

Mona Vale and District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 8,898 patients
Emergency attendances:² 8,816 patients

Same period last year	Change since one year ago
8,576	4%
8,480	4%

Mona Vale and District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,087 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,178 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,646 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 871 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
829	
6 minutes	8 minutes
20 minutes	35 minutes
2,829	
17 minutes	20 minutes
67 minutes	99 minutes
3,955	
22 minutes	26 minutes
124 minutes	137 minutes
840	
16 minutes	23 minutes
120 minutes	135 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 8,898 patients

Percentage of patients who left the ED within four hours 87%

Same period last year	Change since one year ago
8,576	4%
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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 22 April 2016).

Mona Vale and District Hospital: Patients attending the emergency department January to March 2016

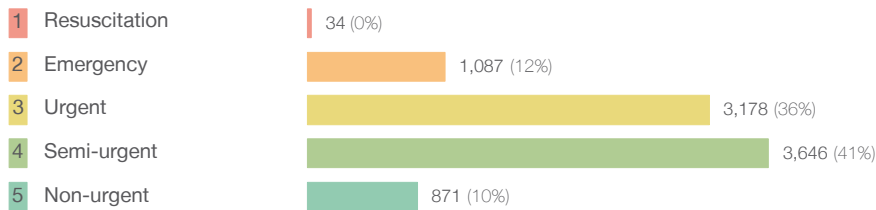
All attendances:¹ 8,898 patients

Same period last year
Change since one year ago

8,576 4%

Emergency attendances² by triage category: 8,816 patients

8,480 4%



27 26%

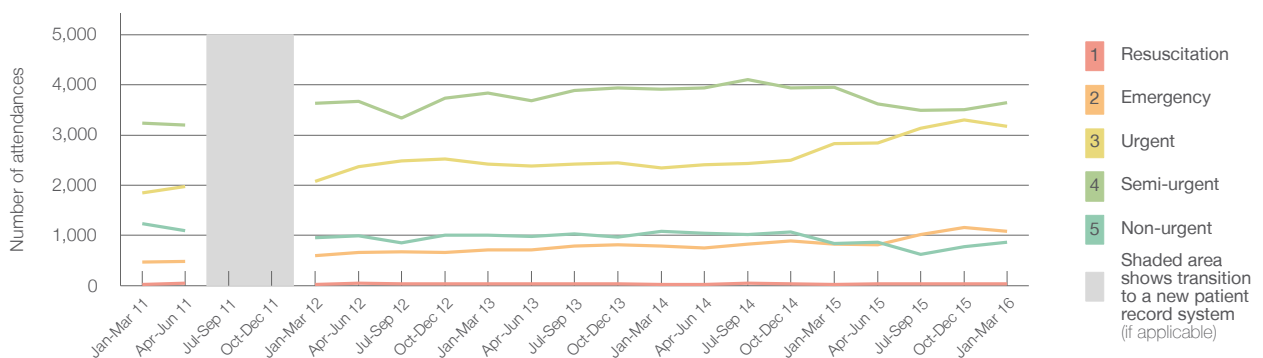
829 31%

2,829 12%

3,955 -8%

840 4%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	27	27	38	29	27	34
Emergency	476	595	717	787	829	1,087
Urgent	1,849	2,077	2,420	2,349	2,829	3,178
Semi-urgent	3,243	3,635	3,840	3,910	3,955	3,646
Non-urgent	1,234	953	1,007	1,085	840	871
All emergency attendances	6,829	7,287	8,022	8,160	8,480	8,816

Mona Vale and District Hospital: Patients arriving by ambulance January to March 2016

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,667 patients

Same period last year
Change since one year ago

1,532

ED Transfer of care time[§]



11 minutes -1 minute

28 minutes -6 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Mona Vale and District Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,087

