

Macksville District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 3,532 patients
 Emergency presentations:² 3,379 patients

Same period last year	Change since one year ago
3,414	3%
3,228	5%

Macksville District Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,023 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,459 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 530 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
367	
9 minutes	8 minutes
19 minutes	24 minutes
990	
20 minutes	19 minutes
48 minutes	63 minutes
1,372	
25 minutes	24 minutes
94 minutes	95 minutes
488	
25 minutes	21 minutes
104 minutes	96 minutes

Macksville District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 3,532 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,414	3%
90%	

* 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.

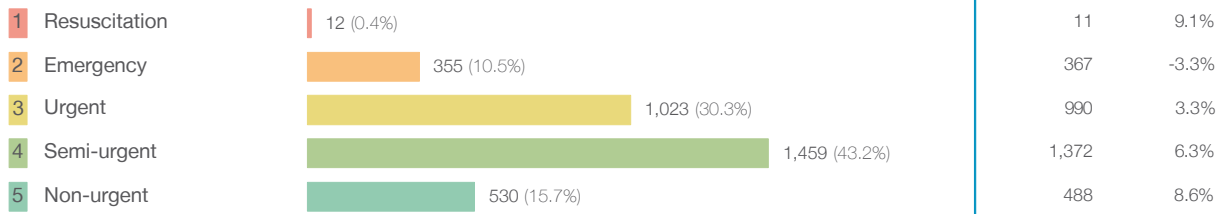
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Macksville District Hospital: Patients presenting to the emergency department

April to June 2018

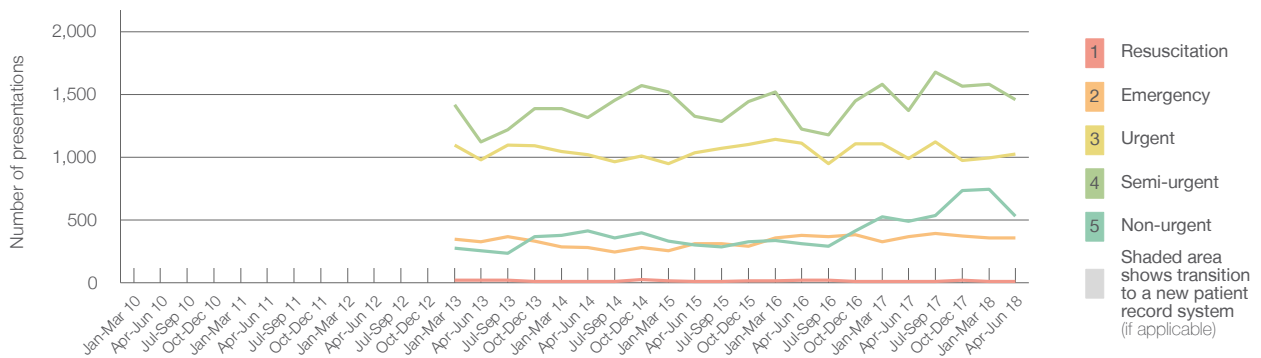
All presentations:¹ 3,532 patients

Emergency presentations² by triage category: 3,379 patients



Same period last year	Change since one year ago
3,414	3%
3,228	5%
11	9.1%
367	-3.3%
990	3.3%
1,372	6.3%
488	8.6%

Emergency presentations² by quarter, January 2010 to June 2018 † §



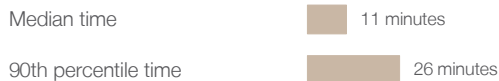
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation				20	12	10	22	11	12
Emergency				324	279	311	376	367	355
Urgent				978	1,019	1,036	1,109	990	1,023
Semi-urgent				1,121	1,313	1,326	1,221	1,372	1,459
Non-urgent				255	415	302	310	488	530
All emergency presentations				2,698	3,038	2,985	3,038	3,228	3,379

Macksville District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 461 patients

ED Transfer of care time



Same period last year	Change since one year ago
465	
11 minutes	0 minutes
23 minutes	3 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.
- (§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 355

