

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Mudgee District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 3,236 patients  
 Emergency presentations:<sup>2</sup> 3,067 patients

Same period last year	Change since one year ago
3,463	-6.6%
3,124	-1.8%

## Mudgee District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 732 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,607 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment<sup>4</sup> 38 minutes  
 90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
192	
9 minutes	8 minutes
28 minutes	26 minutes
606	
22 minutes	20 minutes
63 minutes	67 minutes
1,582	
38 minutes	25 minutes
103 minutes	97 minutes
739	
39 minutes	24 minutes
120 minutes	103 minutes

## Mudgee District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,234 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,462	-6.6%
89.5%	

\* 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 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.

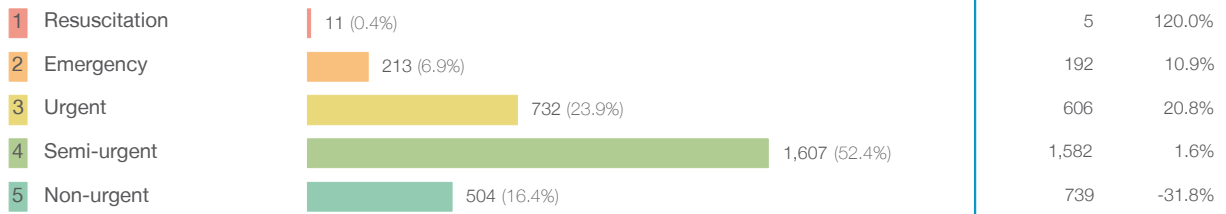
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## Mudgee District Hospital: Patients presenting to the emergency department October to December 2016

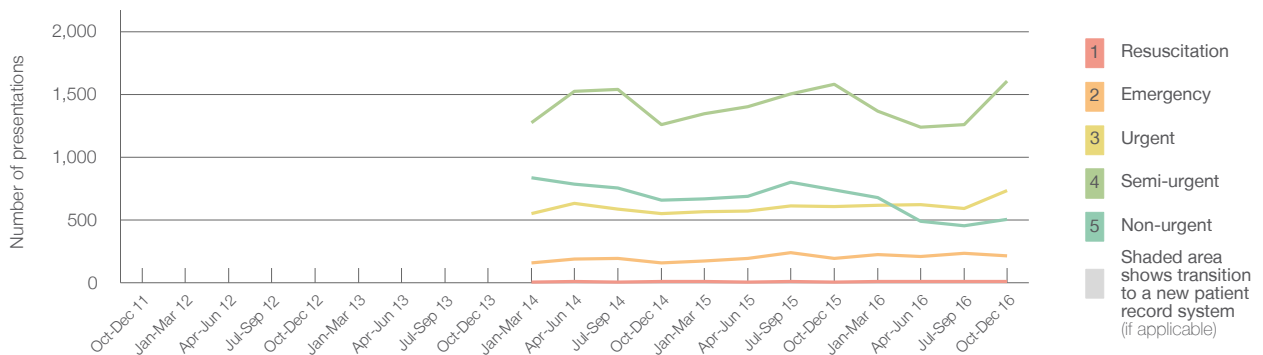
All presentations:<sup>1</sup> 3,236 patients

Emergency presentations<sup>2</sup> by triage category: 3,067 patients



Same period last year	Change since one year ago
3,463	-6.6%
3,124	-1.8%
5	120.0%
192	10.9%
606	20.8%
1,582	1.6%
739	-31.8%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 \*§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation				8	5	11
Emergency				156	192	213
Urgent				548	606	732
Semi-urgent				1,261	1,582	1,607
Non-urgent				655	739	504
All emergency presentations				2,628	3,124	3,067

## Mudgee District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 276 patients

ED Transfer of care time



Same period last year	Change since one year ago
195	
18 minutes	-6 minutes
53 minutes	-17 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 trans 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.

