

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

Macksville District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,863 patients
Emergency presentations:² 3,545 patients

Same period last year	Change since one year ago
3,663	5.5%
3,369	5.2%

Macksville District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,106 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,580 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
357	
10 minutes	8 minutes
26 minutes	26 minutes
1,142	
24 minutes	20 minutes
63 minutes	69 minutes
1,519	
29 minutes	26 minutes
105 minutes	101 minutes
334	
27 minutes	23 minutes
106 minutes	104 minutes

Macksville District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,860 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
3,660	5.5%
86.8%	

* 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, July to September 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.

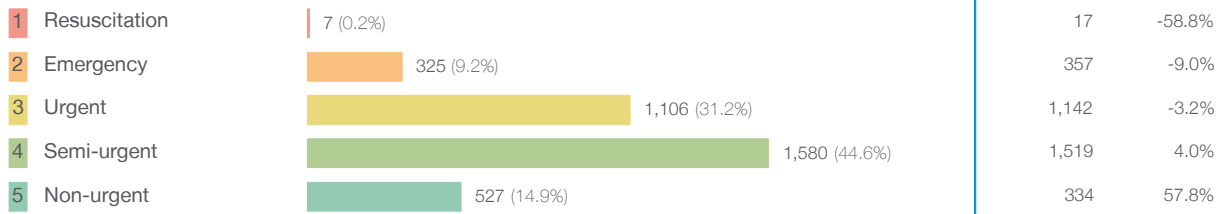
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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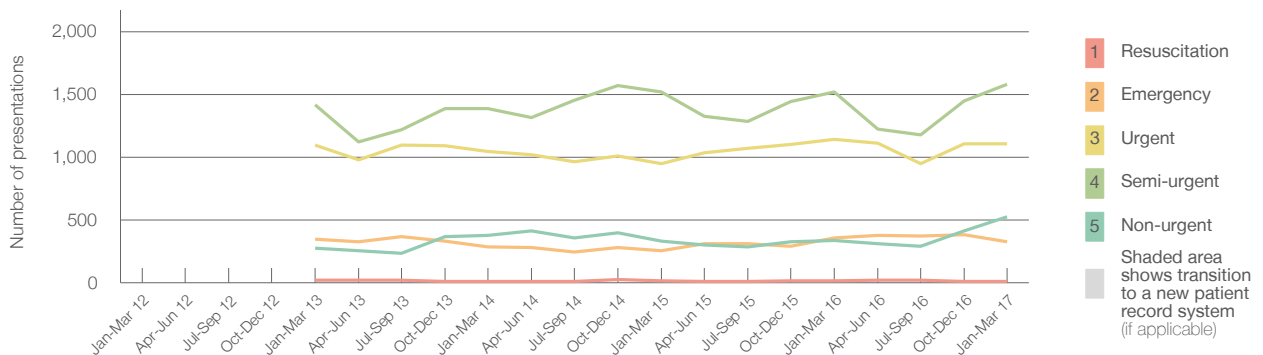
Macksville District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 3,863 patients

Emergency presentations² by triage category: 3,545 patients



Emergency presentations² by quarter, January 2012 to March 2017 * §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		20	10	15	17	7
Emergency		347	285	254	357	325
Urgent		1,098	1,047	950	1,142	1,106
Semi-urgent		1,417	1,386	1,517	1,519	1,580
Non-urgent		275	377	332	334	527
All emergency presentations		3,157	3,105	3,068	3,369	3,545

Macksville District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 467 patients

ED Transfer of care time



- (†) 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.

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Macksville District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 325

