

Maclean District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,932 patients
Emergency presentations:² 2,786 patients

Same period last year	Change since one year ago
2,823	4%
2,711	3%

Maclean District Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 318 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 879 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,295 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
335	
7 minutes	8 minutes
22 minutes	24 minutes
991	
14 minutes	19 minutes
60 minutes	63 minutes
1,003	
19 minutes	24 minutes
93 minutes	95 minutes
374	
19 minutes	21 minutes
102 minutes	96 minutes

Maclean District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,931 patients

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

Same period last year	Change since one year ago
2,823	4%
82%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

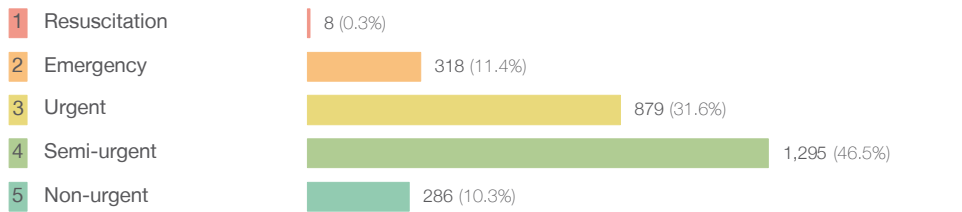
Maclean District Hospital: Patients presenting to the emergency department April to June 2018

All presentations:¹ 2,932 patients

Same period last year	Change since one year ago
2,823	4%

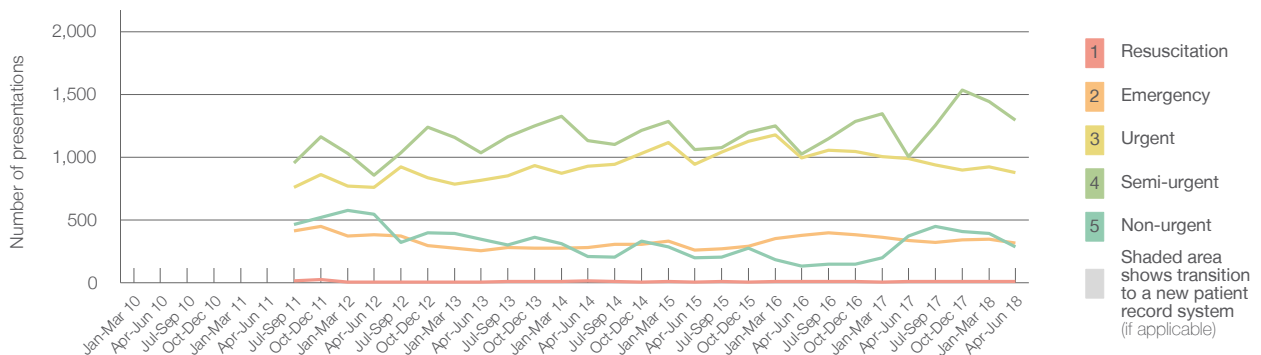
Emergency presentations² by triage category: 2,786 patients

Same period last year	Change since one year ago
2,711	3%



Same period last year	Change since one year ago
8	0.0%
335	-5.1%
991	-11.3%
1,003	29.1%
374	-23.5%

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			6	5	16	6	9	8	8
Emergency			383	254	279	260	376	335	318
Urgent			761	814	929	944	996	991	879
Semi-urgent			858	1,033	1,134	1,062	1,024	1,003	1,295
Non-urgent			544	347	206	199	131	374	286
All emergency presentations			2,552	2,453	2,564	2,471	2,536	2,711	2,786

Maclean District Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 351 patients

Same period last year	Change since one year ago
361	

ED Transfer of care time



Same period last year	Change since one year ago
15 minutes	-3 minutes
32 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.