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## Mudgee District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 213

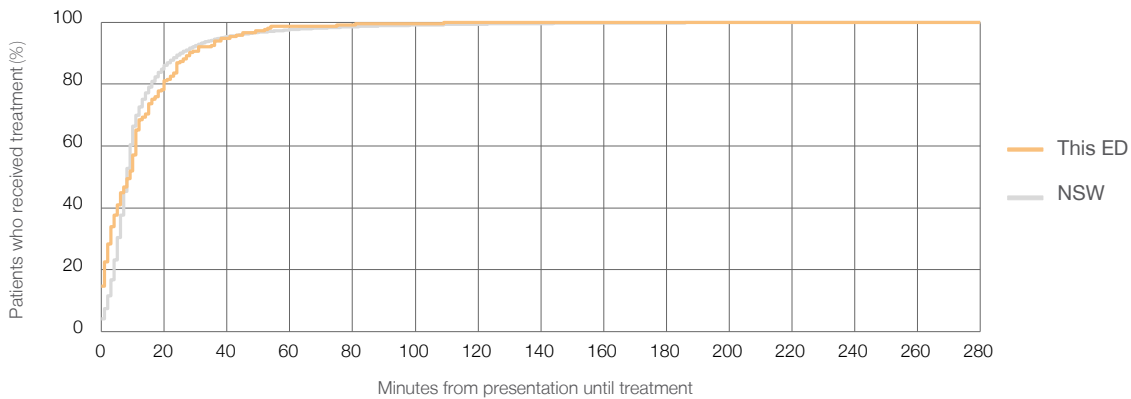
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 212

Median time to start treatment<sup>4</sup> ■ 9 minutes

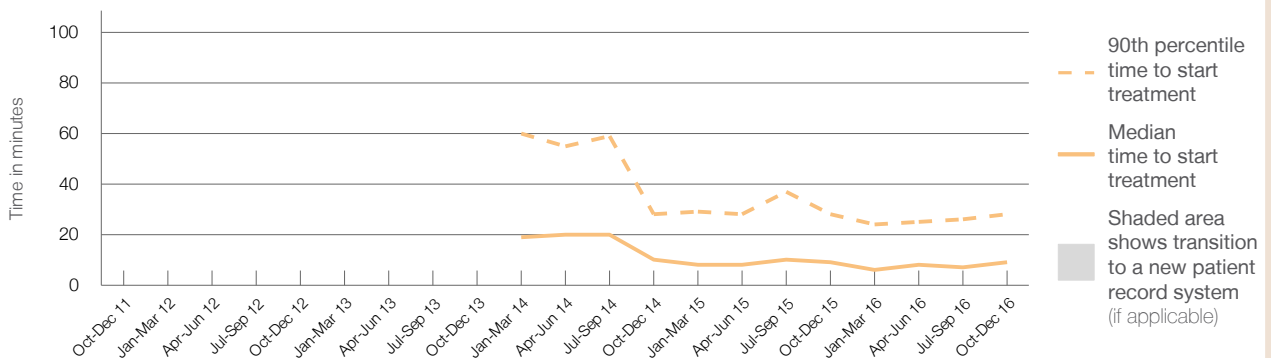
90th percentile time to start treatment<sup>5</sup> ■ 28 minutes

Same period last year	NSW (this period)
192	
191	
9 minutes	8 minutes
28 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)				10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)				28	28	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.

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## Mudgee District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 732

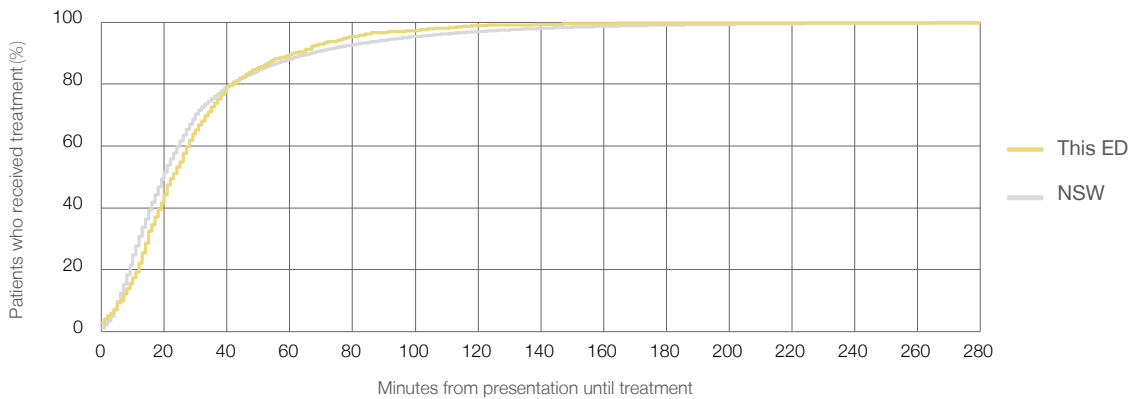
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 725

