

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

Mount Druiitt Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,063 patients
Emergency presentations:² 7,937 patients

Same period last year	Change since one year ago
7,969	1.2%
7,878	0.7%

Mount Druiitt Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,245 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,095 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,579 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 991 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,080	
9 minutes	8 minutes
26 minutes	26 minutes
3,155	
28 minutes	20 minutes
93 minutes	67 minutes
2,702	
39 minutes	25 minutes
113 minutes	97 minutes
919	
38 minutes	24 minutes
118 minutes	103 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,050 patients

Percentage of patients who spent four hours or less in the ED 71.8%

Same period last year	Change since one year ago
7,969	1.0%
69.1%	

* 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.

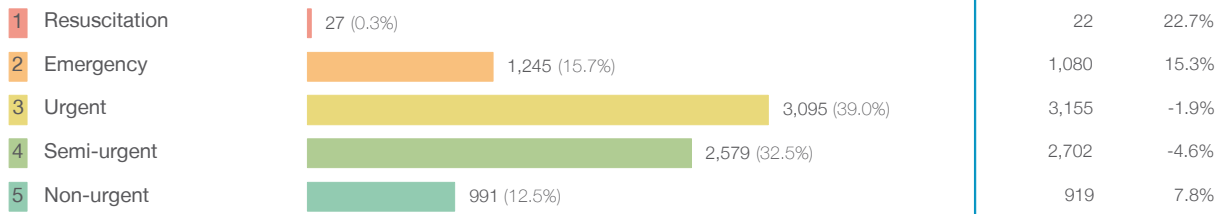
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Mount Druiitt Hospital: Patients presenting to the emergency department October to December 2016

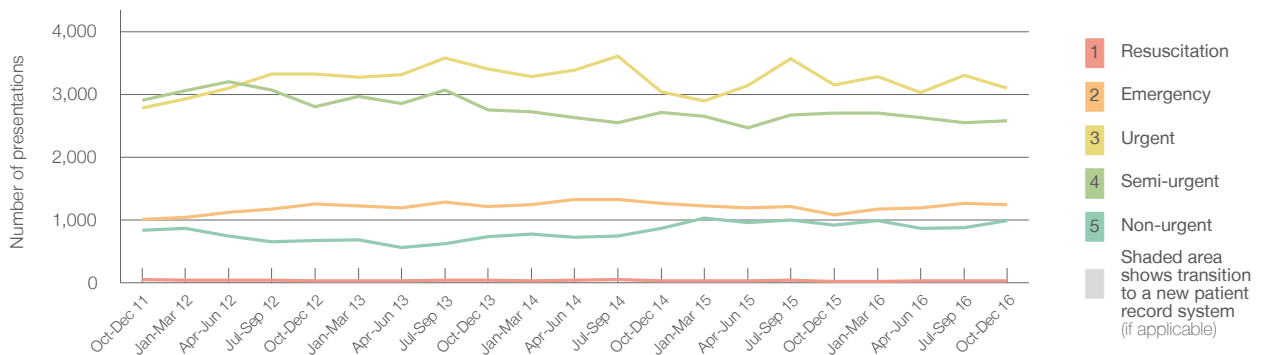
All presentations:¹ 8,063 patients

Emergency presentations² by triage category: 7,937 patients



Same period last year	Change since one year ago
7,969	1.2%
7,878	0.7%
22	22.7%
1,080	15.3%
3,155	-1.9%
2,702	-4.6%
919	7.8%

Emergency presentations² 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	53	32	37	27	22	27
Emergency	1,013	1,258	1,217	1,260	1,080	1,245
Urgent	2,784	3,320	3,402	3,034	3,155	3,095
Semi-urgent	2,905	2,801	2,754	2,710	2,702	2,579
Non-urgent	836	667	730	870	919	991
All emergency presentations	7,591	8,078	8,140	7,901	7,878	7,937

Mount Druiitt Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 798 patients

ED Transfer of care time



Same period last year	Change since one year ago
947	
14 minutes	0 minutes
28 minutes	2 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.