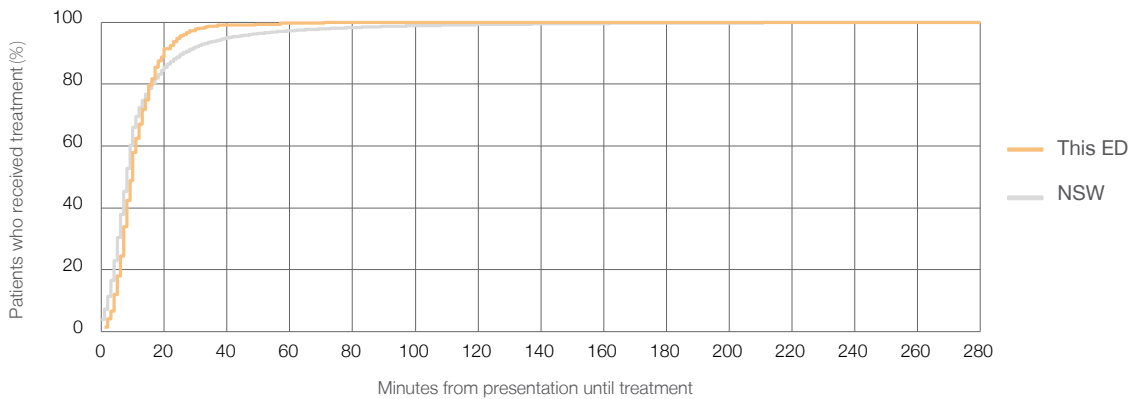
Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 10 minutes

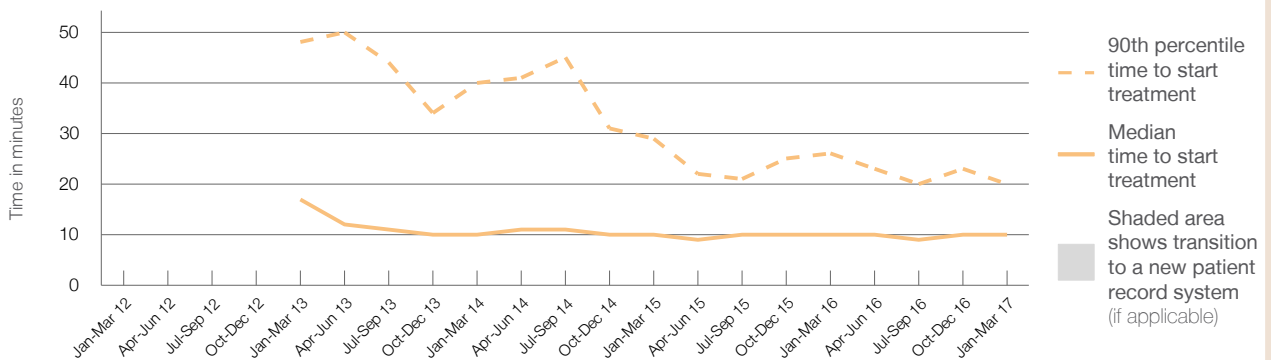
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
357	
349	
10 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		17	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)		48	40	29	26	20

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Macksville District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,106

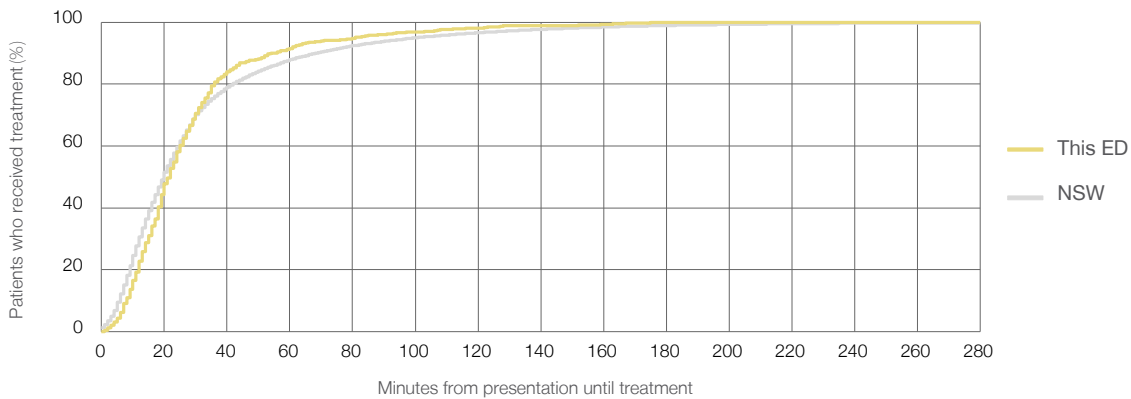
Number of triage 3 patients used to calculate waiting time:³ 1,076