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

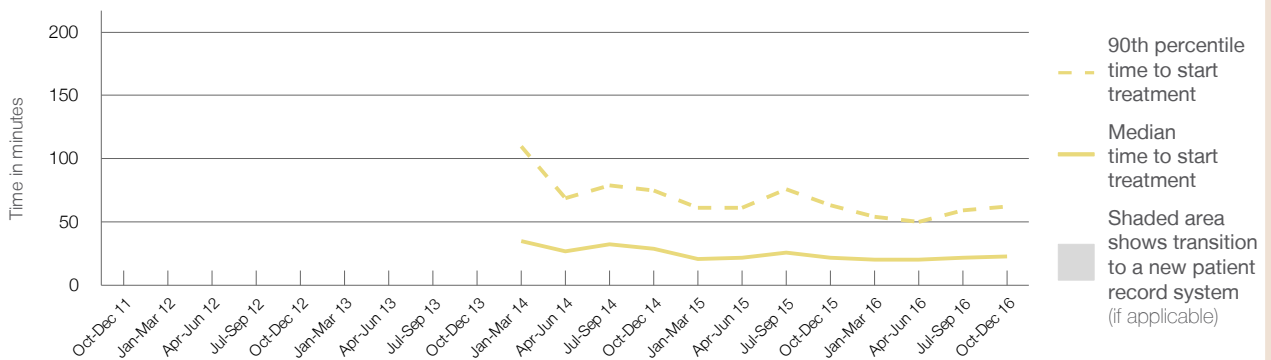
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
606	583
22 minutes	20 minutes
63 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)				29	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)				75	63	62

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## Mudgee District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,607

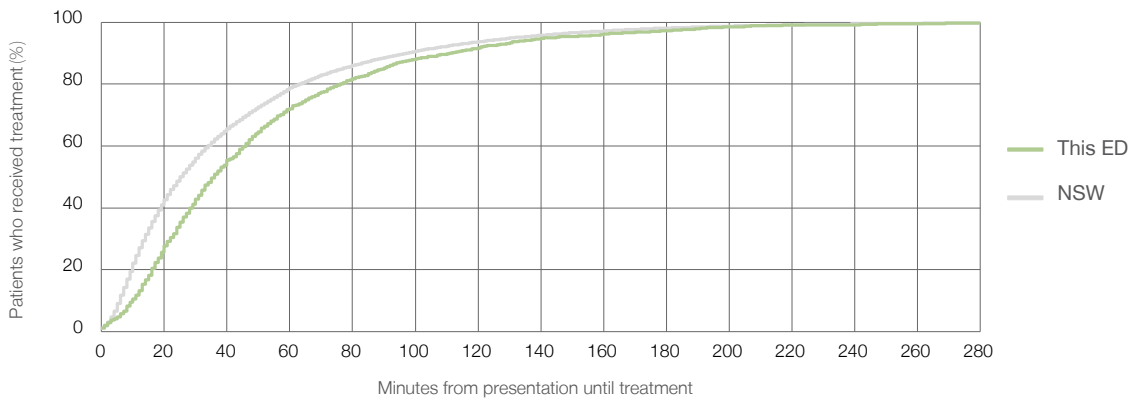
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,501

Median time to start treatment<sup>4</sup> 36 minutes

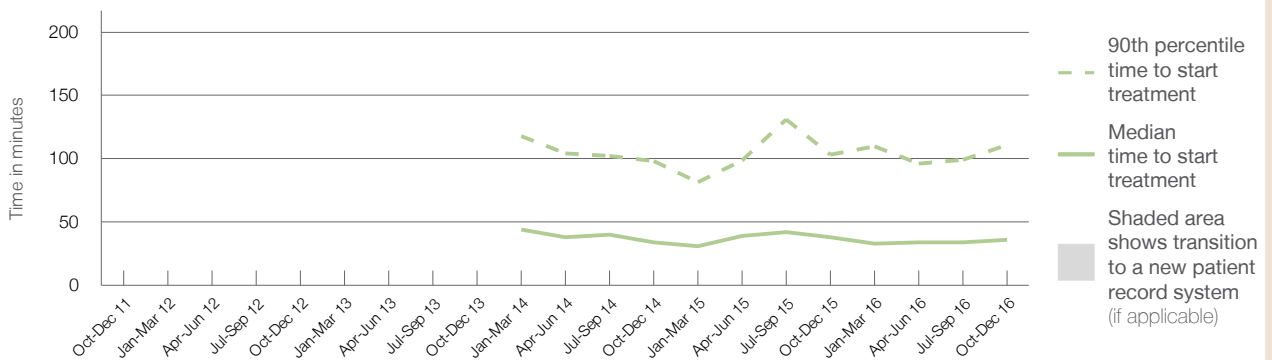
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
1,582	1,410
38 minutes	25 minutes
103 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)				34	38	36
90th percentile time to start treatment <sup>5</sup> (minutes)				98	103	111

