

## Mount Druiitt Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 8,223 patients  
 Emergency attendances:<sup>2</sup> 8,170 patients

Same period last year	Change since one year ago
7,921	4%
7,824	4%

## Mount Druiitt Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,176 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,282 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 95th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,698 patients

Median time to start treatment<sup>4</sup> 38 minutes  
 95th percentile time to start treatment<sup>5</sup> 132 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment<sup>4</sup> 38 minutes  
 95th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
1,218	
9 minutes	8 minutes
27 minutes	35 minutes
2,897	
29 minutes	20 minutes
120 minutes	99 minutes
2,656	
42 minutes	26 minutes
146 minutes	137 minutes
1,027	
43 minutes	23 minutes
145 minutes	135 minutes

## Mount Druiitt Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,223 patients

Percentage of patients who left the ED within four hours 74%

Same period last year	Change since one year ago
7,921	4%
67%	

\* 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.

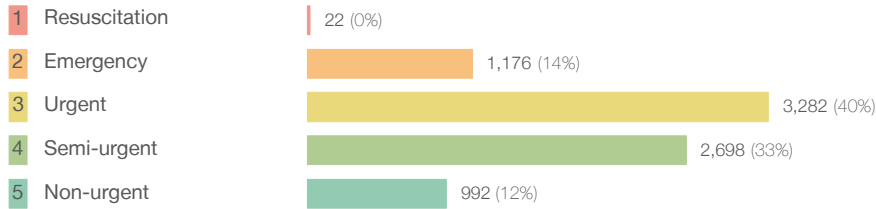
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Mount Druiitt Hospital: Patients attending the emergency department January to March 2016

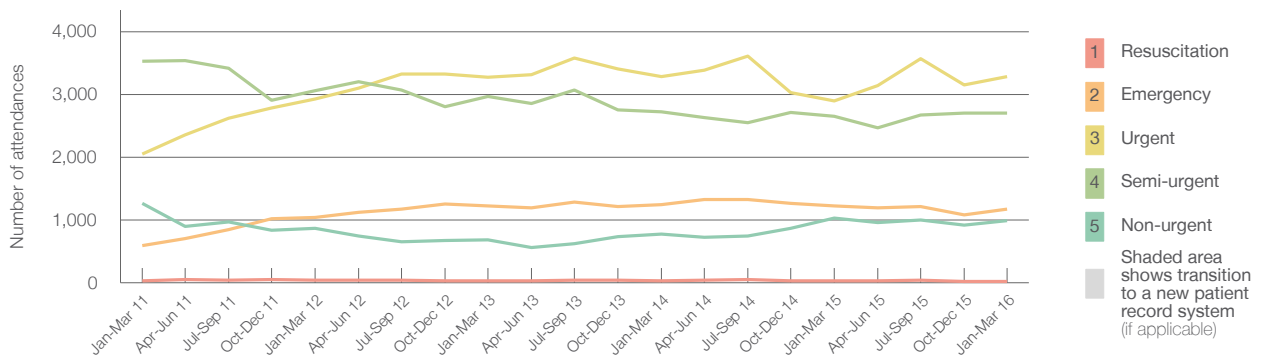
All attendances:<sup>1</sup> 8,223 patients

Emergency attendances<sup>2</sup> by triage category: 8,170 patients



Same period last year	Change since one year ago
7,921	4%
7,824	4%
26	-15%
1,218	-3%
2,897	13%
2,656	2%
1,027	-3%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>†</sup>

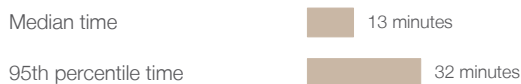


	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	34	38	27	34	26	22
Emergency	591	1,044	1,218	1,244	1,218	1,176
Urgent	2,051	2,923	3,273	3,281	2,897	3,282
Semi-urgent	3,533	3,063	2,971	2,724	2,656	2,698
Non-urgent	1,259	868	685	771	1,027	992
All emergency attendances	7,468	7,936	8,174	8,054	7,824	8,170

## Mount Druiitt Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 911 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,197	
15 minutes	-2 minutes
44 minutes	-12 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.