Maclean 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: 318

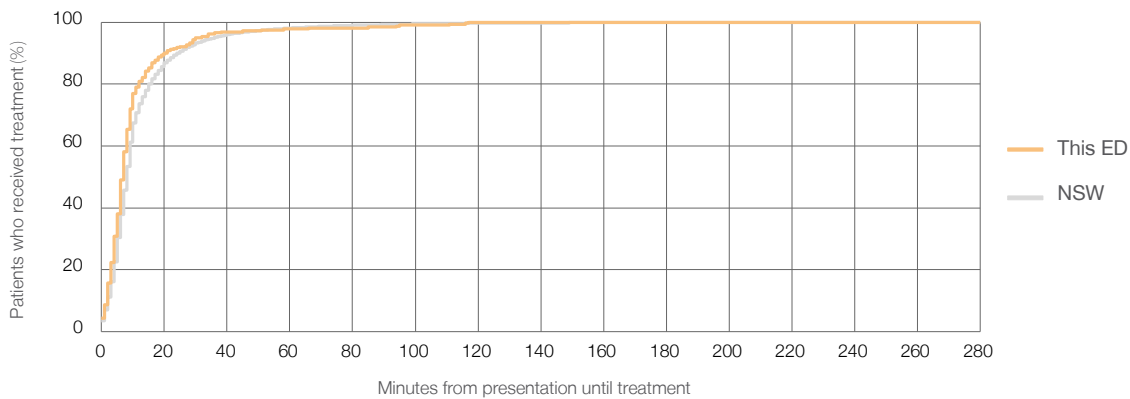
Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 7 minutes

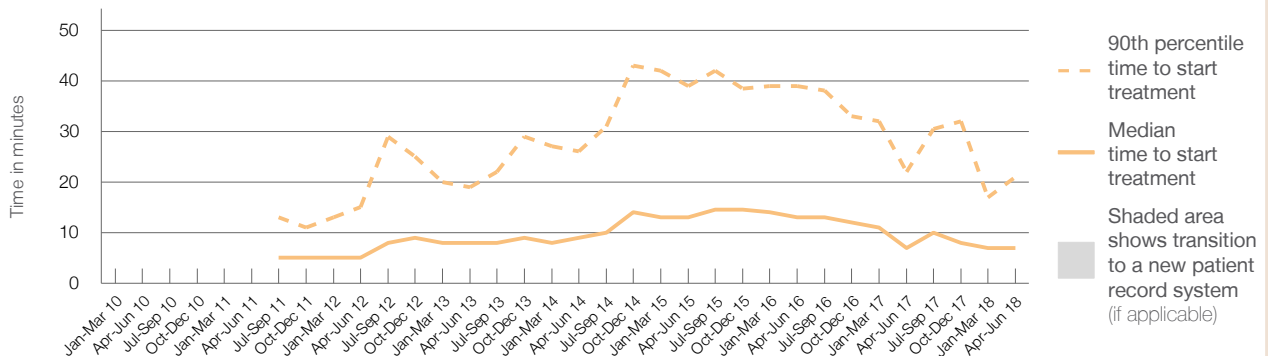
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
335	334
7 minutes	8 minutes
22 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)			5	8	9	13	13	7	7
90th percentile time to start treatment ⁵ (minutes)			15	19	26	39	39	22	21

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Maclean 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: 879

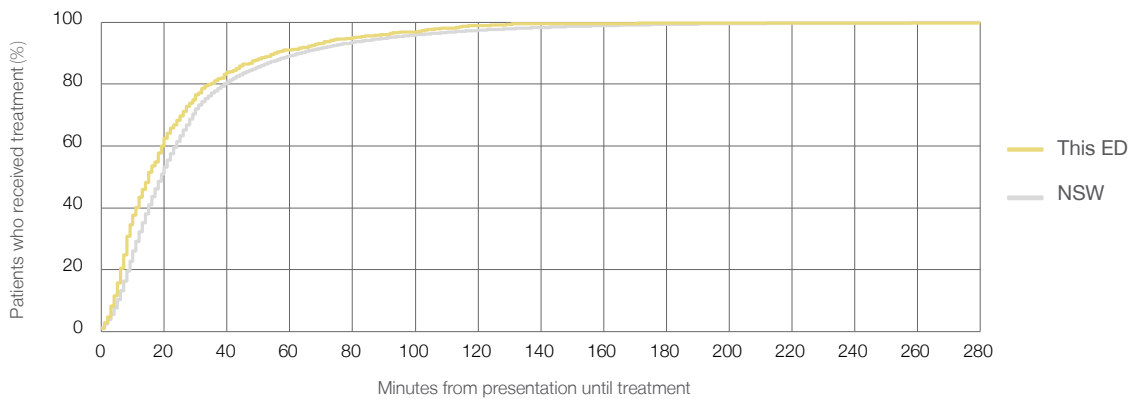
Number of triage 3 patients used to calculate waiting time:³ 866