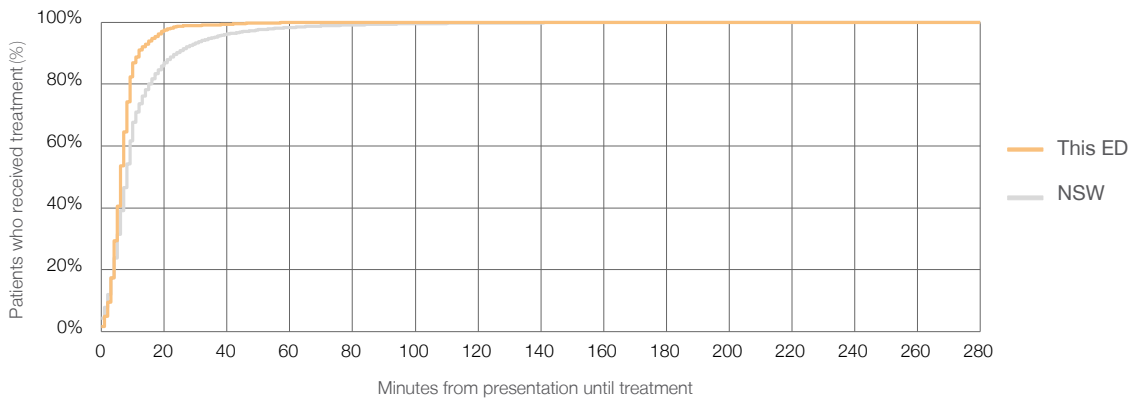
Number of triage 2 patients used to calculate waiting time:³ 1,084

Median time to start treatment⁴ 6 minutes

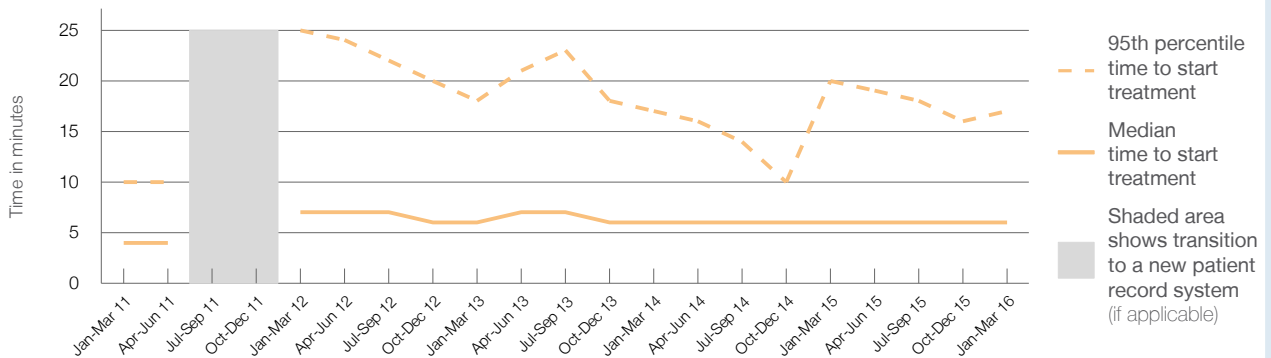
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
829	
827	
6 minutes	8 minutes
20 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	4	7	6	6	6	6
95th percentile time to start treatment ⁵ (minutes)	10	25	18	17	20	17

(†) 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 and District Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,178

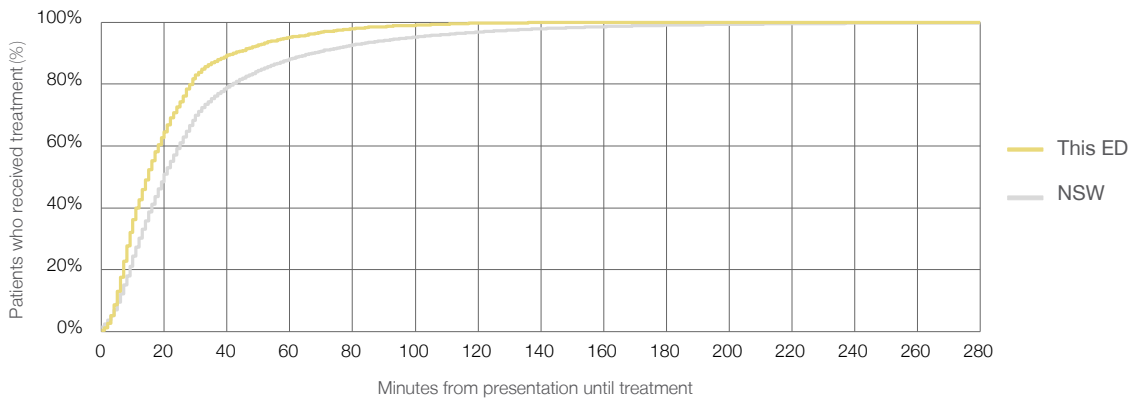
Number of triage 3 patients used to calculate waiting time:³ 3,154