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## Mudgee District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 504

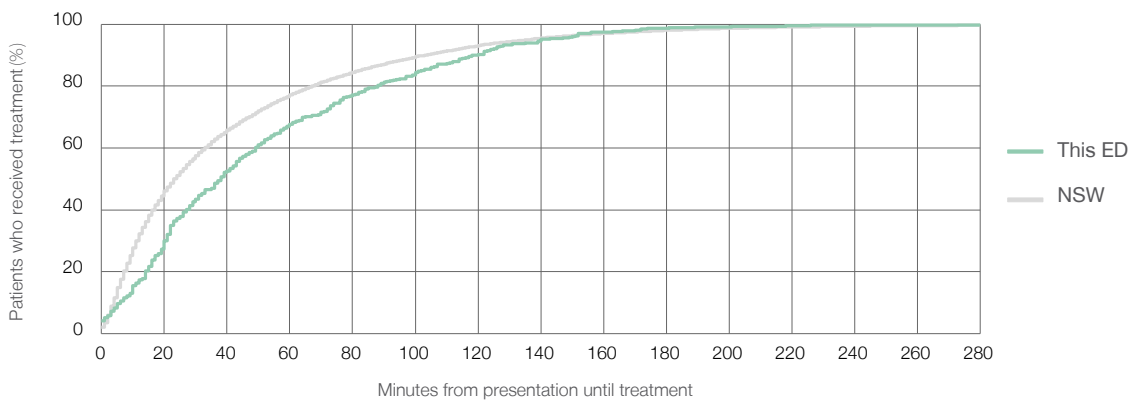
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 432

Median time to start treatment<sup>4</sup> 38 minutes

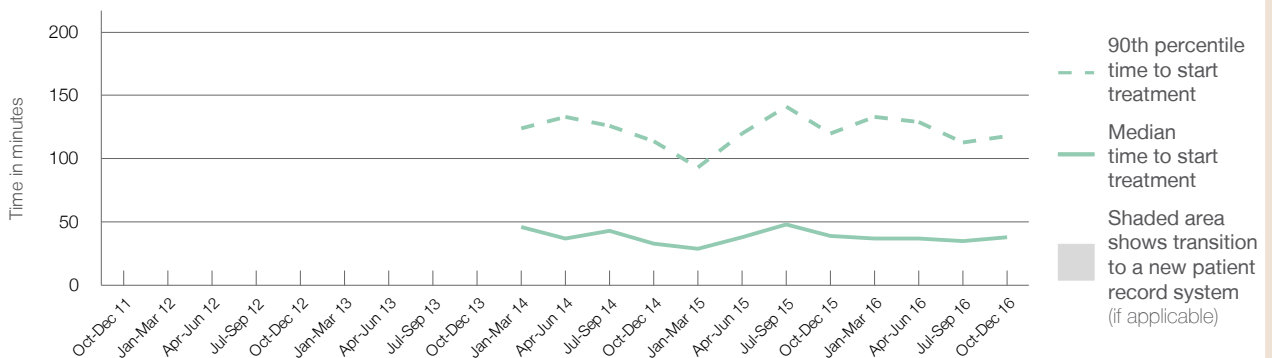
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
739	
539	
39 minutes	24 minutes
120 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)				33	39	38
90th percentile time to start treatment <sup>5</sup> (minutes)				114	120	118

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## Mudgee District Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 3,236 patients