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

Mount Druiitt Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

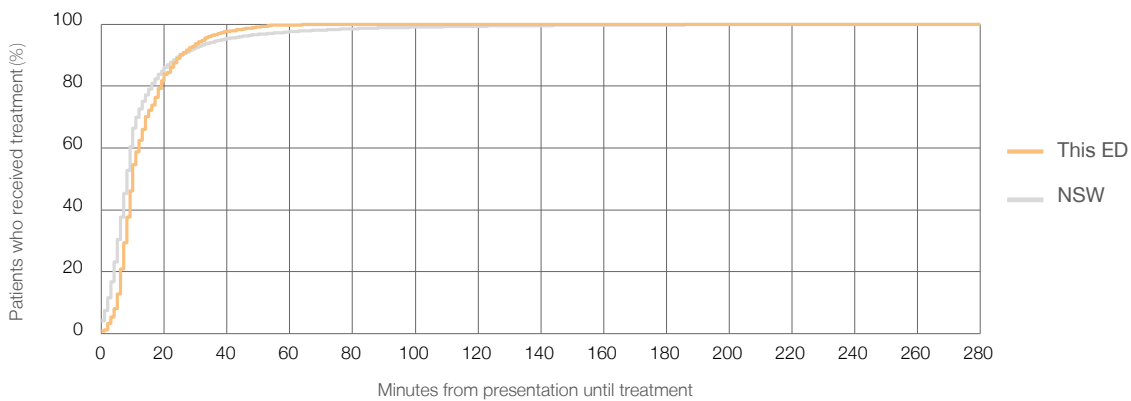
Number of triage 2 patients: 1,245

Number of triage 2 patients used to calculate waiting time:³ 1,239

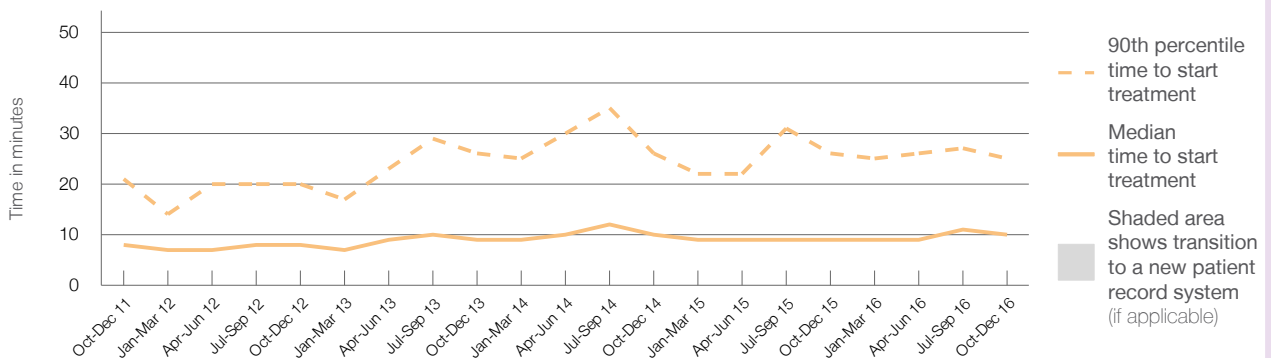
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
1,080	
1,064	
9 minutes	8 minutes
26 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	10	9	10
90th percentile time to start treatment ⁵ (minutes)	21	20	26	26	26	25

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

Mount Druiitt 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: 3,095

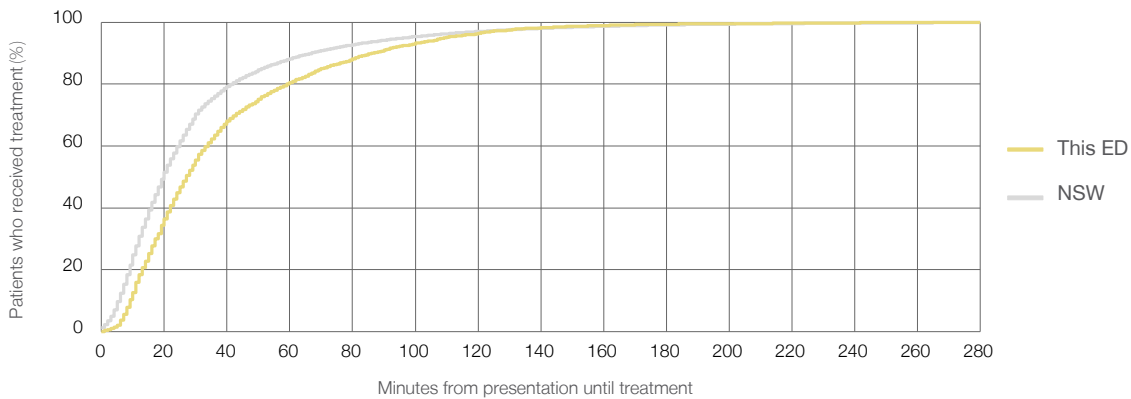
Number of triage 3 patients used to calculate waiting time:³ 3,028