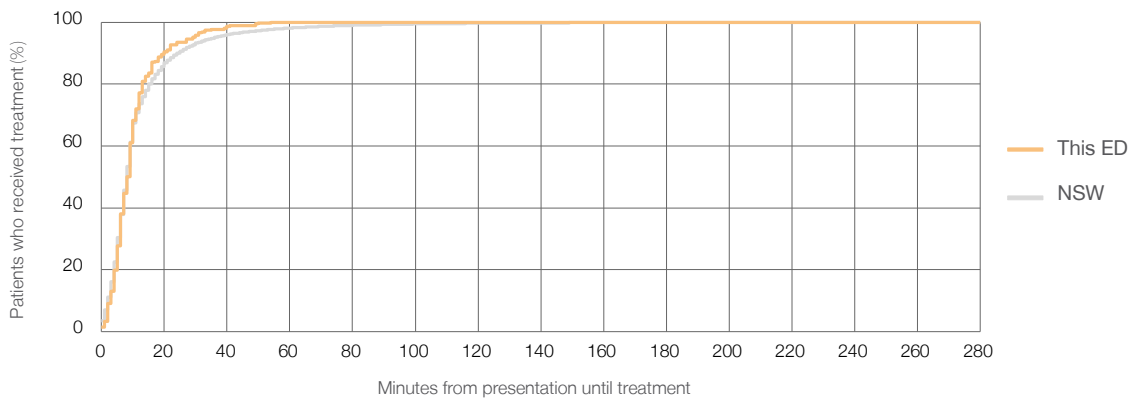
Number of triage 2 patients used to calculate waiting time:³ 354

Median time to start treatment⁴ 9 minutes

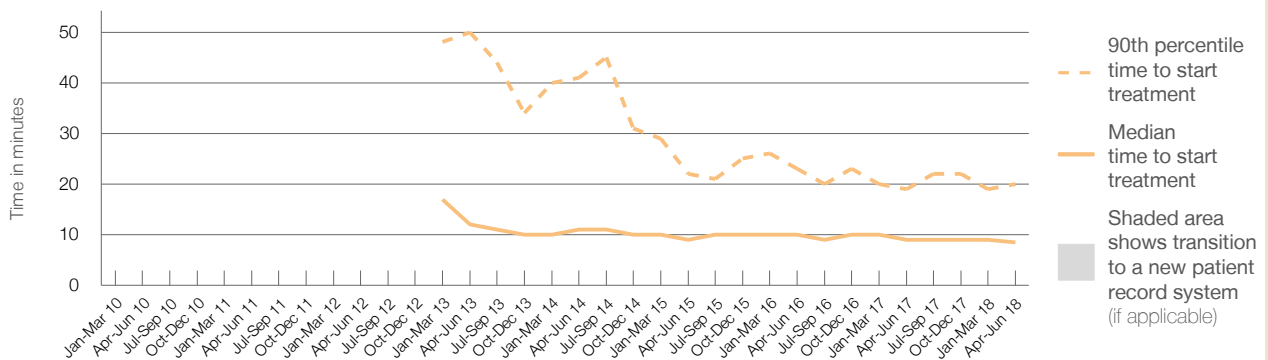
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
367	355
9 minutes	8 minutes
19 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				12	11	9	10	9	9
90th percentile time to start treatment ⁵ (minutes)				50	41	22	23	19	20

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Macksville District Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,023

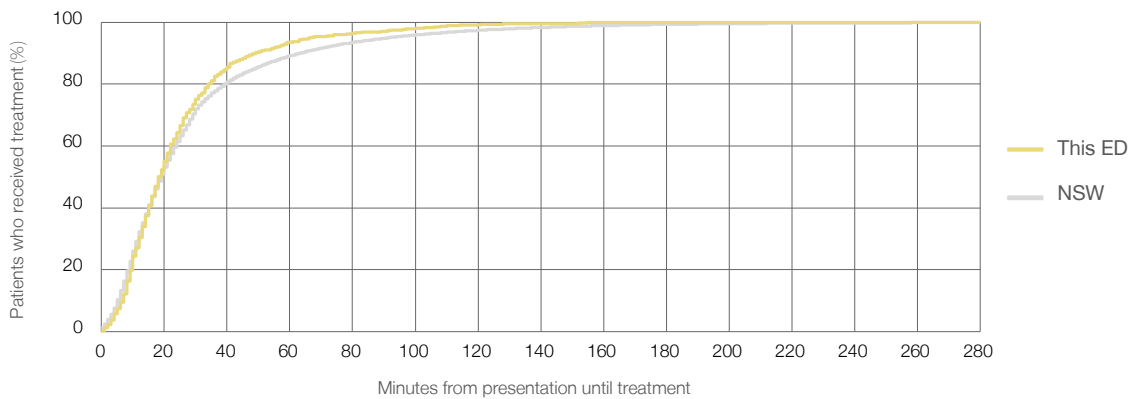
Number of triage 3 patients used to calculate waiting time:³ 1,015