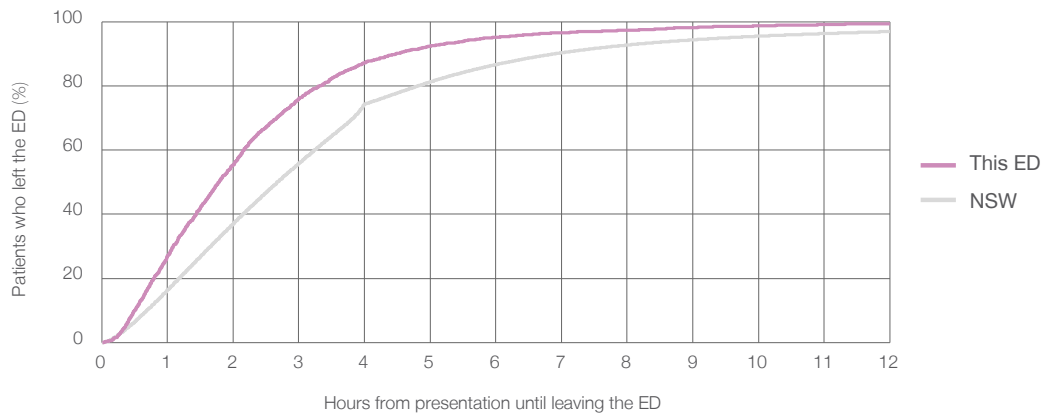
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,234 patients

Median time spent in the ED<sup>8</sup> 1 hours and 47 minutes

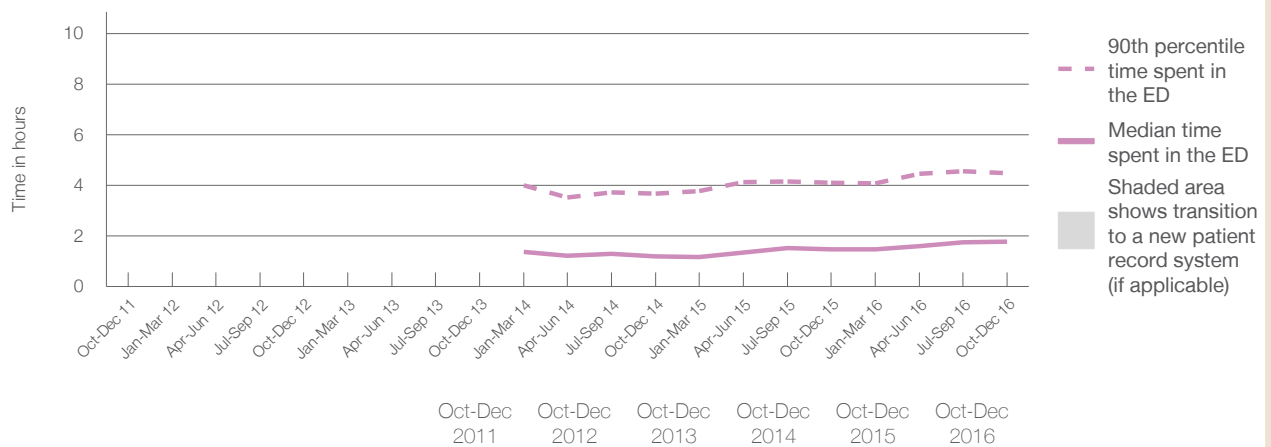
90th percentile time spent in the ED<sup>9</sup> 4 hours and 29 minutes

Same period last year	NSW (this period)
3,463	
3,462	
1 hours and 28 minutes	2 hours and 41 minutes
4 hours and 6 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)				1h 12m	1h 28m	1h 47m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				3h 41m	4h 6m	4h 29m

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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.

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## Mudgee District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