Median time to start treatment⁴ 27 minutes

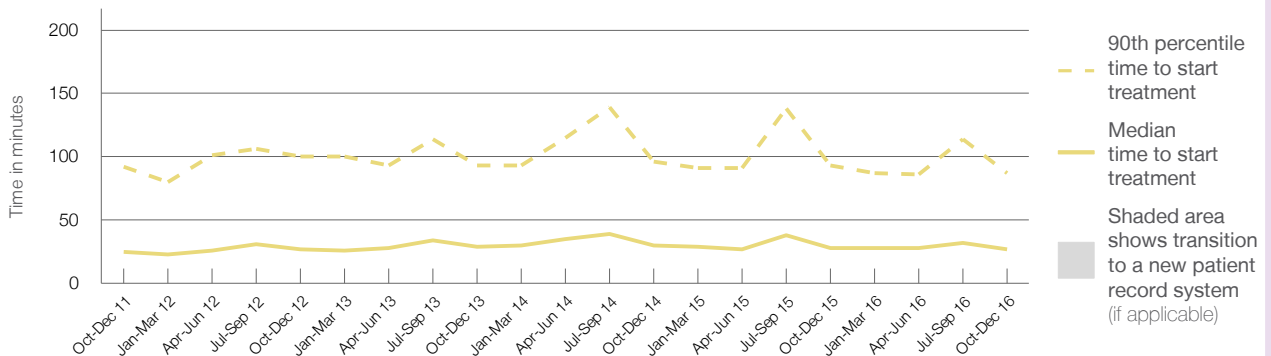
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,155	
2,984	
28 minutes	20 minutes
93 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	27	29	30	28	27
90th percentile time to start treatment ⁵ (minutes)	92	100	93	96	93	87

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

Mount Druiitt 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: 2,579

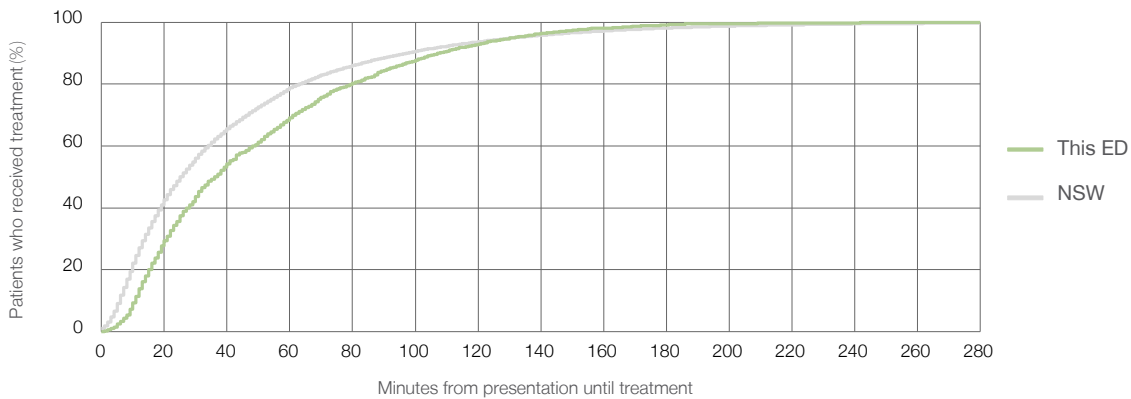
Number of triage 4 patients used to calculate waiting time:³ 2,443

Median time to start treatment⁴ 37 minutes

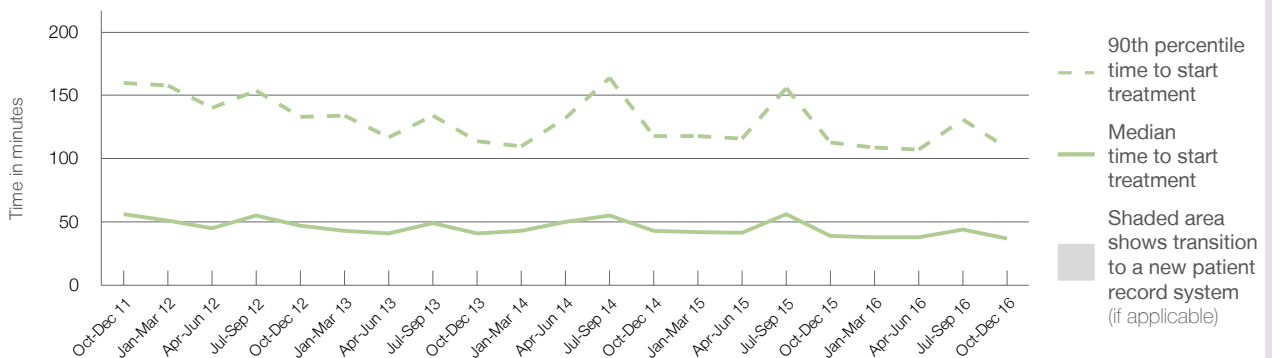
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,702	
2,461	
39 minutes	25 minutes
113 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	56	47	41	43	39	37
90th percentile time to start treatment ⁵ (minutes)	160	133	114	118	113	108

