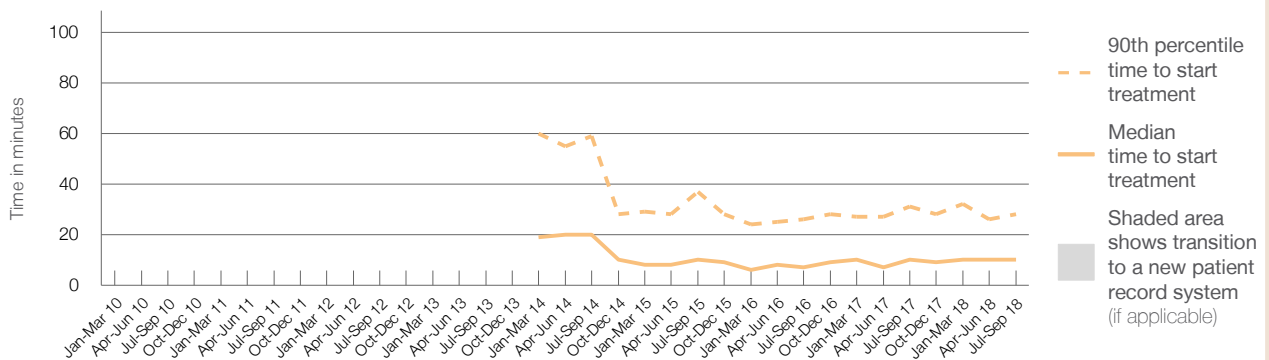
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
270	269
10 minutes	8 minutes
31 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)					20	10	7	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)					59	37	26	31	28

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(§) 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 Health Service: 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: 688

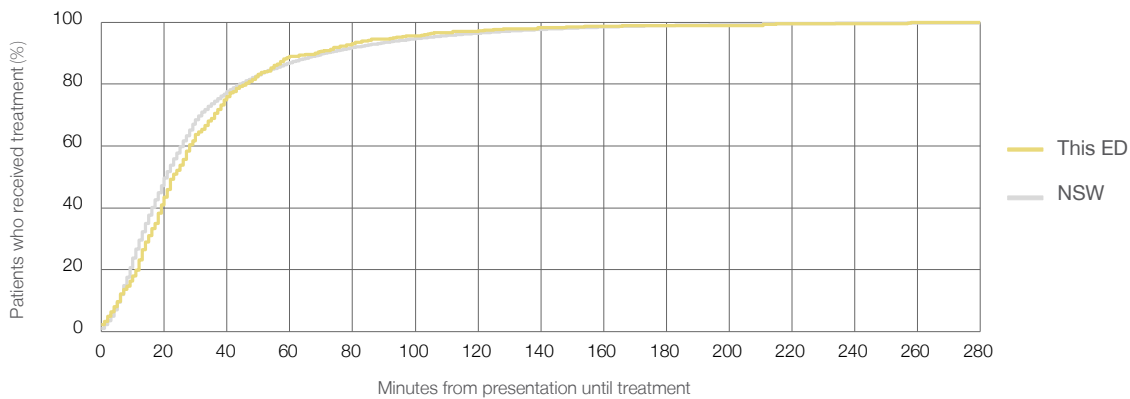
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 668

Median time to start treatment<sup>4</sup>  23 minutes

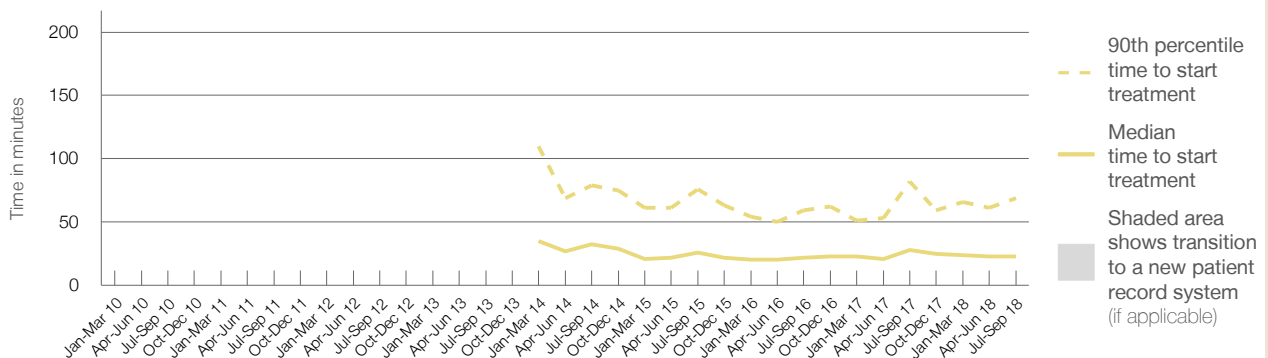
90th percentile time to start treatment<sup>5</sup>  69 minutes