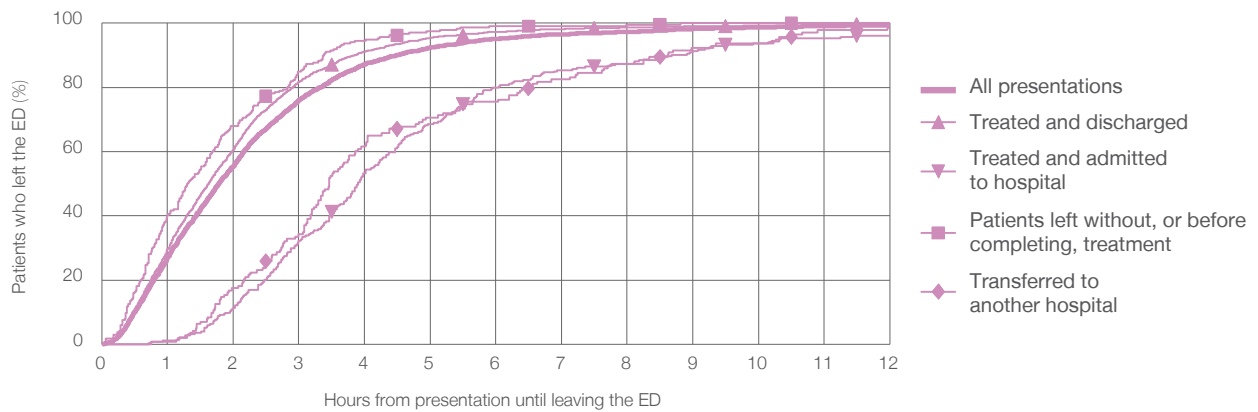
All presentations:<sup>1</sup> 3,236 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,234 patients

Treated and discharged	2,579 (79.7%)
Treated and admitted to hospital	254 (7.8%)
Patient left without, or before completing, treatment	238 (7.4%)
Transferred to another hospital	143 (4.4%)
Other	22 (0.7%)

Same period last year	Change since one year ago
3,462	-6.6%
2,937	-12.2%
217	17.1%
186	28.0%
98	45.9%
25	-12.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	29.6%	60.6%	81.7%	91.2%	97.2%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.2%	11.4%	32.3%	53.1%	79.9%	87.4%	93.7%	96.1%
Patient left without, or before completing, treatment	40.3%	68.1%	84.9%	94.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	0.7%	17.5%	34.3%	61.5%	75.5%	87.4%	93.7%	98.6%
All presentations	27.1%	55.5%	76.0%	87.1%	95.1%	97.3%	98.6%	99.4%

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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.



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## Mudgee District Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 3,236 patients

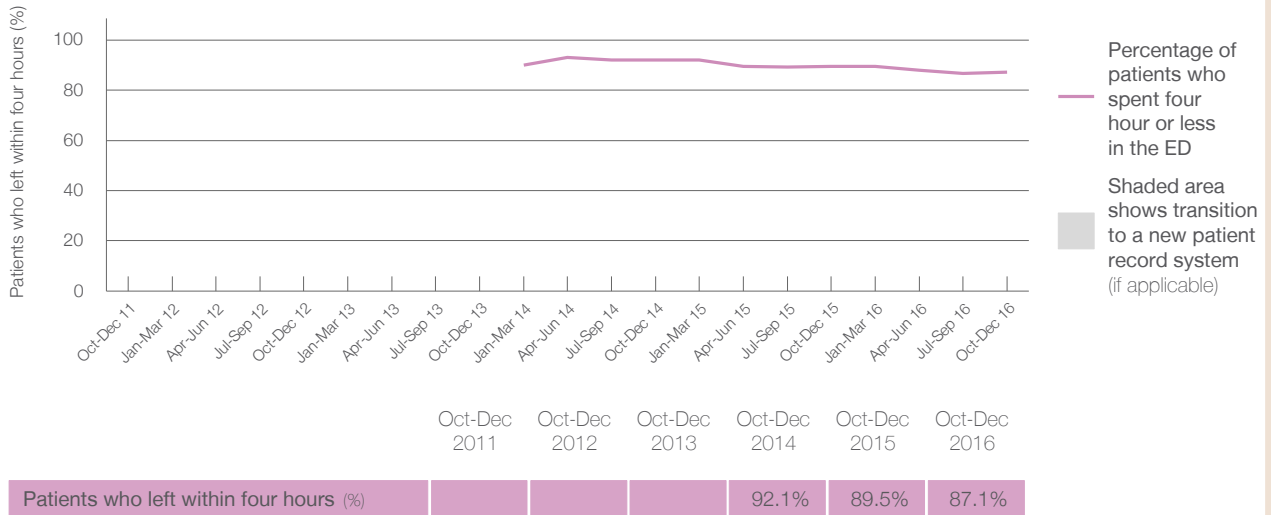
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,234 patients

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: <sup>1</sup>	3,463	-6.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,462	-6.6%
Percentage of patients who spent four hours or less in the ED	89.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<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 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).