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

Mount Druiitt 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: 991

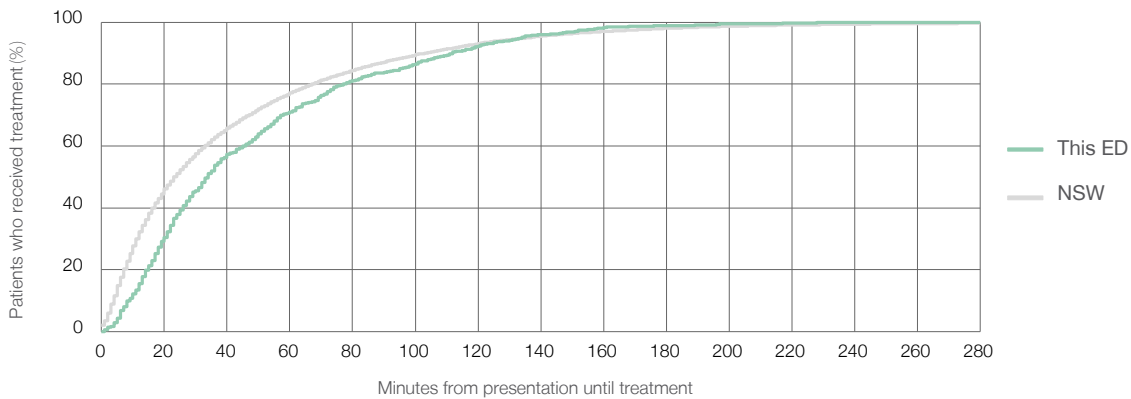
Number of triage 5 patients used to calculate waiting time:³ 864

Median time to start treatment⁴ 34 minutes

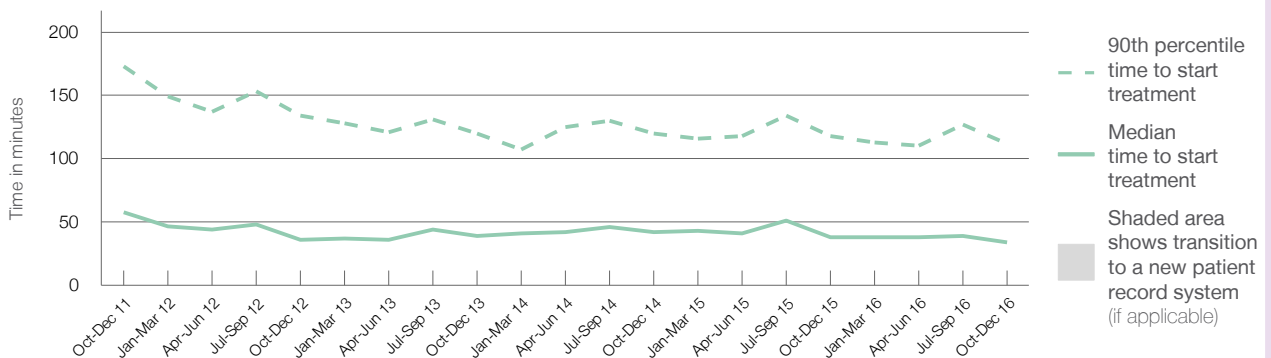
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
919	
787	
38 minutes	24 minutes
118 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	58	36	39	42	38	34
90th percentile time to start treatment ⁵ (minutes)	173	134	120	120	118	112