Median time to start treatment⁴ 22 minutes

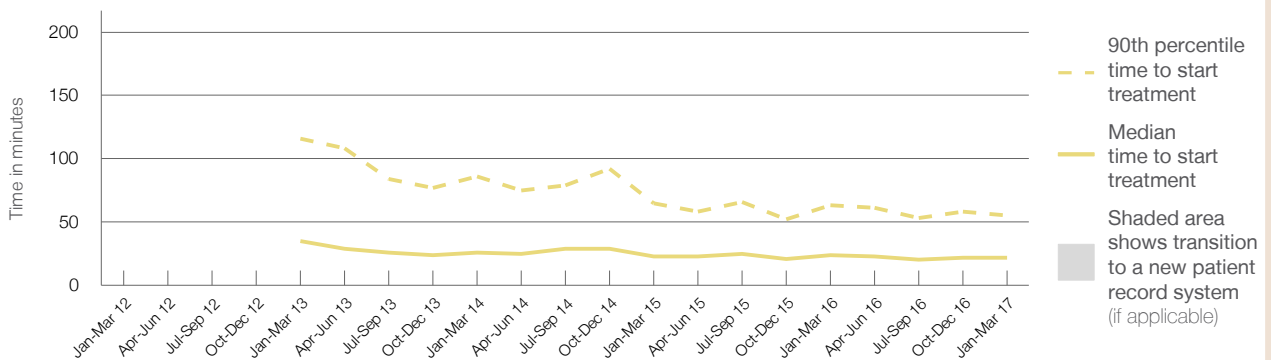
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
1,142	
1,097	
24 minutes	20 minutes
63 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	26	23	24	22
90th percentile time to start treatment ⁵ (minutes)		116	86	65	63	55

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Macksville District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,580

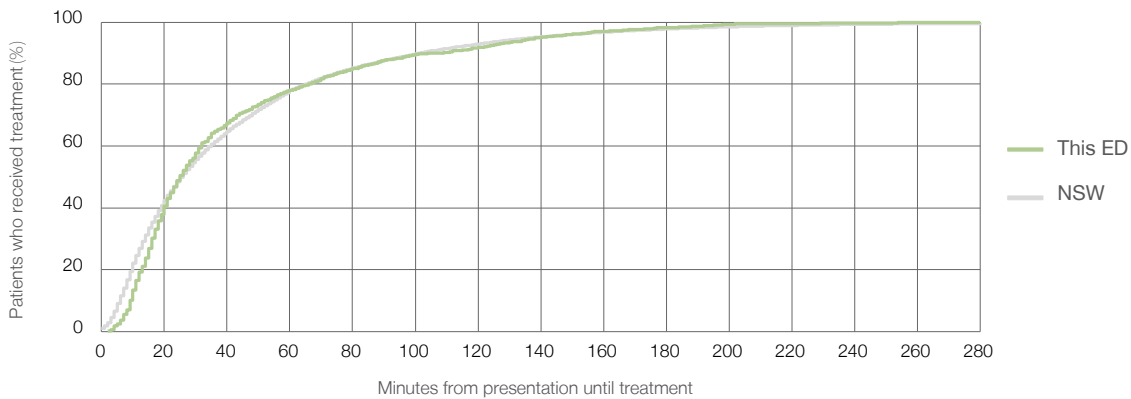
Number of triage 4 patients used to calculate waiting time:³ 1,503

Median time to start treatment⁴ 25 minutes

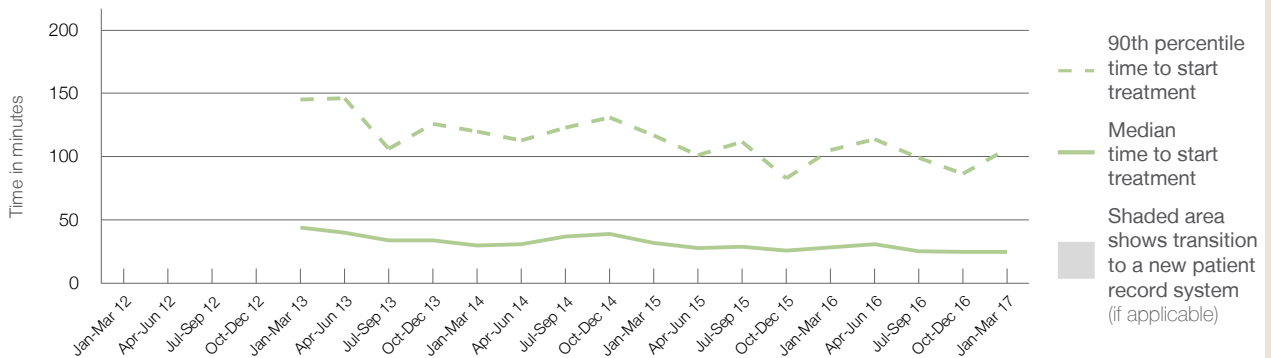
90th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,519	
Number of triage 4 patients used to calculate waiting time ³	1,444	
Median time to start treatment ⁴	29 minutes	26 minutes
90th percentile time to start treatment ⁵	105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		44	30	32	29	25
90th percentile time to start treatment ⁵ (minutes)		145	120	117	105	106

