

## Macksville District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 2,982 patients  
Emergency presentations:<sup>2</sup> 2,786 patients

Same period last year	Change since one year ago
3,179	-6.2%
2,966	-6.1%

## Macksville District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 944 patients

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 71 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,168 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
309	
10 minutes	8 minutes
27 minutes	41 minutes
1,072	
25 minutes	21 minutes
90 minutes	103 minutes
1,287	
29 minutes	27 minutes
149 minutes	139 minutes
287	
28 minutes	24 minutes
166 minutes	138 minutes

## Macksville District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,980 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,179	-6.3%
83.6%	

\* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 20 October 2016).

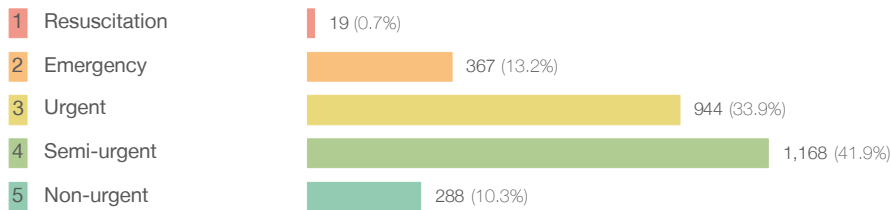
## Macksville District Hospital: Patients presenting to the emergency department July to September 2016

All presentations:<sup>1</sup> 2,982 patients

Same period last year	Change since one year ago
3,179	-6.2%

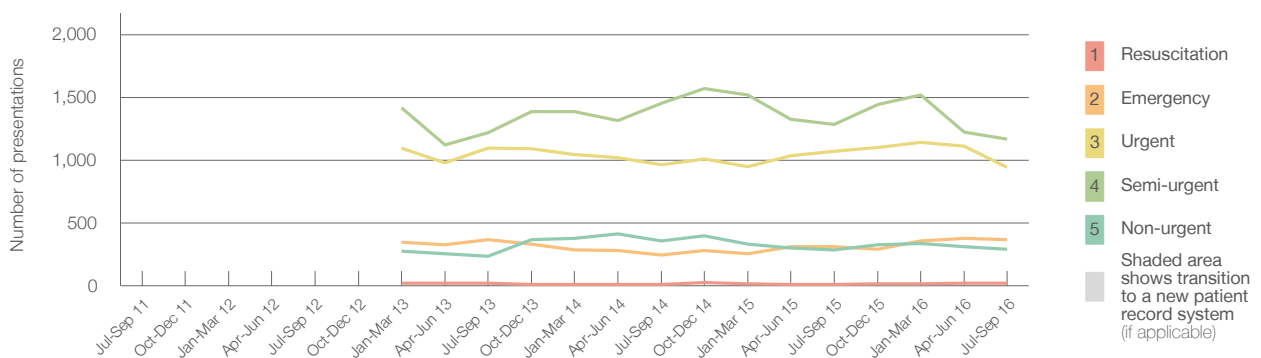
Emergency presentations<sup>2</sup> by triage category: 2,786 patients

2,966	-6.1%
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11	72.7%
309	18.8%
1,072	-11.9%
1,287	-9.2%
287	0.3%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 <sup>†</sup> <sup>‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			21	7	11	19
Emergency			365	244	309	367
Urgent			1,094	965	1,072	944
Semi-urgent			1,218	1,454	1,287	1,168
Non-urgent			232	356	287	288
All emergency presentations			2,930	3,026	2,966	2,786

## Macksville District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 491 patients

466	
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ED Transfer of care time



14 minutes	-1 minute
41 minutes	4 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 July to September 2016