## Mount Druitt 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: 1,176

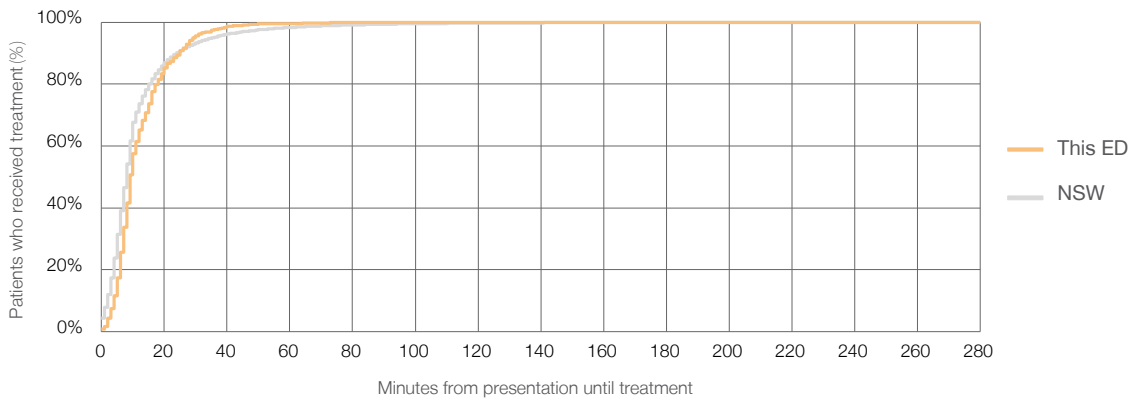
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,165

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

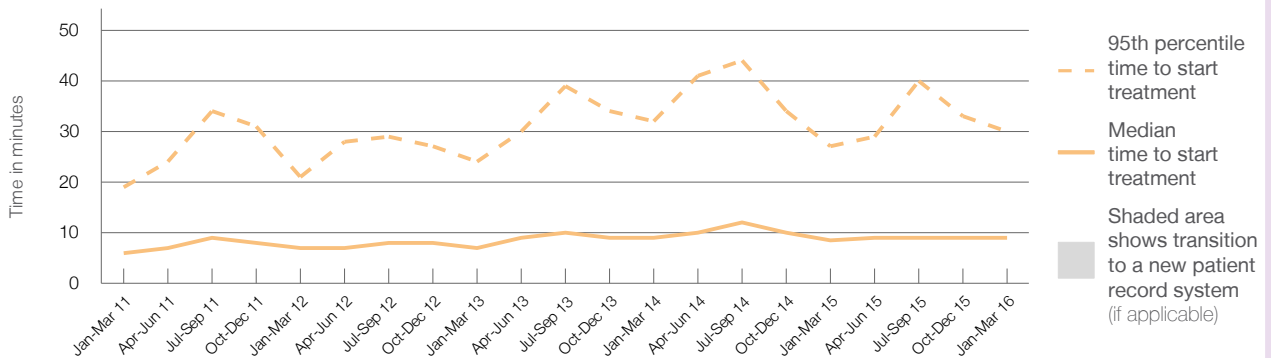
95th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
1,218	
1,206	
9 minutes	8 minutes
27 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	6	7	7	9	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	19	21	24	32	27	30

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## Mount Druiitt 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: 3,282