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

Mount Druitt Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,063 patients

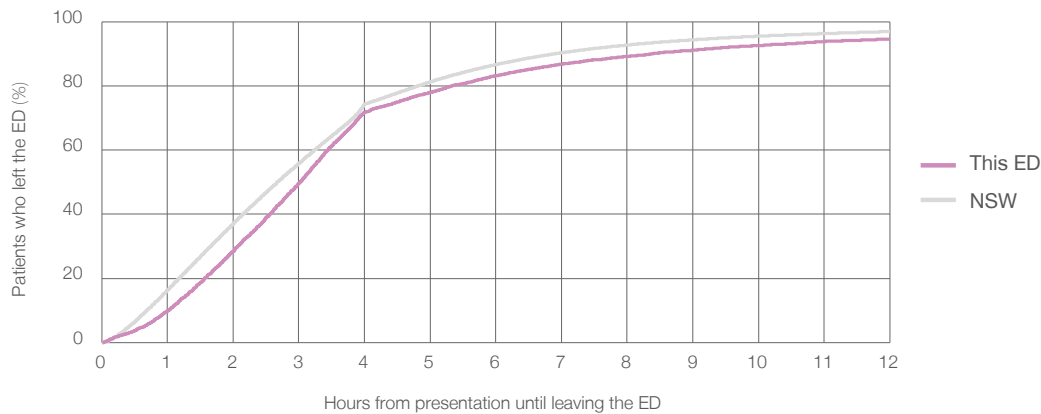
Presentations used to calculate time to leaving the ED:⁶ 8,050 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

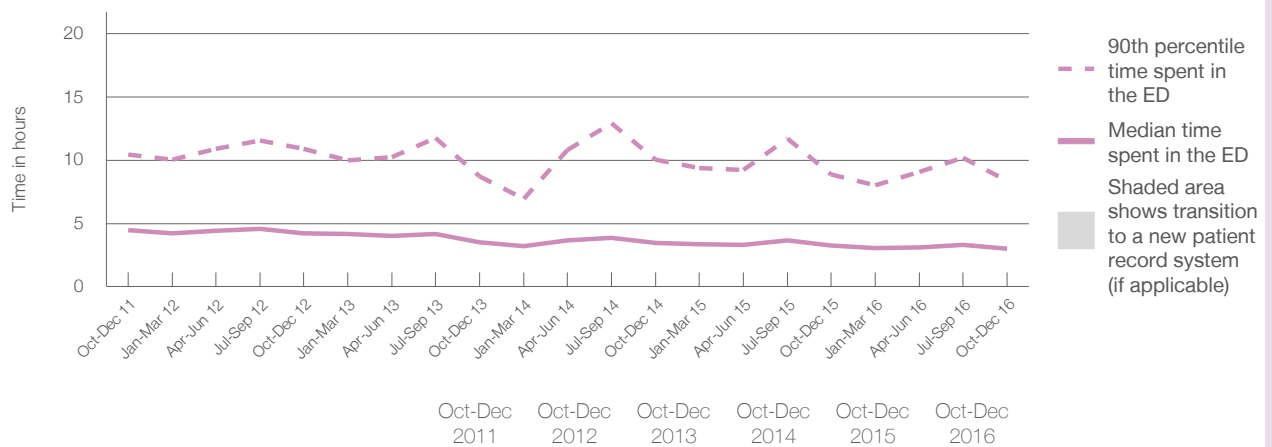
90th percentile time spent in the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
7,969	7,969
3 hours and 15 minutes	2 hours and 41 minutes
8 hours and 52 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^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m

(†) 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.

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

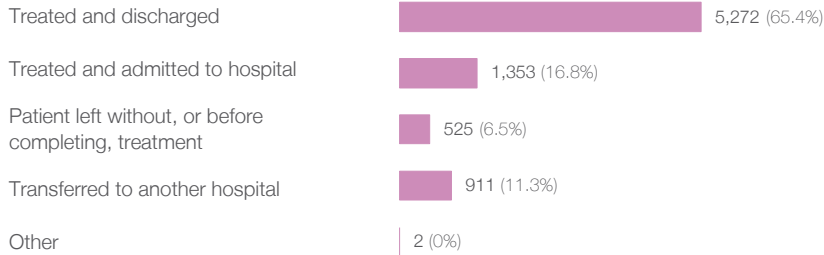
Mount DrUITt Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