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

Number of triage 2 patients: 367

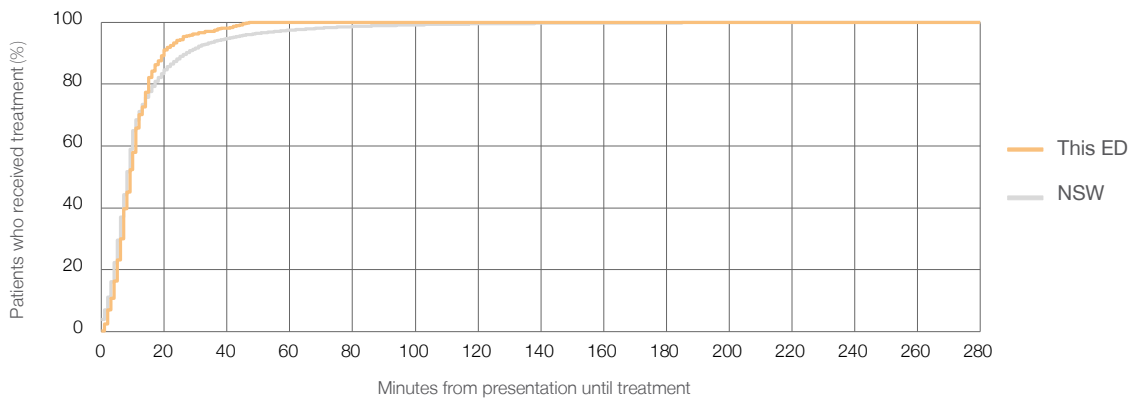
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 359

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

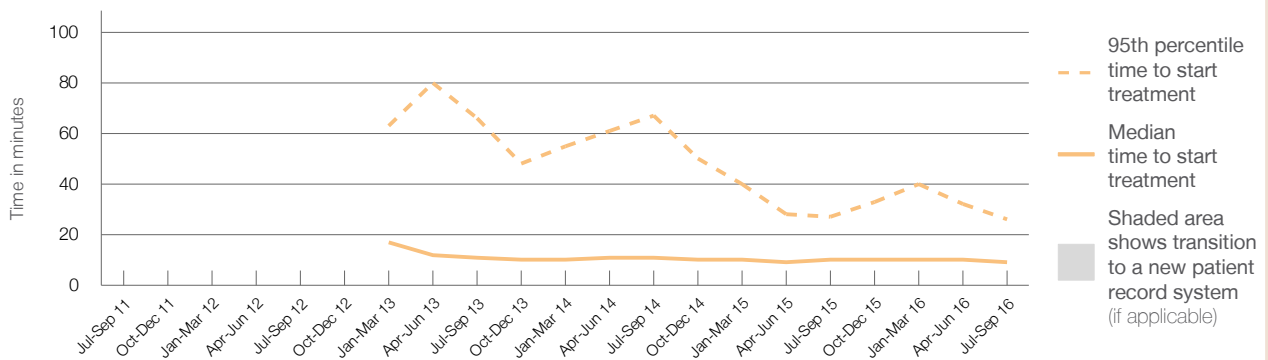
95th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
309	295
10 minutes	8 minutes
27 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			11	11	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)			66	67	27	26

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## Macksville District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 944

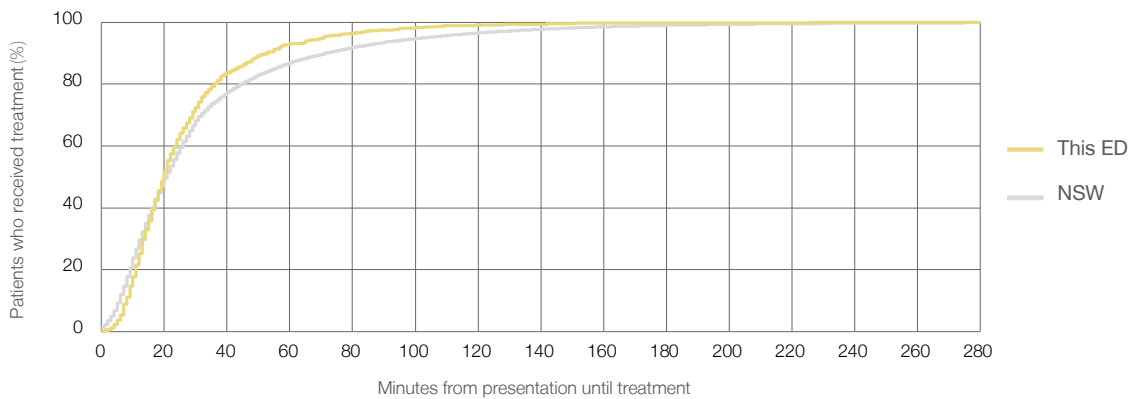
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 908