Median time to start treatment⁴ 15 minutes

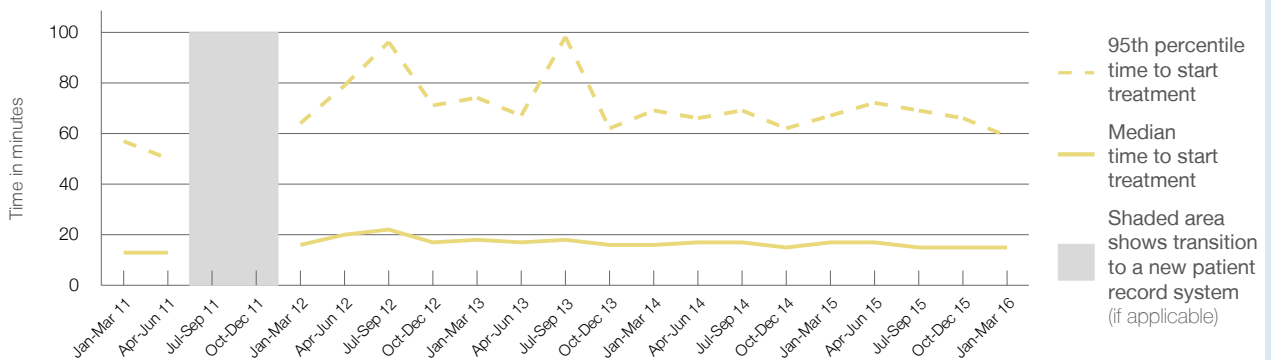
95th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,829	2,807
17 minutes	20 minutes
67 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	13	16	18	16	17	15
95th percentile time to start treatment ⁵ (minutes)	57	64	74	69	67	59

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Mona Vale and District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,646