Same period last year	NSW (this period)
822	
794	
28 minutes	21 minutes
82 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)					33	26	22	28	23
90th percentile time to start treatment <sup>5</sup> (minutes)					79	76	59	82	69

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## Mudgee Health Service: 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: 1,551

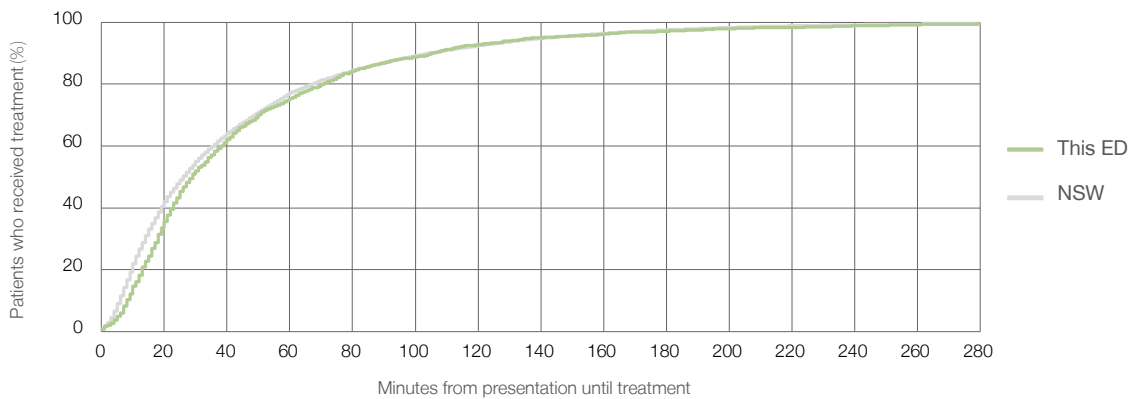
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,424

Median time to start treatment<sup>4</sup>  29 minutes

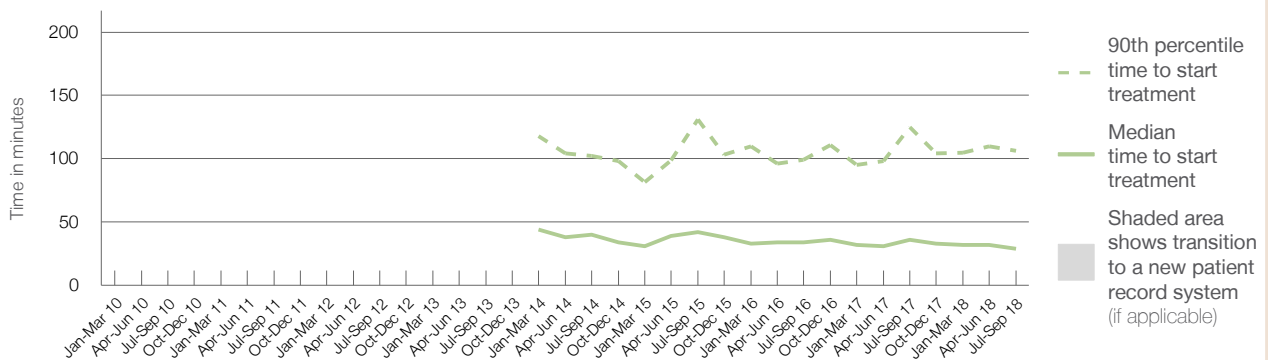
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
1,650	1,479
36 minutes	26 minutes
125 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)					40	42	34	36	29
90th percentile time to start treatment <sup>5</sup> (minutes)					102	131	99	125	106

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## Mudgee Health Service: 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: 425

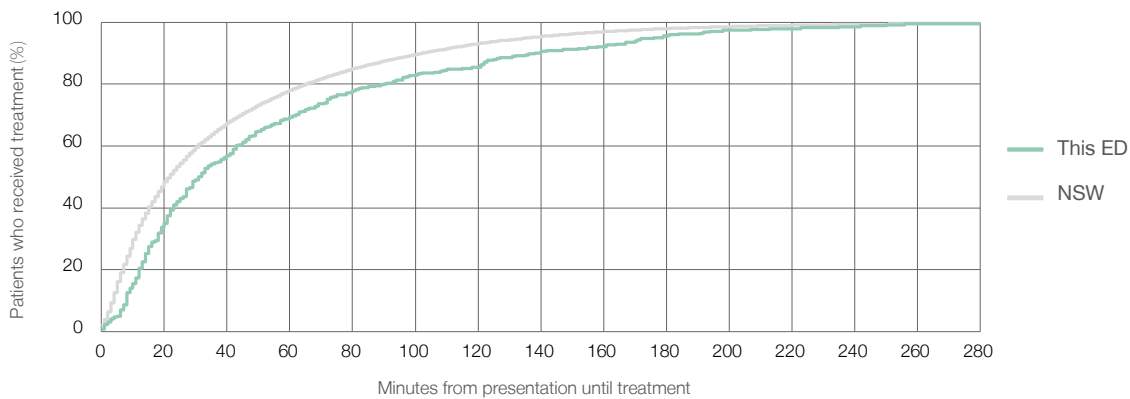
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 341