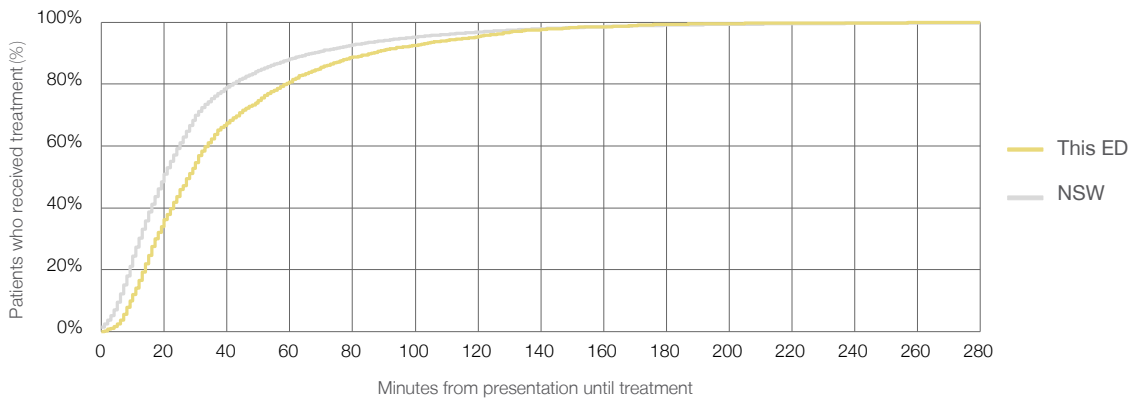
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,120

Median time to start treatment<sup>4</sup> 28 minutes

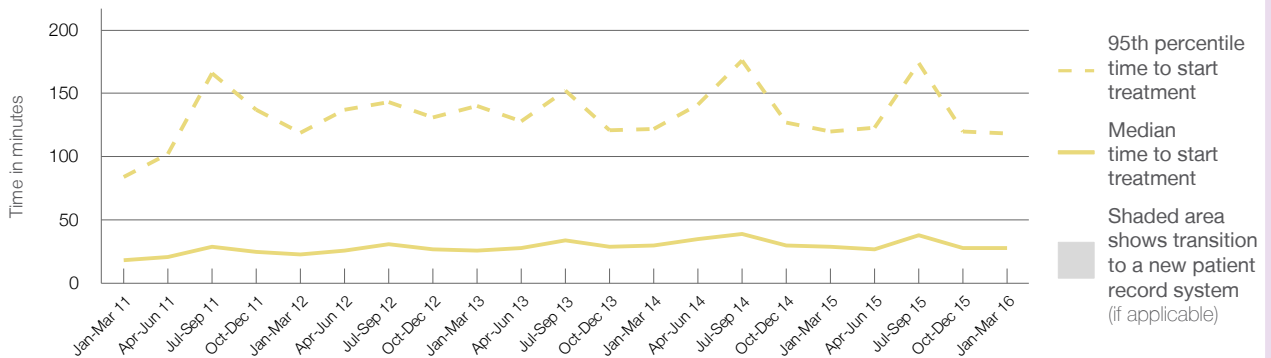
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
2,897	
2,724	
29 minutes	20 minutes
120 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	18	23	26	30	29	28
95th percentile time to start treatment <sup>5</sup> (minutes)	84	119	140	122	120	119

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## Mount Druiitt 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: 2,698

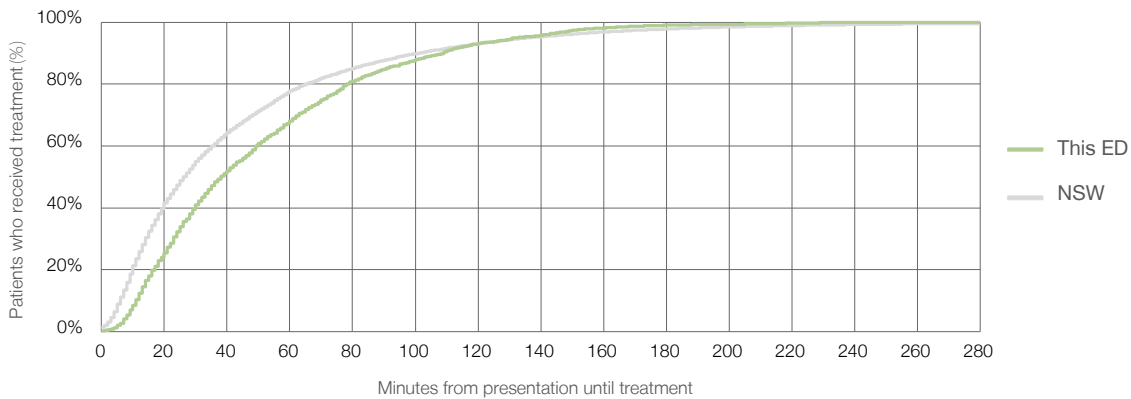
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,485