Median time to start treatment<sup>4</sup>  20 minutes

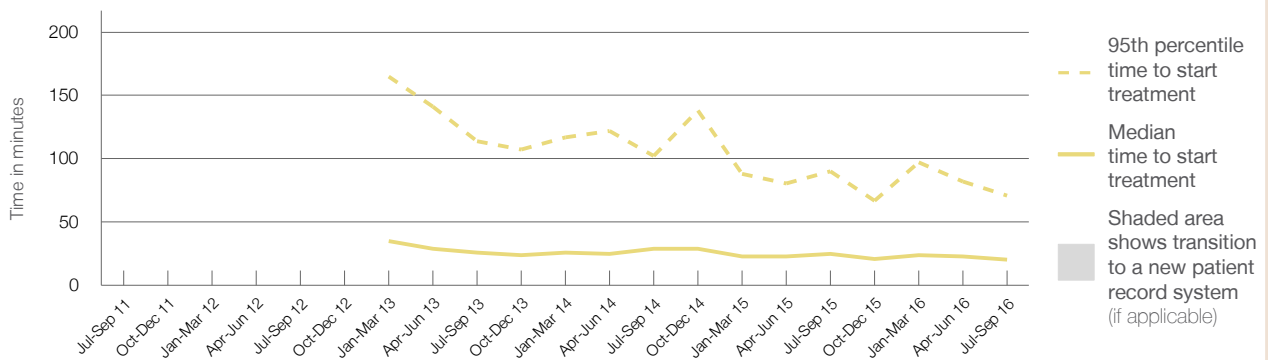
95th percentile time to start treatment<sup>5</sup>  71 minutes

Same period last year	NSW (this period)
1,072	1,018
25 minutes	21 minutes
90 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			26	29	25	20
95th percentile time to start treatment <sup>5</sup> (minutes)			114	102	90	71

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## Macksville District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,168

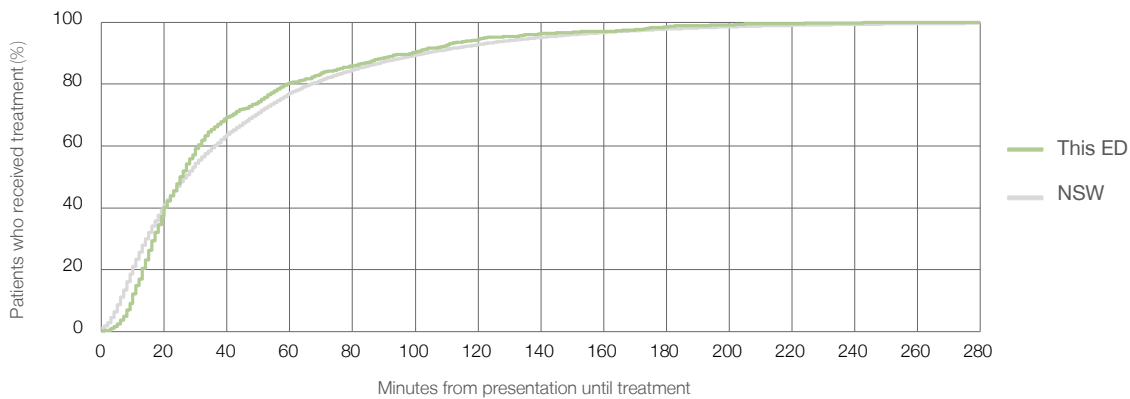
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,096