Median time to start treatment⁴ 15 minutes

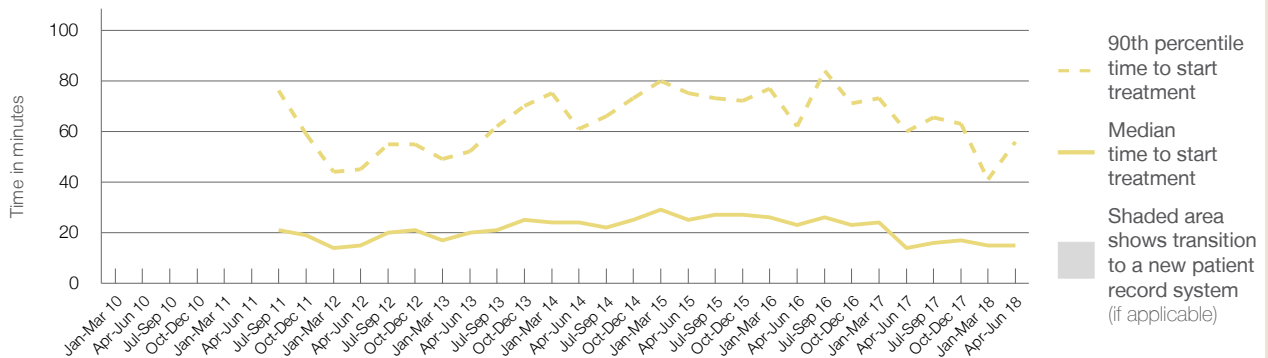
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
991	
964	
14 minutes	19 minutes
60 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)			15	20	24	25	23	14	15
90th percentile time to start treatment ⁵ (minutes)			45	52	61	75	62	60	56

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Maclean 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: 1,295

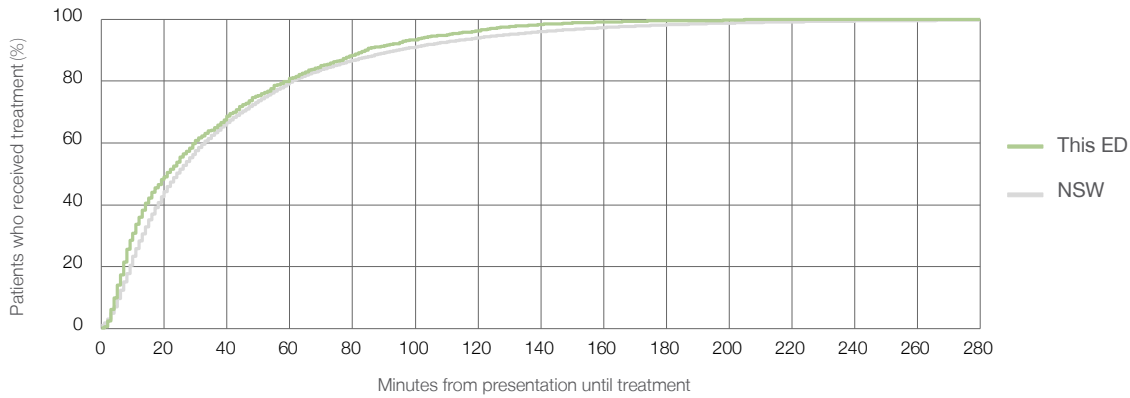
Number of triage 4 patients used to calculate waiting time:³ 1,236

Median time to start treatment⁴ 21 minutes

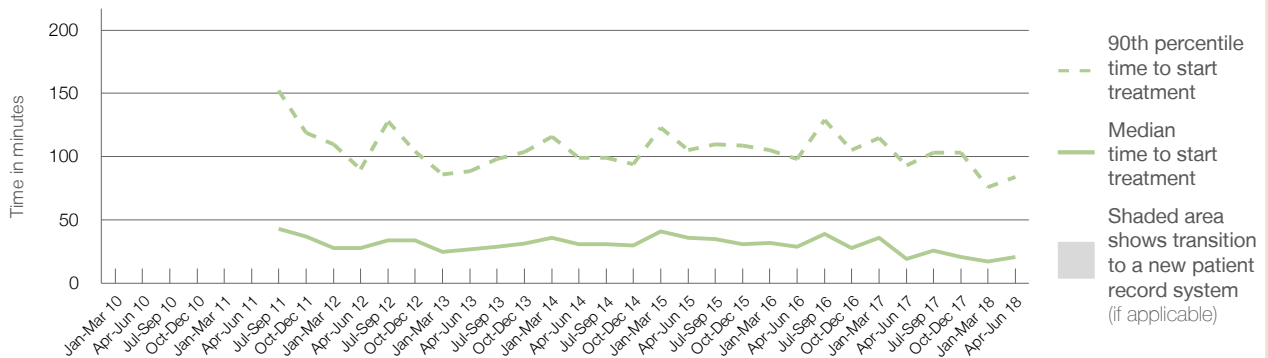
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,003	908
19 minutes	24 minutes
93 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)			28	27	31	36	29	19	21
90th percentile time to start treatment ⁵ (minutes)			90	89	99	105	98	93	84