Median time to start treatment⁴ 18 minutes

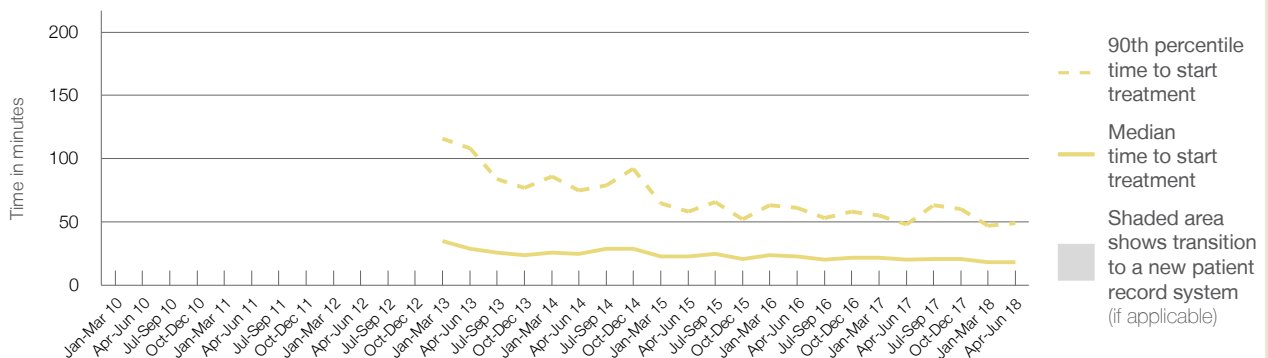
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
990	971
20 minutes	19 minutes
48 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				29	25	23	23	20	18
90th percentile time to start treatment ⁵ (minutes)				108	75	58	61	48	49

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Macksville District Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 1,459

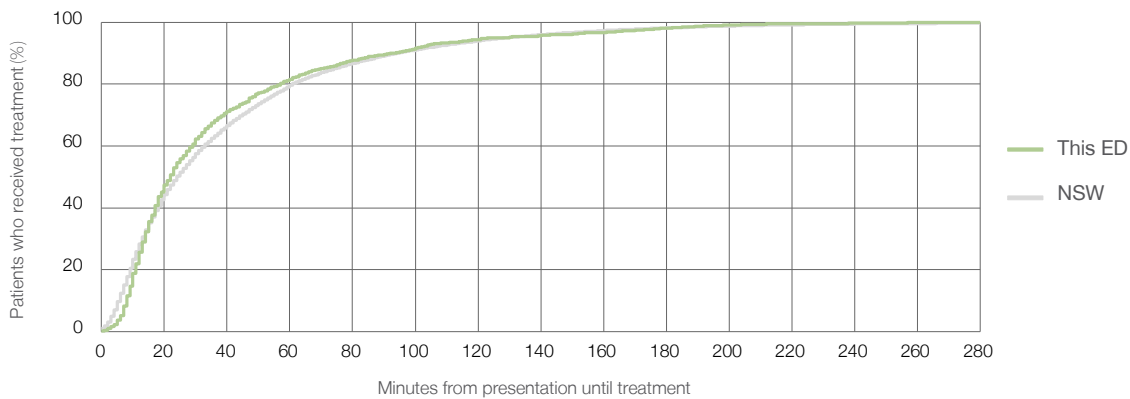
Number of triage 4 patients used to calculate waiting time:³ 1,388