Number of triage 4 patients used to calculate waiting time:³ 3,543

Median time to start treatment⁴

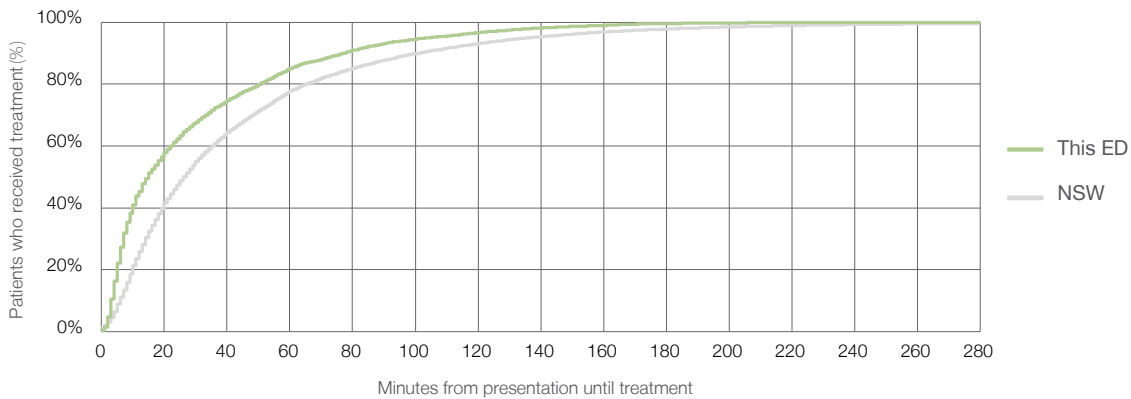
15 minutes

95th percentile time to start treatment⁵

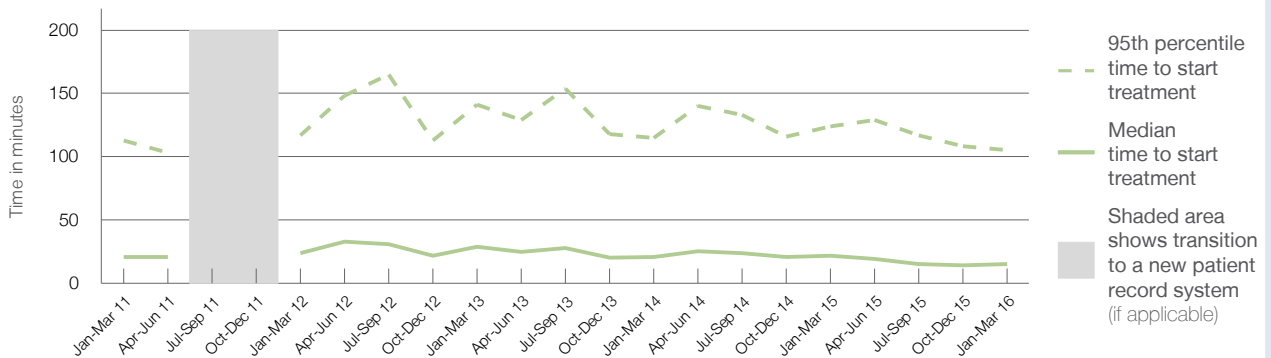
105 minutes

Same period last year	NSW (this period)
3,955	
3,744	
22 minutes	26 minutes
124 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	24	29	21	22	15
95th percentile time to start treatment ⁵ (minutes)	113	117	141	115	124	105

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Mona Vale and District Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 871

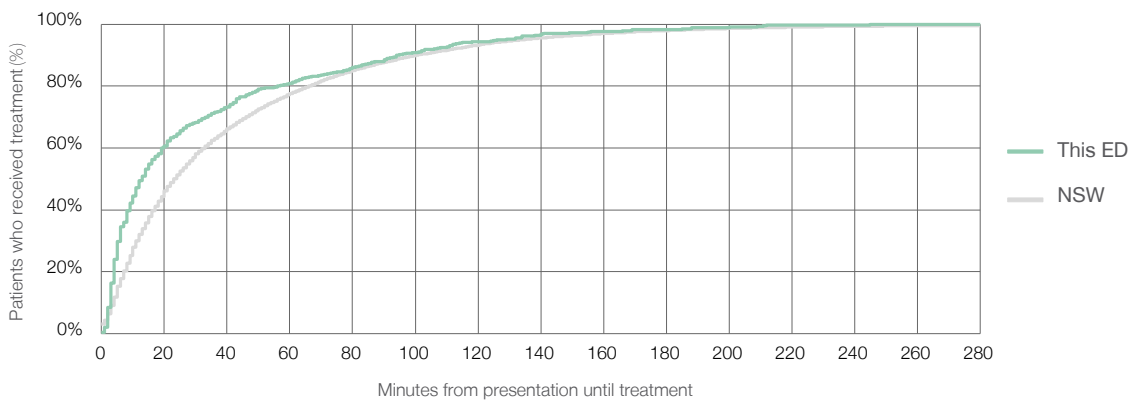
Number of triage 5 patients used to calculate waiting time:³ 824