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Maclean 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: 286

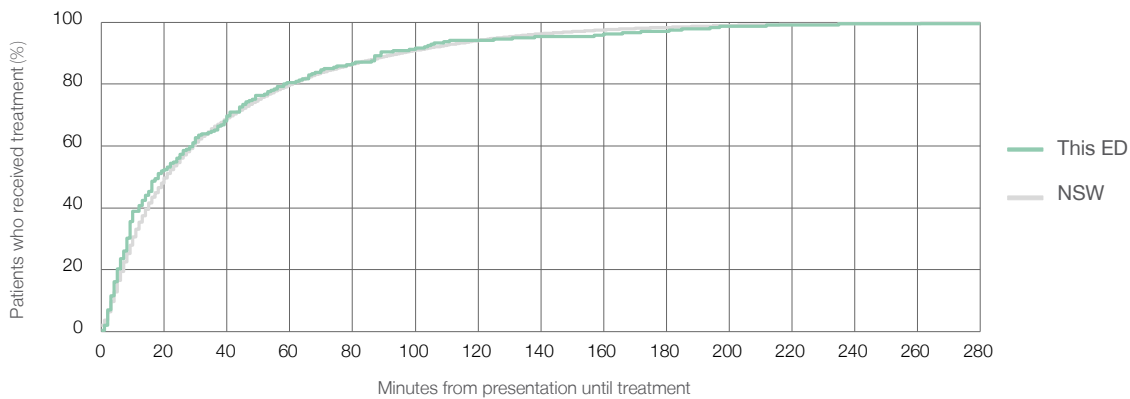
Number of triage 5 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 18 minutes

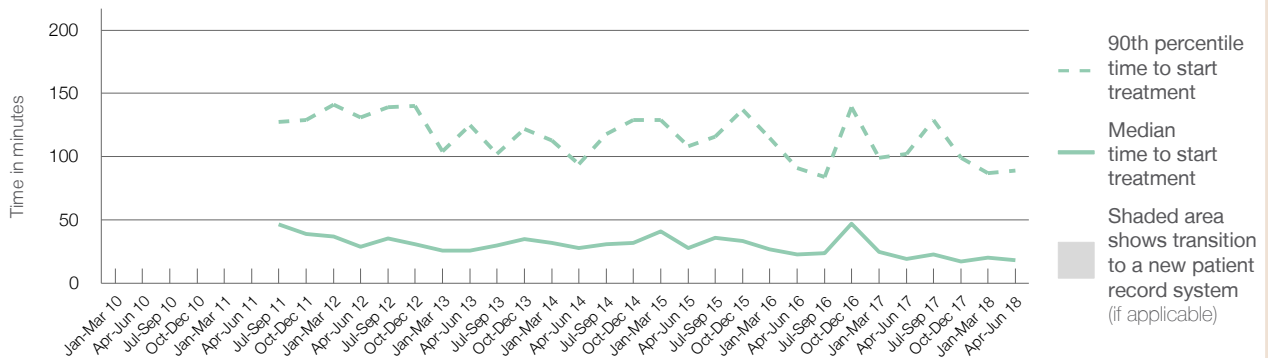
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
374	
316	
19 minutes	21 minutes
102 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)			29	26	28	28	23	19	18
90th percentile time to start treatment ⁵ (minutes)			131	125	94	108	91	102	89

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Maclean District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,932 patients