Median time to start treatment<sup>4</sup>  26 minutes

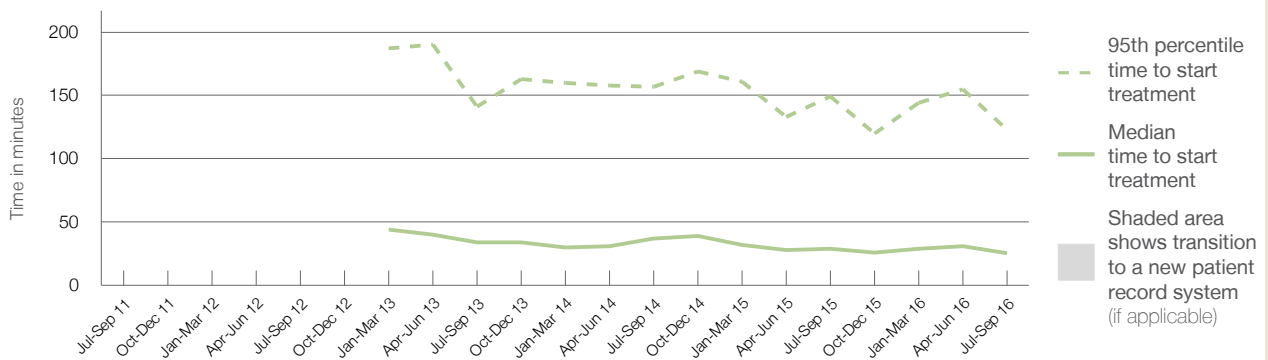
95th percentile time to start treatment<sup>5</sup>  123 minutes

Same period last year	NSW (this period)
1,287	1,189
29 minutes	27 minutes
149 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			34	37	29	26
95th percentile time to start treatment <sup>5</sup> (minutes)			141	157	149	123

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## Macksville District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 288

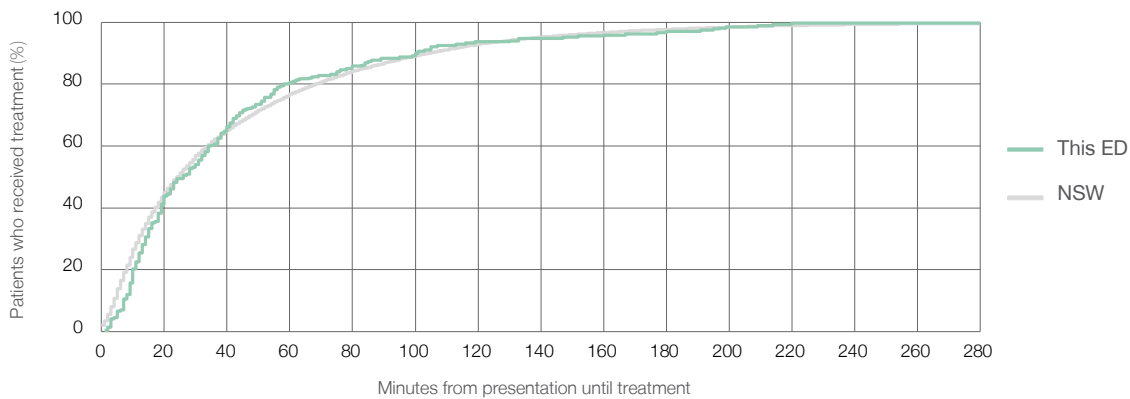
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 267