Median time to start treatment⁴ 13 minutes

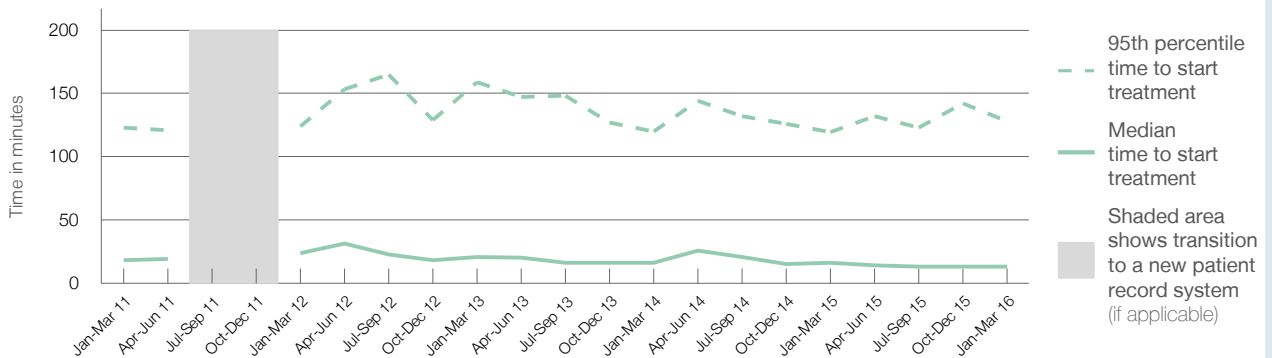
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
840	
740	
16 minutes	23 minutes
120 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	18	24	21	16	16	13
95th percentile time to start treatment ⁵ (minutes)	123	124	159	120	120	128

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Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,898 patients

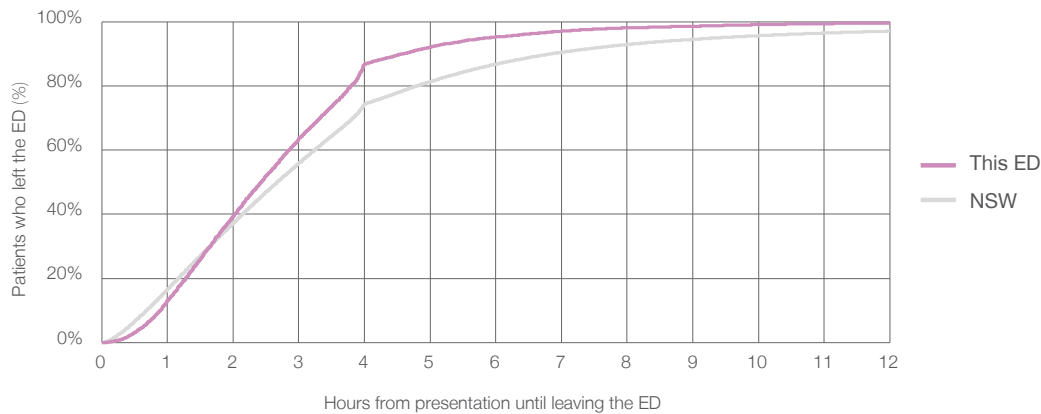
Attendances used to calculate time to leaving the ED:⁶ 8,898 patients

Median time to leaving the ED⁸ 2 hours and 26 minutes

95th percentile time to leaving the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
8,576	8,576
2 hours and 28 minutes	2 hours and 40 minutes
6 hours and 2 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 19m	10h 30m	9h 23m	7h 12m	6h 2m	5h 55m

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Mona Vale and District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