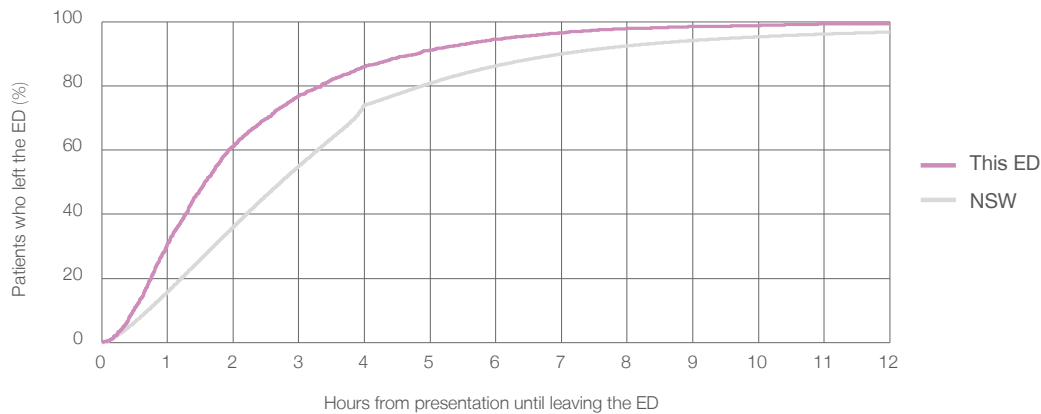
Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

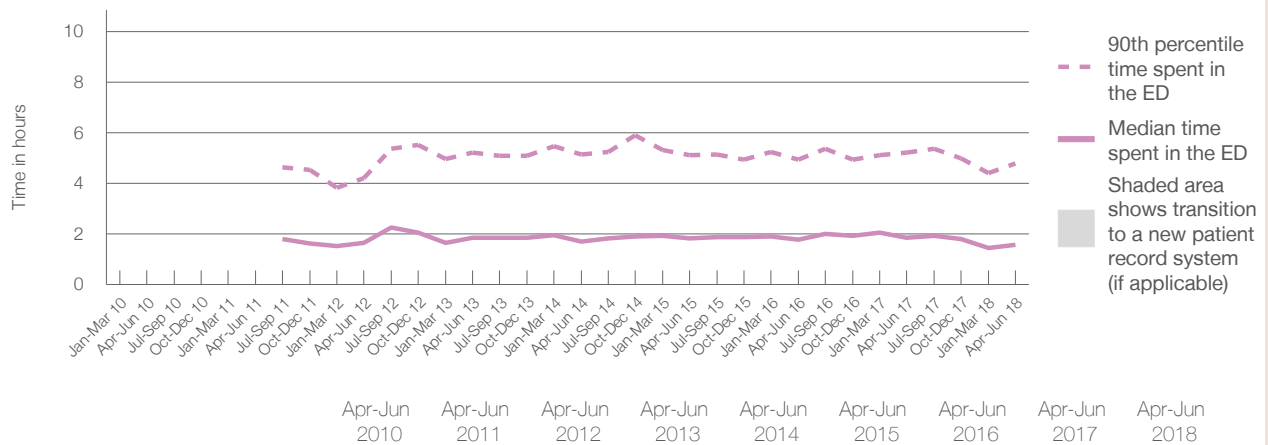
90th percentile time spent in the ED⁹ 4 hours and 48 minutes

Same period last year	NSW (this period)
2,823	2,823
1 hours and 52 minutes	2 hours and 44 minutes
5 hours and 13 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)			1h 40m	1h 51m	1h 42m	1h 50m	1h 47m	1h 52m	1h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)			4h 13m	5h 13m	5h 8m	5h 7m	4h 56m	5h 13m	4h 48m