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Macksville District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 527

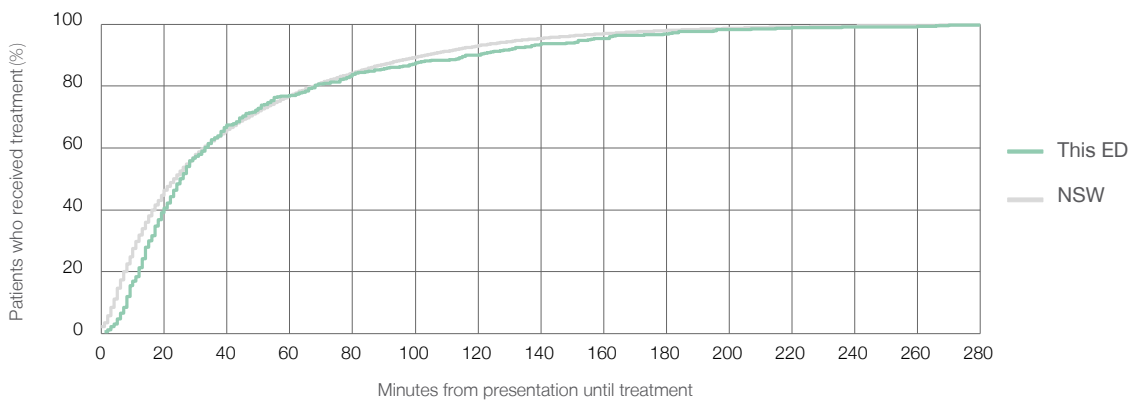
Number of triage 5 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 26 minutes

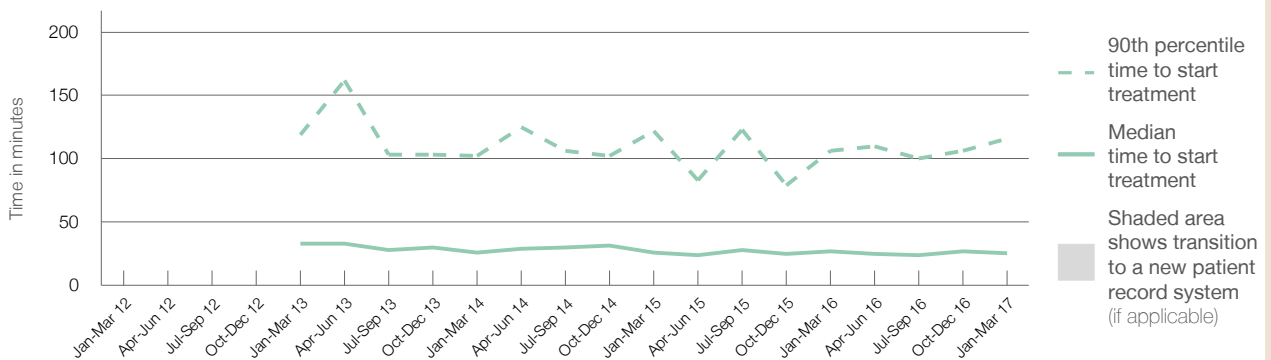
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
334	
309	
27 minutes	23 minutes
106 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		33	26	26	27	26
90th percentile time to start treatment ⁵ (minutes)		119	102	122	106	116

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Macksville District Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 3,863 patients