Median time to start treatment<sup>4</sup> 26 minutes

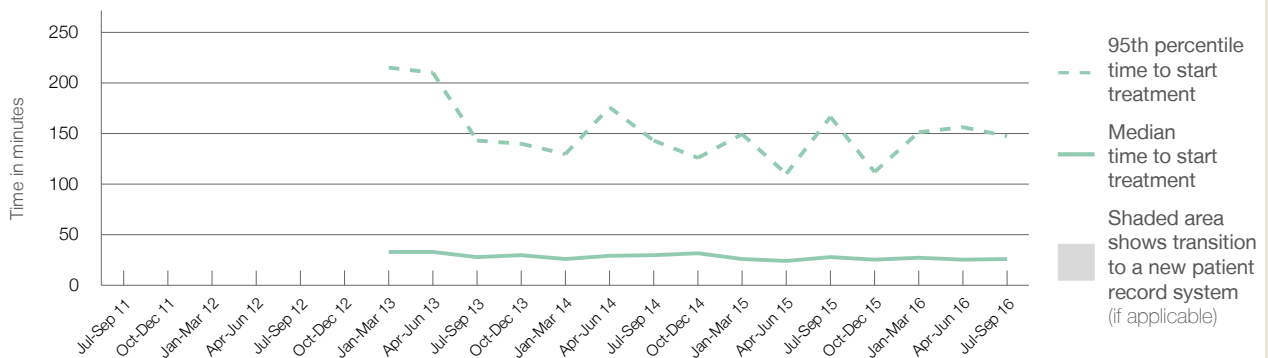
95th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
287	
258	
28 minutes	24 minutes
166 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			28	30	28	26
95th percentile time to start treatment <sup>5</sup> (minutes)			143	143	166	147

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

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## Macksville District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 2,982 patients

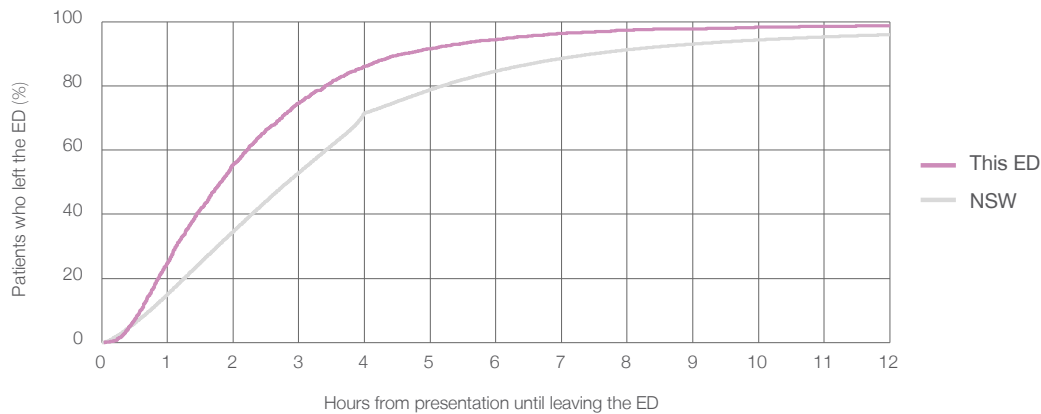
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,980 patients

Median time spent in the ED<sup>8</sup> 1 hours and 49 minutes

95th percentile time spent in the ED<sup>9</sup> 6 hours and 16 minutes

Same period last year	NSW (this period)
3,179	3,179
1 hours and 58 minutes	2 hours and 50 minutes
6 hours and 50 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			2h 14m	1h 54m	1h 58m	1h 49m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			8h 4m	7h 14m	6h 50m	6h 16m

(†) 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.

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**Macksville District Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

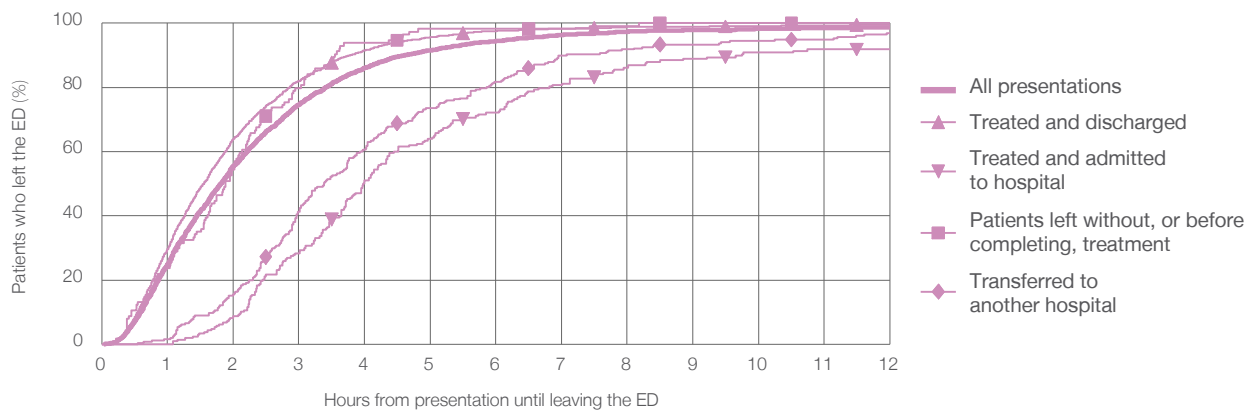
All presentations:<sup>1</sup> 2,982 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,980 patients