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

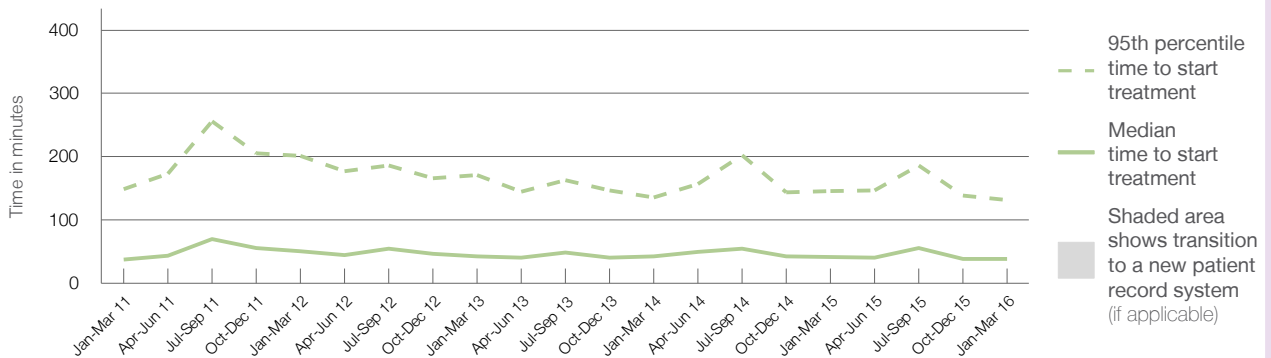
95th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
2,656	2,386
42 minutes	26 minutes
146 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	37	51	43	43	42	38
95th percentile time to start treatment <sup>5</sup> (minutes)	149	201	171	136	146	132

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## Mount Druiitt 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: 992

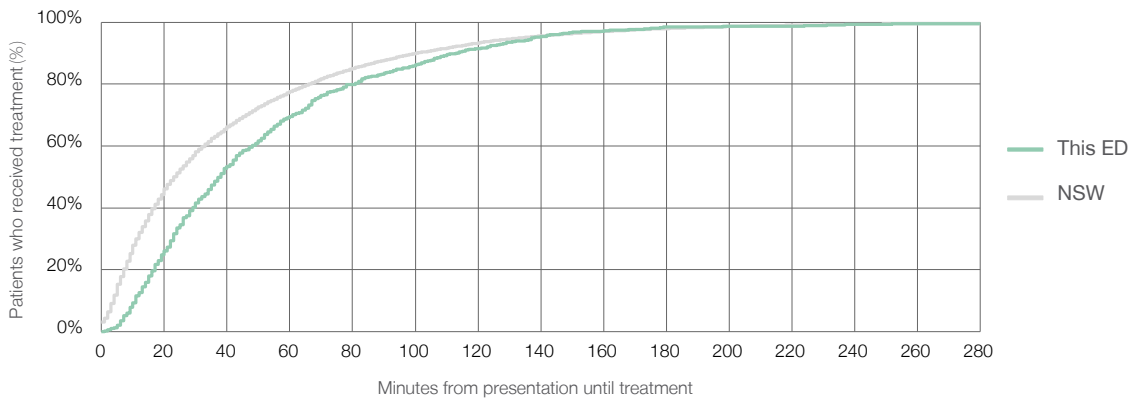
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 860