Median time to start treatment⁴ 22 minutes

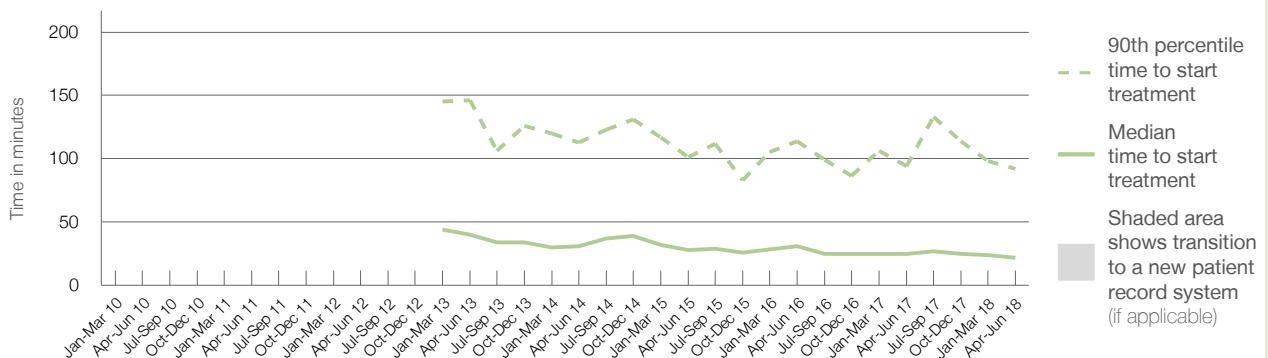
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,372	1,316
25 minutes	24 minutes
94 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				40	31	28	31	25	22
90th percentile time to start treatment ⁵ (minutes)				146	113	101	114	94	92

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Macksville District Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 530

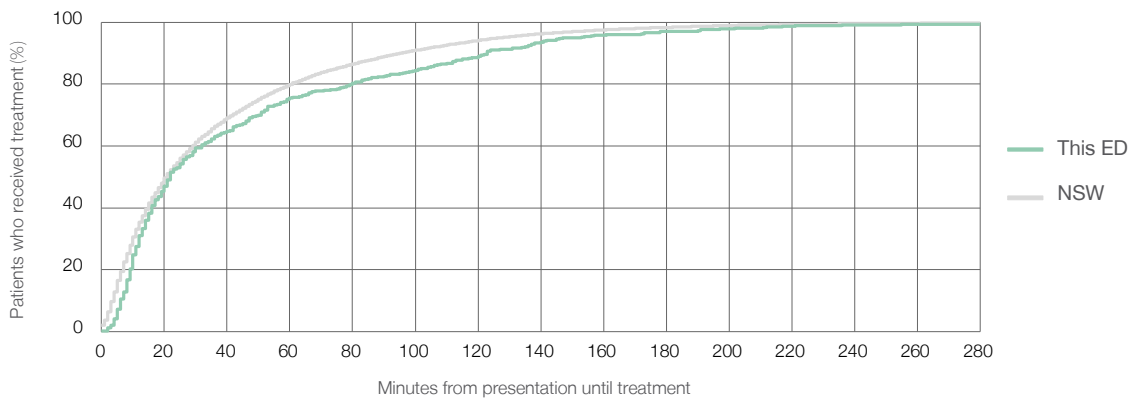
Number of triage 5 patients used to calculate waiting time:³ 485

Median time to start treatment⁴ 22 minutes

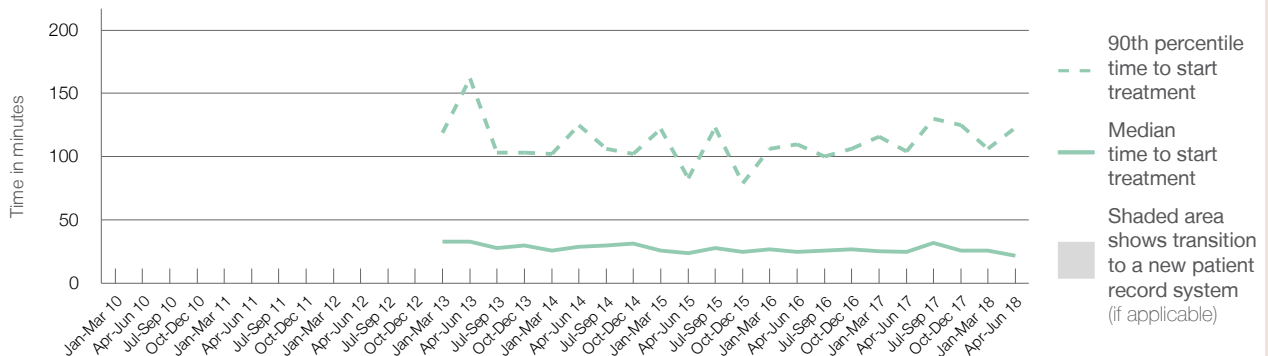
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
488	
460	
25 minutes	21 minutes
104 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				33	29	24	25	25	22
90th percentile time to start treatment ⁵ (minutes)				162	125	83	110	104	123

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Macksville District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 3,532 patients