Median time to start treatment<sup>4</sup>  31 minutes

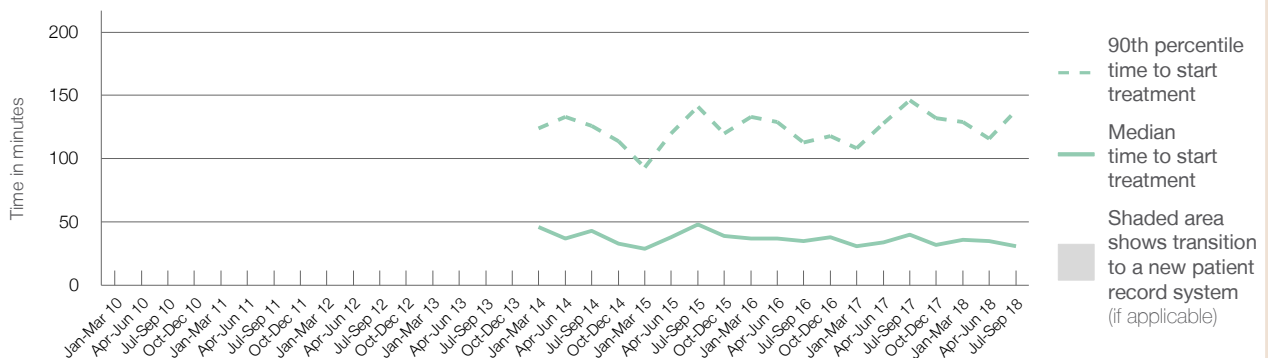
90th percentile time to start treatment<sup>5</sup>  138 minutes

Same period last year	NSW (this period)
444	
349	
40 minutes	22 minutes
146 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)					43	48	35	40	31
90th percentile time to start treatment <sup>5</sup> (minutes)					126	141	113	146	138

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## Mudgee Health Service: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 2,972 patients

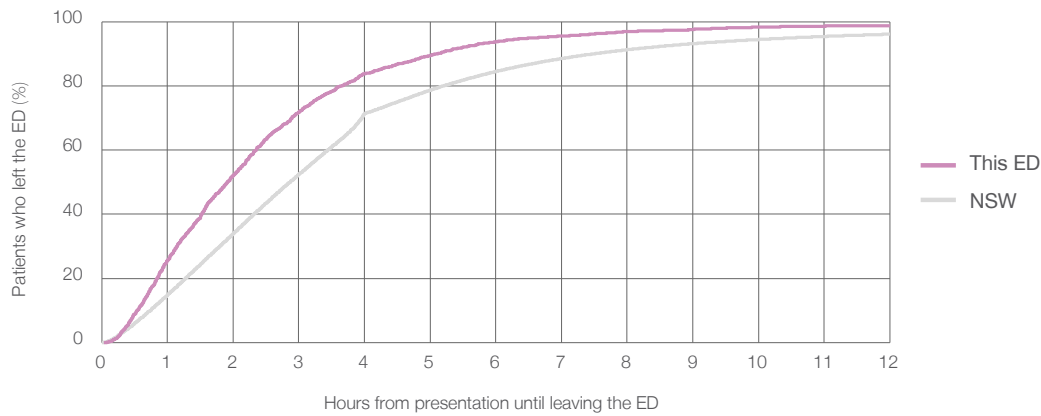
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,972 patients

Median time spent in the ED<sup>8</sup>  1 hours and 55 minutes

90th percentile time spent in the ED<sup>9</sup>  5 hours and 7 minutes

Same period last year	NSW (this period)
3,314	3,314
1 hours and 53 minutes	2 hours and 52 minutes
4 hours and 37 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)					1h 18m	1h 31m	1h 46m	1h 53m	1h 55m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)					3h 43m	4h 10m	4h 35m	4h 37m	5h 7m

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## Mudgee Health Service: Time patients spent in the ED