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

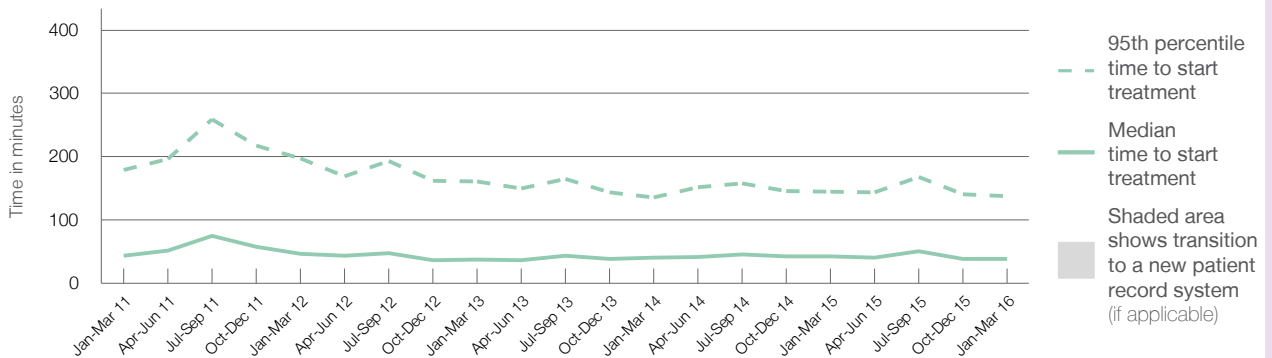
95th percentile time to start treatment<sup>5</sup>  138 minutes

Same period last year	NSW (this period)
1,027	850
43 minutes	23 minutes
145 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	44	47	37	41	43	38
95th percentile time to start treatment <sup>5</sup> (minutes)	179	197	161	136	145	138

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## Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 8,223 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,223 patients

Median time to leaving the ED<sup>8</sup>

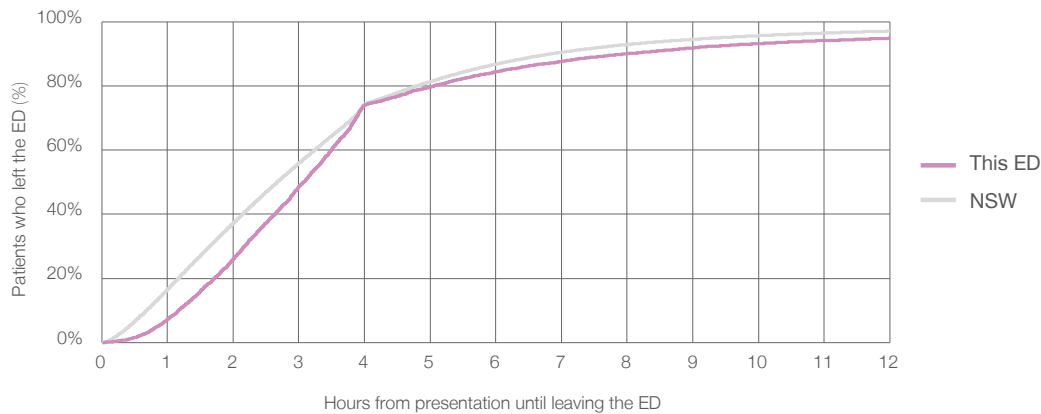
3 hours and 4 minutes

95th percentile time to leaving the ED<sup>9</sup>

12 hours and 17 minutes

Same period last year	NSW (this period)
7,921	7,921
3 hours and 23 minutes	2 hours and 40 minutes
15 hours and 7 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 15m	4h 13m	4h 11m	3h 11m	3h 23m	3h 4m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 40m	13h 15m	13h 6m	10h 26m	15h 7m	12h 17m

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**Mount Druiitt Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

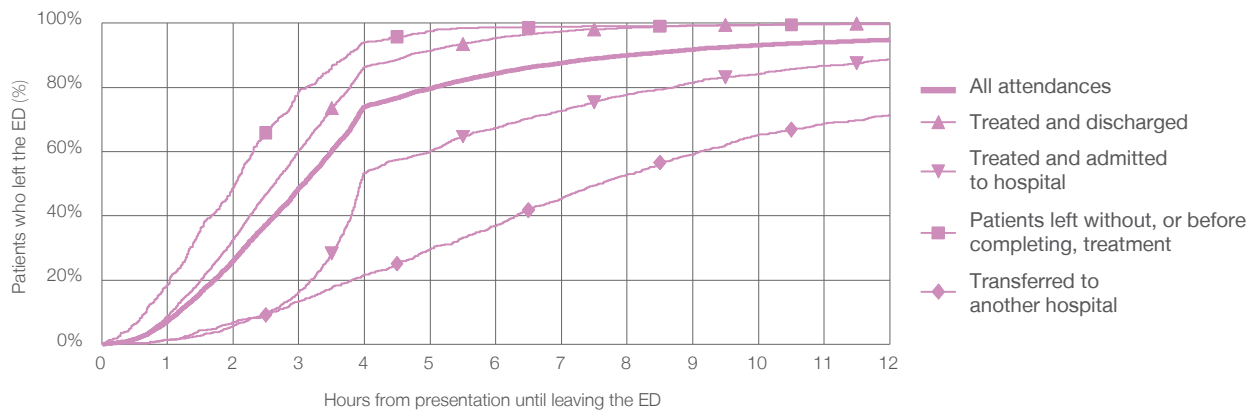
All attendances:<sup>1</sup> 8,223 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,223 patients