Treated and discharged	2,321 (77.8%)
Treated and admitted to hospital	208 (7.0%)
Patient left without, or before completing, treatment	114 (3.8%)
Transferred to another hospital	257 (8.6%)
Other	82 (2.7%)

Same period last year	Change since one year ago
3,179	-6.3%
2,502	-7.2%
233	-10.7%
190	-40.0%
169	52.1%
85	-3.5%

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



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	29.8%	64.0%	81.9%	91.6%	97.6%	98.8%	99.2%	99.5%
Treated and admitted to hospital	0%	8.7%	28.4%	51.0%	72.1%	86.1%	90.9%	91.8%
Patient left without, or before completing, treatment	23.7%	54.4%	79.8%	93.9%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.6%	15.6%	41.2%	60.7%	81.7%	91.8%	94.6%	96.9%
All presentations	24.9%	55.5%	74.6%	86.1%	94.4%	97.3%	98.2%	98.8%

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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.

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**Macksville District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

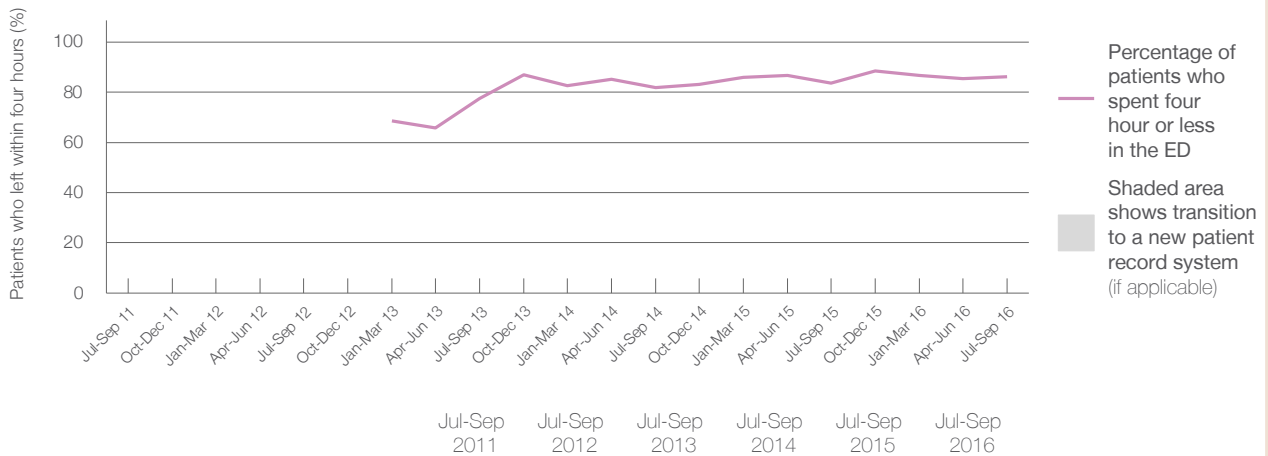
All presentations at the emergency department: <sup>1</sup> 2,982 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,980 patients

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	3,179	-6.2%
Presentations used to calculate time to leaving the ED	3,179	-6.3%
Percentage of patients who spent four hours or less in the ED	83.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡§</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
			77.6%	81.7%	83.6%	86.1%

\* 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, 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 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 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 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 are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).