### By mode of separation

July to September 2018

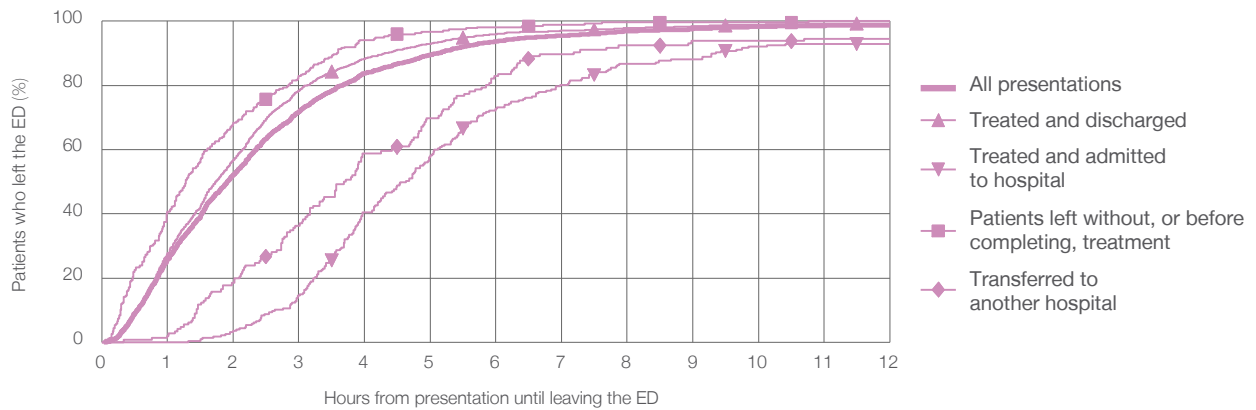
All presentations:<sup>1</sup> 2,972 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,972 patients

Treated and discharged	2,290 (77.1%)
Treated and admitted to hospital	227 (7.6%)
Patient left without, or before completing, treatment	275 (9.3%)
Transferred to another hospital	146 (4.9%)
Other	34 (1.1%)

Same period last year	Change since one year ago
3,314	-10%
2,563	-10.7%
283	-19.8%
323	-14.9%
133	9.8%
12	183.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡§</sup>



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	27.6%	56.9%	78.3%	88.3%	96.0%	97.8%	99.0%	99.4%
Treated and admitted to hospital	0%	3.5%	14.5%	40.5%	72.7%	86.8%	92.1%	93.0%
Patient left without, or before completing, treatment	40.7%	68.4%	82.9%	94.2%	98.2%	99.6%	99.6%	100%
Transferred to another hospital	2.1%	18.5%	36.3%	58.9%	82.9%	92.5%	93.8%	94.5%
All presentations	25.8%	52.3%	71.9%	83.8%	93.7%	96.9%	98.3%	98.7%

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**Mudgee Health Service: 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: <sup>1</sup> 2,972 patients

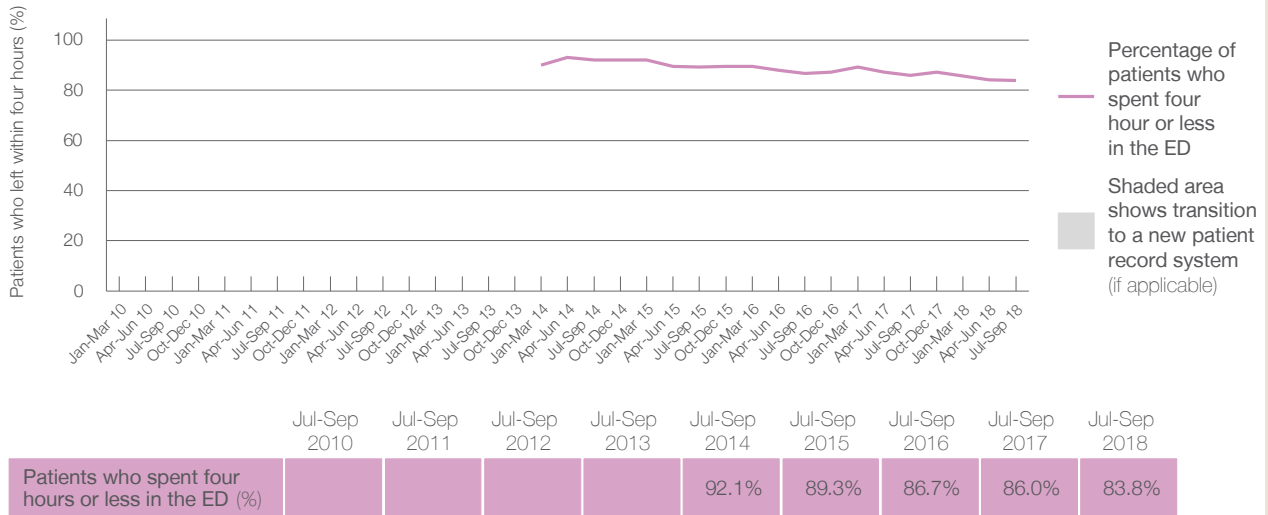
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,972 patients

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	3,314	-10%
Presentations used to calculate time to leaving the ED	3,314	-10%
Percentage of patients who spent four hours or less in the ED	86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡§</sup>



\* 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, 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).