Treated and discharged	5,441 (66%)
Treated and admitted to hospital	1,437 (17%)
Patient left without, or before completing, treatment	458 (6%)
Transferred to another hospital	885 (11%)
Other	2 (0%)

Same period last year	Change since one year ago
7,921	4%
5,010	9%
1,404	2%
503	-9%
1,001	-12%
3	-33%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	9%	33%	60%	86%	95%	99%	100%	100%
Treated and admitted to hospital	1%	6%	16%	53%	67%	78%	84%	89%
Patient left without, or before completing, treatment	19%	49%	79%	94%	99%	99%	100%	100%
Transferred to another hospital	1%	7%	13%	22%	37%	53%	65%	72%
All attendances	7%	26%	49%	74%	84%	90%	93%	95%

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## Mount Druitt 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: <sup>1</sup> 8,223 patients

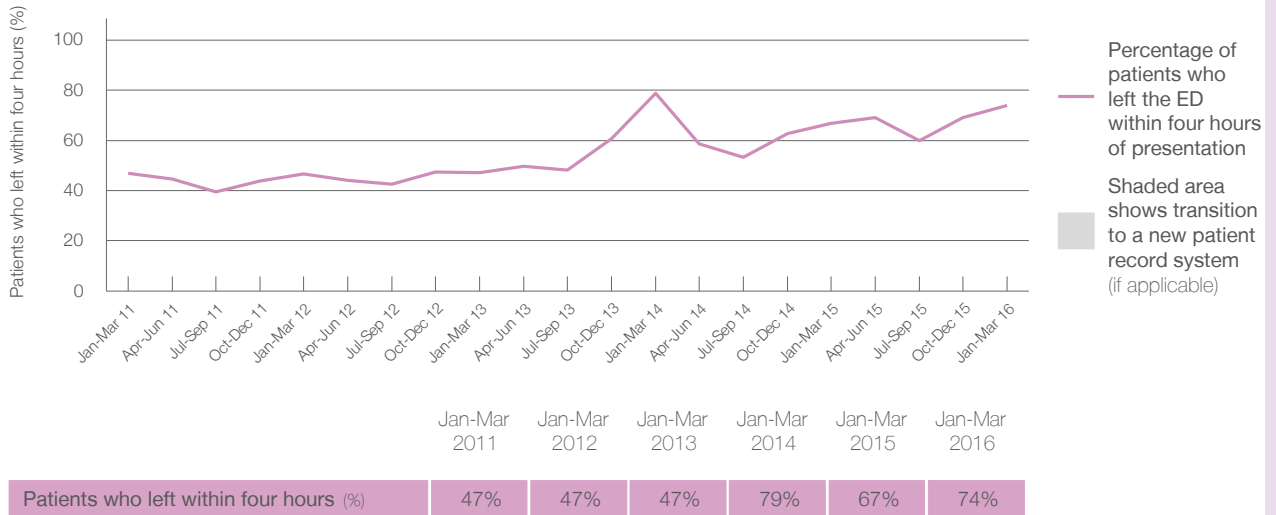
Attendances used to calculate time to leaving the ED: <sup>6</sup> 8,223 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,921	4%
Attendances used to calculate time to leaving the ED	7,921	4%
Percentage of patients who left the ED within four hours	67%	

### Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 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*.

- 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).