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

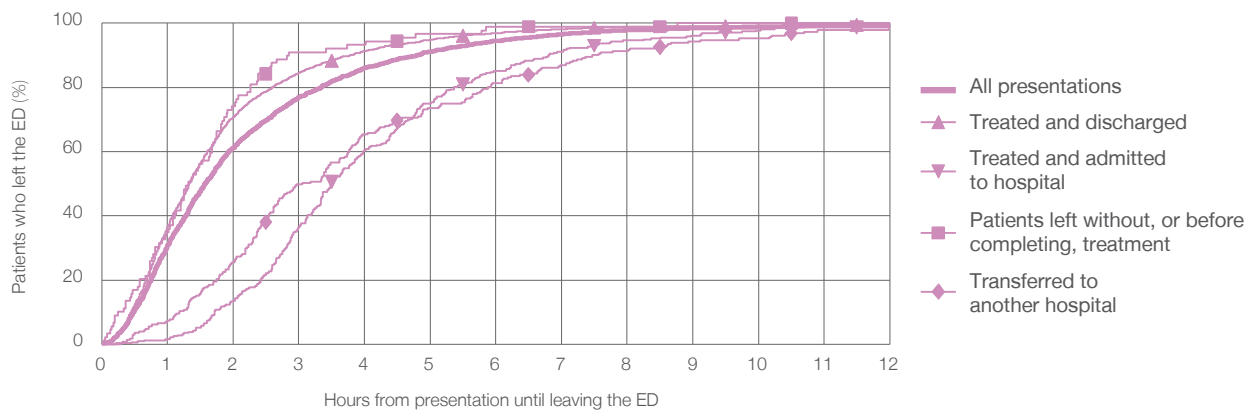
All presentations:¹ 2,932 patients

Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Treated and discharged	2,285 (77.9%)
Treated and admitted to hospital	316 (10.8%)
Patient left without, or before completing, treatment	89 (3.0%)
Transferred to another hospital	231 (7.9%)
Other	11 (0.4%)

Same period last year	Change since one year ago
2,823	4%
2,134	7.1%
306	3.3%
135	-34.1%
238	-2.9%
10	10.0%

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	36.8%	70.8%	84.6%	91.3%	96.9%	98.9%	99.3%	99.6%
Treated and admitted to hospital	1.6%	13.6%	36.4%	60.4%	85.1%	94.6%	97.8%	98.7%
Patient left without, or before completing, treatment	34.8%	74.2%	91.0%	93.3%	98.9%	98.9%	100%	100%
Transferred to another hospital	7.4%	25.5%	49.8%	65.4%	81.4%	91.3%	95.2%	98.3%
All presentations	30.8%	61.2%	76.9%	86.0%	94.5%	97.9%	98.8%	99.4%

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Maclean 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 2,932 patients

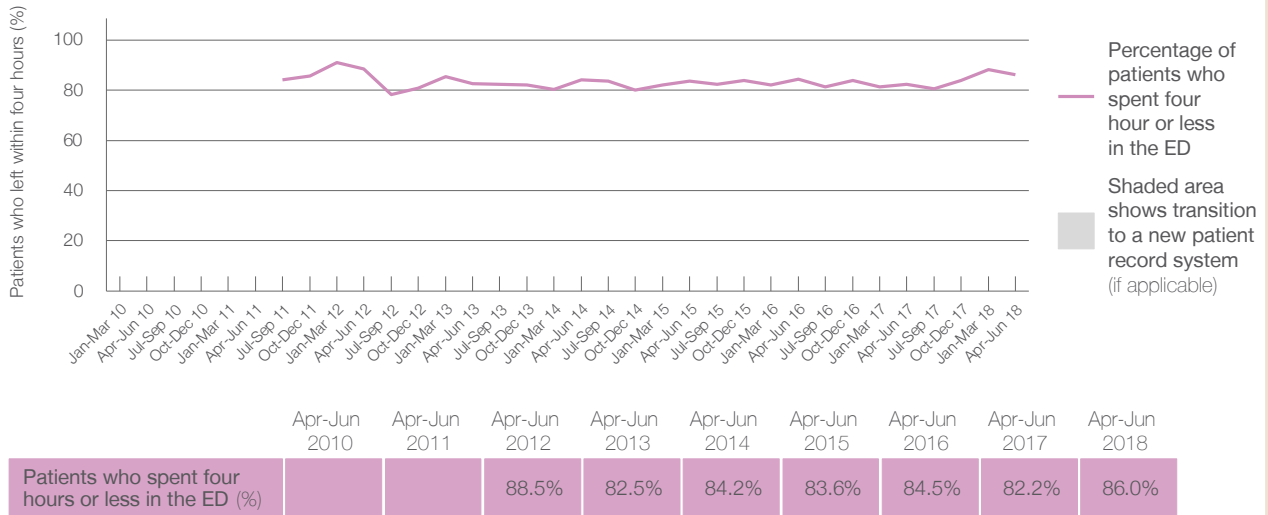
Presentations used to calculate time to leaving the ED: ⁶ 2,931 patients

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 2,932 patients	2,823	4%
Presentations used to calculate time to leaving the ED: ⁶ 2,931 patients	2,823	4%
Percentage of patients who spent four hours or less in the ED	82.2%	

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.
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 ‡ 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).