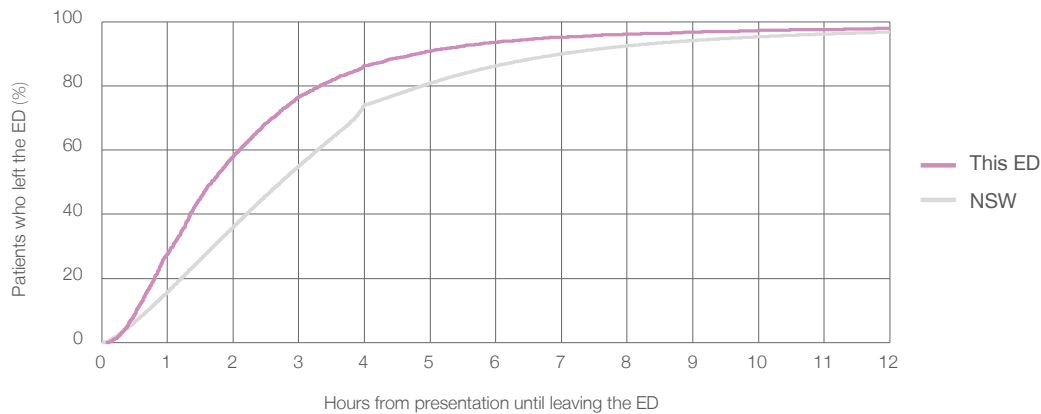
Presentations used to calculate time to leaving the ED:⁶ 3,532 patients

Median time spent in the ED⁸ 1 hours and 40 minutes

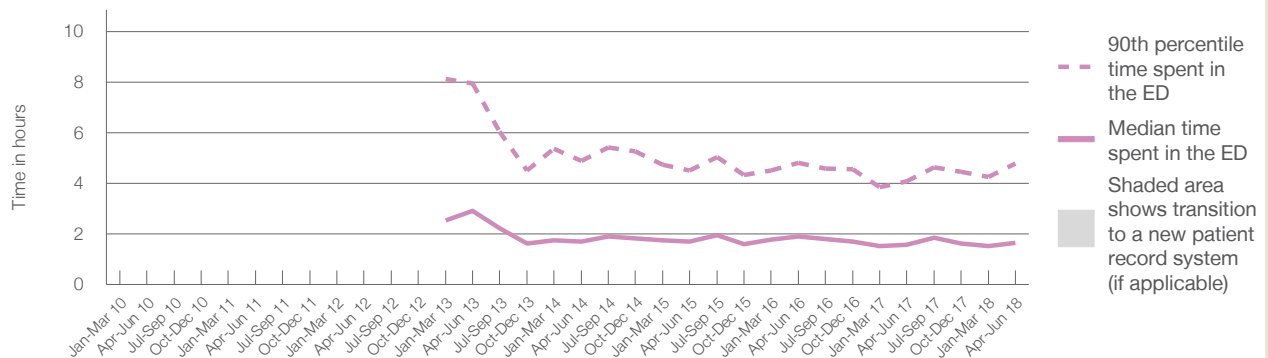
90th percentile time spent in the ED⁹ 4 hours and 48 minutes

Same period last year	NSW (this period)
3,414	3,414
1 hours and 34 minutes	2 hours and 44 minutes
4 hours and 5 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 55m	1h 42m	1h 42m	1h 54m	1h 34m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)				7h 57m	4h 54m	4h 31m	4h 49m	4h 5m	4h 48m

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Macksville District Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