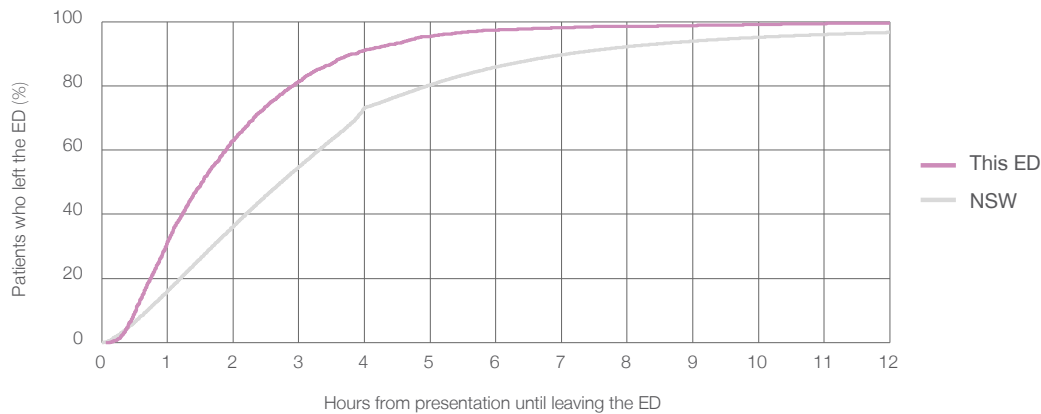
Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

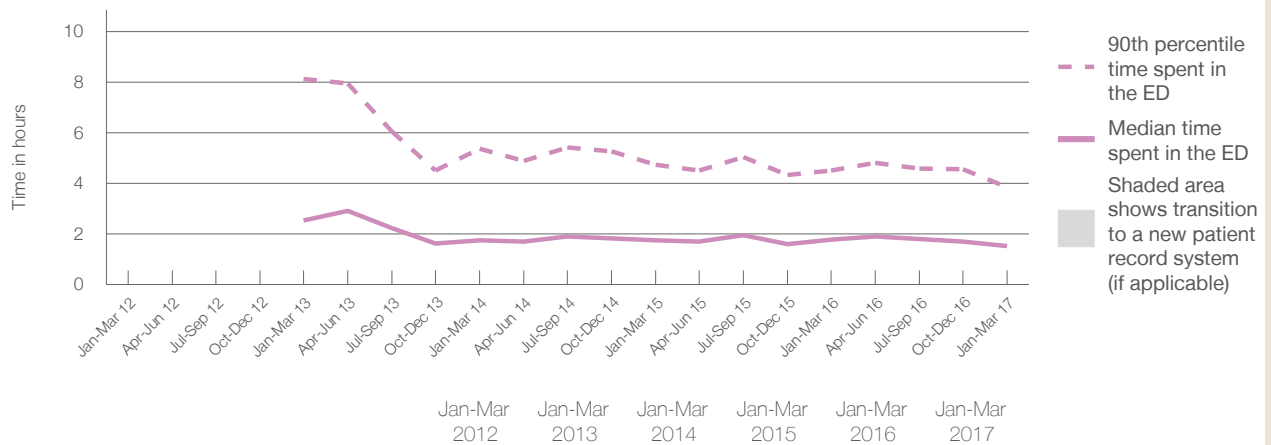
90th percentile time spent in the ED⁹ 3 hours and 52 minutes

Same period last year	NSW (this period)
3,663	
3,660	
1 hours and 48 minutes	2 hours and 44 minutes
4 hours and 31 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)		2h 33m	1h 46m	1h 45m	1h 48m	1h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)		8h 7m	5h 22m	4h 44m	4h 31m	3h 52m

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Macksville District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