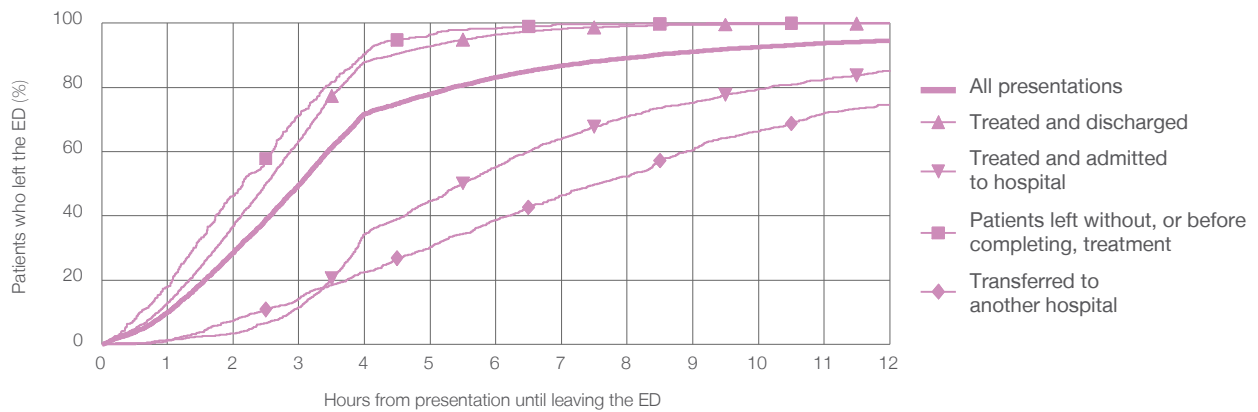
All presentations:¹ 8,063 patients

Presentations used to calculate time to leaving the ED:⁶ 8,050 patients



	Same period last year	Change since one year ago
	7,969	1.0%
Treated and discharged	5,193	1.5%
Treated and admitted to hospital	1,383	-2.2%
Patient left without, or before completing, treatment	460	14.1%
Transferred to another hospital	927	-1.7%
Other	6	-66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 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	12.9%	36.8%	63.4%	88.0%	96.4%	99.1%	99.7%	99.9%
Treated and admitted to hospital	1.3%	3.3%	11.4%	34.3%	55.2%	71.0%	79.5%	85.3%
Patient left without, or before completing, treatment	18.0%	46.2%	71.3%	90.4%	98.3%	99.6%	100%	100%
Transferred to another hospital	1.1%	7.4%	14.2%	22.4%	38.7%	52.3%	66.3%	74.6%
All presentations	10.0%	28.5%	49.7%	71.8%	83.1%	89.1%	92.6%	94.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Mount Druiitt 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:¹ 8,063 patients

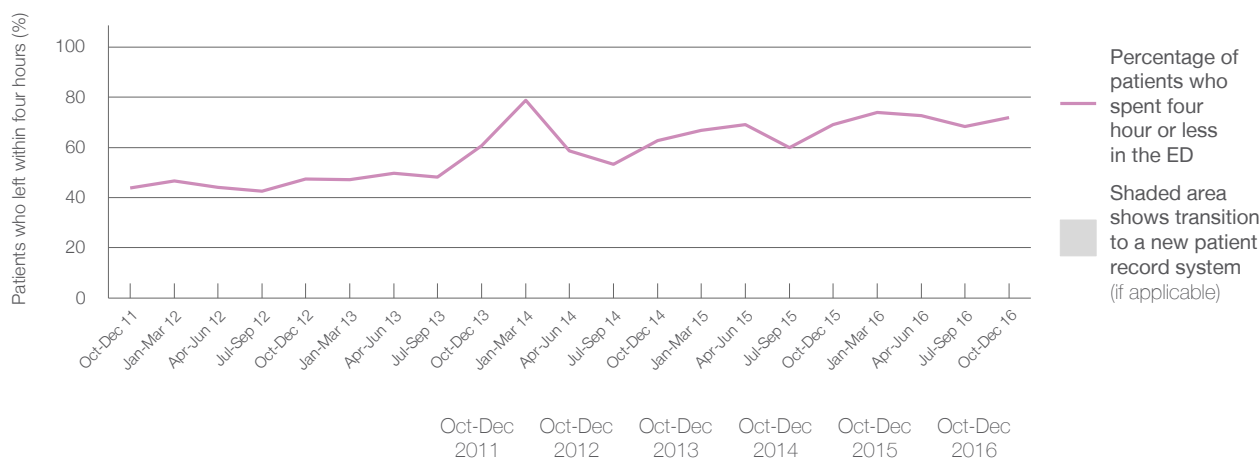
Presentations used to calculate time to leaving the ED:⁶ 8,050 patients

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	7,969	1.2%
Presentations used to calculate time to leaving the ED	7,969	1.0%
Percentage of patients who spent four hours or less in the ED	69.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	43.7%	47.3%	60.7%	62.8%	69.1%	71.8%

* 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 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).