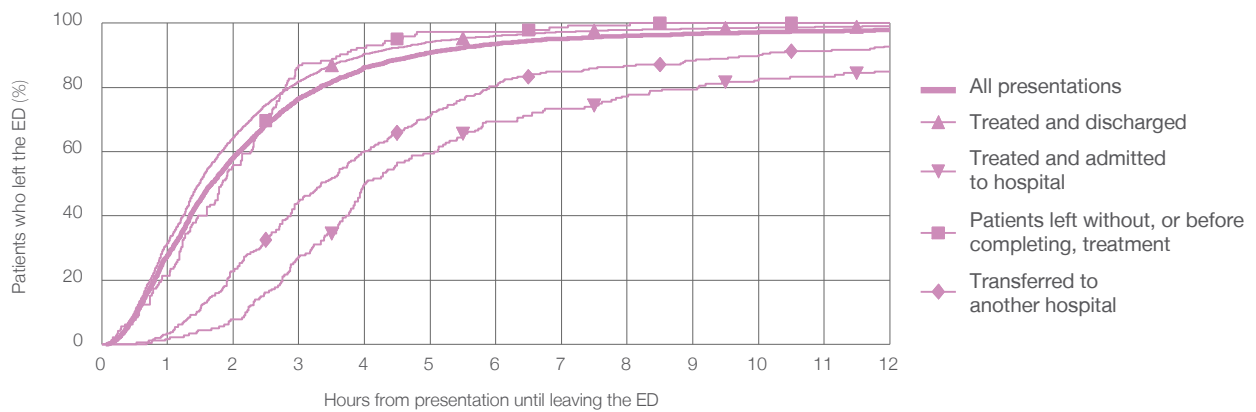
All presentations:¹ 3,532 patients

Presentations used to calculate time to leaving the ED:⁶ 3,532 patients

Treated and discharged	2,934 (83.1%)
Treated and admitted to hospital	180 (5.1%)
Patient left without, or before completing, treatment	145 (4.1%)
Transferred to another hospital	264 (7.5%)
Other	9 (0.3%)

Same period last year	Change since one year ago
3,414	3%
2,832	3.6%
207	-13.0%
110	31.8%
213	23.9%
52	-82.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†† §}



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

Treated and discharged	31.5%	64.5%	81.9%	90.5%	96.0%	97.9%	98.6%	99.0%
Treated and admitted to hospital	1.7%	7.8%	27.2%	50.0%	69.4%	77.2%	82.8%	85.0%
Patient left without, or before completing, treatment	21.4%	55.9%	86.9%	92.4%	97.2%	99.3%	100%	100%
Transferred to another hospital	3.4%	22.7%	44.7%	60.2%	80.3%	86.7%	90.2%	92.8%
All presentations	27.7%	58.2%	76.6%	86.3%	93.5%	96.1%	97.3%	97.9%

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Macksville District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 3,532 patients

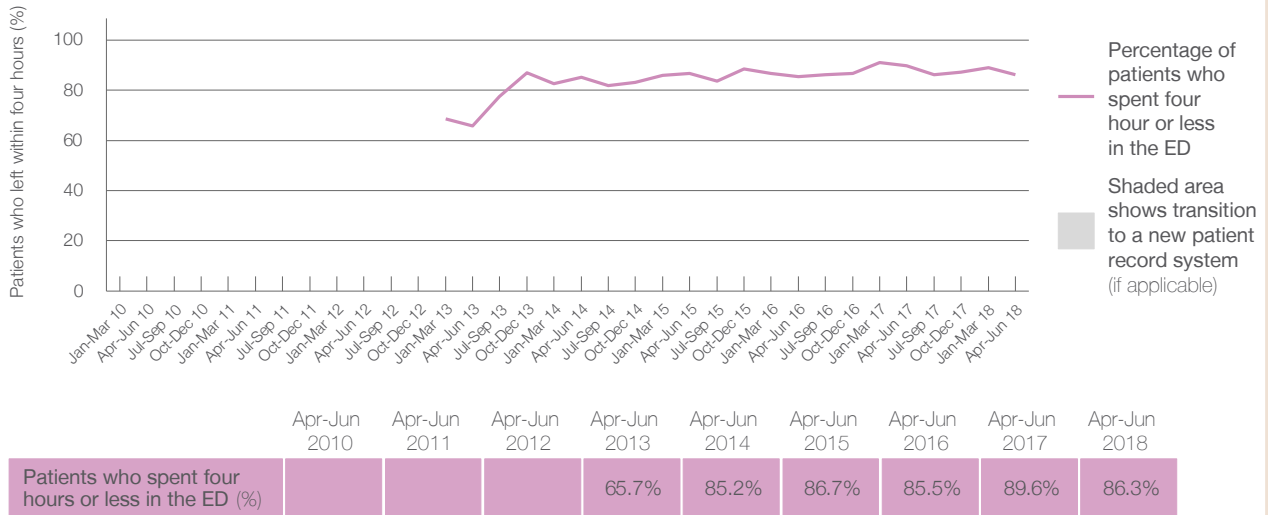
Presentations used to calculate time to leaving the ED: ⁶ 3,532 patients

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: ¹ 3,532 patients	3,414	3%
Presentations used to calculate time to leaving the ED: ⁶ 3,532 patients	3,414	3%
Percentage of patients who spent four hours or less in the ED	89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).