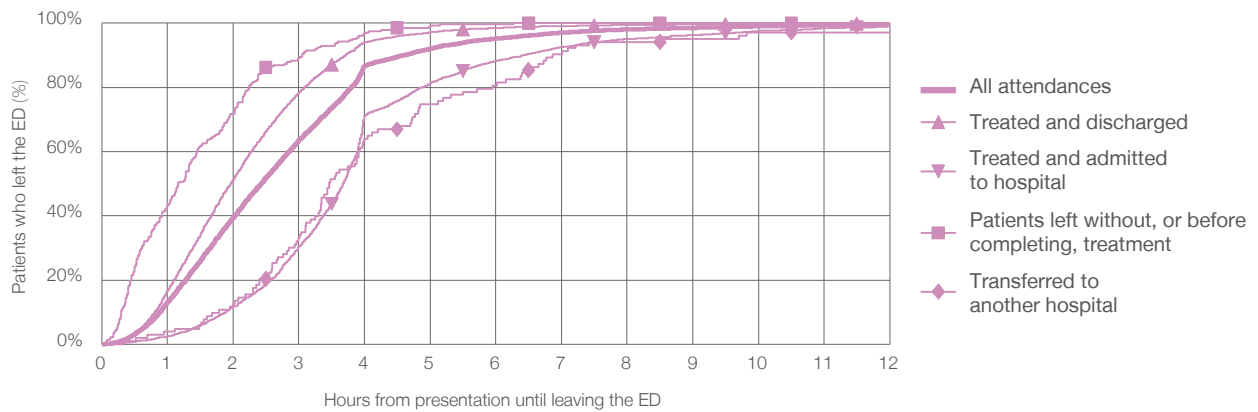
All attendances:¹ 8,898 patients

Attendances used to calculate time to leaving the ED:⁶ 8,898 patients

Treated and discharged	5,768 (65%)
Treated and admitted to hospital	2,721 (31%)
Patient left without, or before completing, treatment	284 (3%)
Transferred to another hospital	103 (1%)
Other	22 (0%)

Same period last year	Change since one year ago
8,576	4%
5,514	5%
2,615	4%
328	-13%
111	-7%
8	175%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	17%	51%	78%	94%	99%	99%	100%	100%
Treated and admitted to hospital	2%	12%	31%	71%	88%	95%	98%	99%
Patient left without, or before completing, treatment	43%	72%	89%	97%	100%	100%	100%	100%
Transferred to another hospital	4%	13%	33%	64%	81%	94%	97%	97%
All attendances	13%	39%	64%	87%	95%	98%	99%	100%

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Mona Vale and District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 8,898 patients

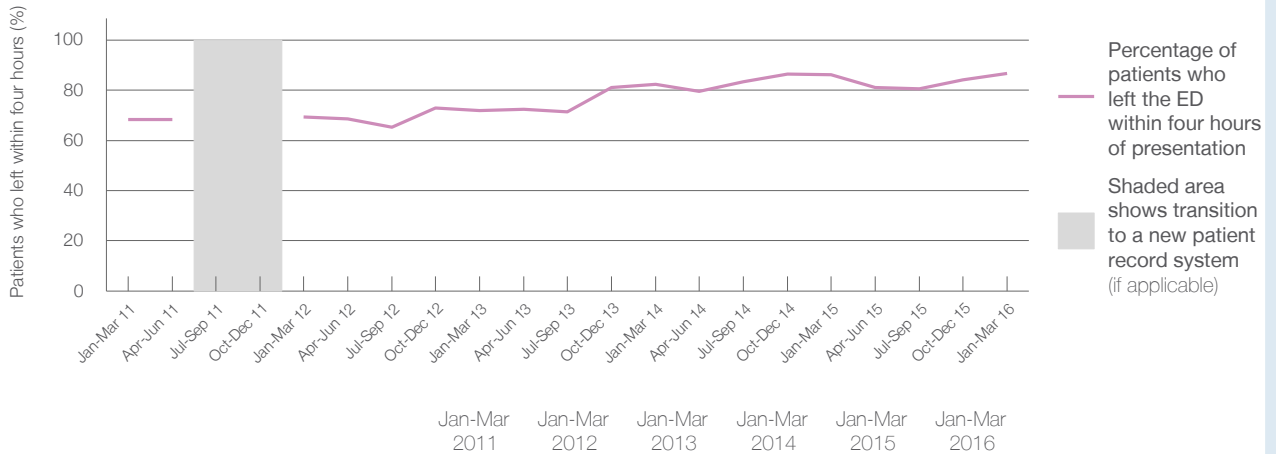
Attendances used to calculate time to leaving the ED: ⁶ 8,898 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	8,576	4%
Attendances used to calculate time to leaving the ED	8,576	4%
Percentage of patients who left the ED within four hours	86%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	68%	69%	72%	82%	86%	87%

* 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.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).