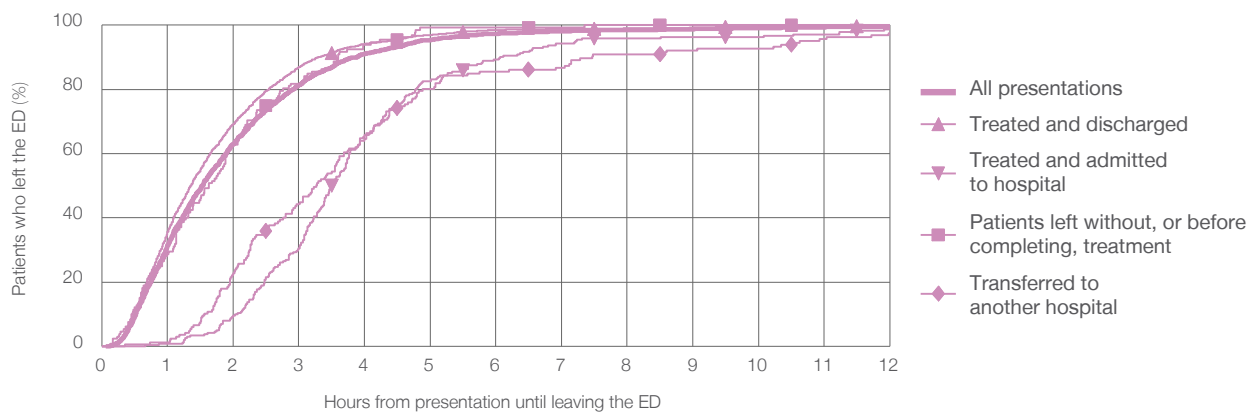
All presentations:¹ 3,863 patients

Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

Mode of separation	Count	Percentage
Treated and discharged	3,250	84.1%
Treated and admitted to hospital	242	6.3%
Patient left without, or before completing, treatment	132	3.4%
Transferred to another hospital	167	4.3%
Other	72	1.9%

	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: ⁶	3,660	5.5%
Treated and discharged	2,987	8.8%
Treated and admitted to hospital	256	-5.5%
Patient left without, or before completing, treatment	161	-18.0%
Transferred to another hospital	188	-11.2%
Other	71	1.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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	35.6%	69.2%	86.9%	94.2%	98.4%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.8%	9.5%	30.6%	65.7%	89.3%	95.9%	96.3%	98.8%
Patient left without, or before completing, treatment	28.8%	62.9%	81.8%	93.9%	99.2%	100%	100%	100%
Transferred to another hospital	1.2%	22.8%	44.3%	64.7%	85.6%	91.0%	92.8%	97.6%
All presentations	31.5%	63.0%	81.3%	91.1%	97.3%	98.5%	99.1%	99.6%

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Macksville District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 3,863 patients

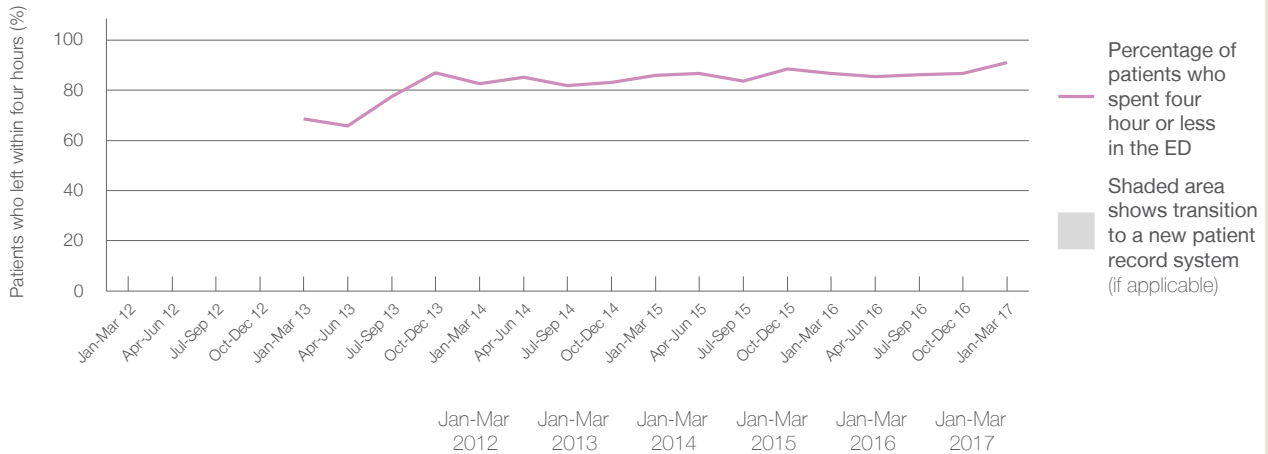
Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

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 3,863 patients	3,663	5.5%
Presentations used to calculate time to leaving the ED: ⁶ 3,860 patients	3,660	5.5%
Percentage of patients who spent four hours or less in the ED	86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 †‡§



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	68.6%	82.6%	85.8%	86.8%	86.8%	91.1%

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- 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, July to September 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).