

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

July to September 2016

All presentations:<sup>1</sup> 2,932 patients  
Emergency presentations:<sup>2</sup> 2,737 patients

Same period last year	Change since one year ago
2,773	5.7%
2,595	5.5%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 396 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,141 patients

Median time to start treatment<sup>4</sup> 39 minutes  
95th percentile time to start treatment<sup>5</sup> 163 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 141 patients

Median time to start treatment<sup>4</sup> 23 minutes  
95th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
268	
15 minutes	8 minutes
57 minutes	41 minutes
1,040	
27 minutes	21 minutes
96 minutes	103 minutes
1,077	
35 minutes	27 minutes
142 minutes	139 minutes
202	
36 minutes	24 minutes
173 minutes	138 minutes

## Maclean 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> 2,931 patients

Percentage of patients who spent four hours or less in the ED 81.1%

Same period last year	Change since one year ago
2,772	5.7%
82.4%	

\* 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.

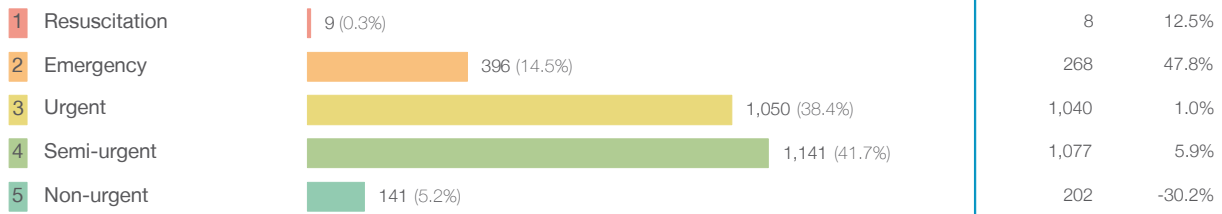
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

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

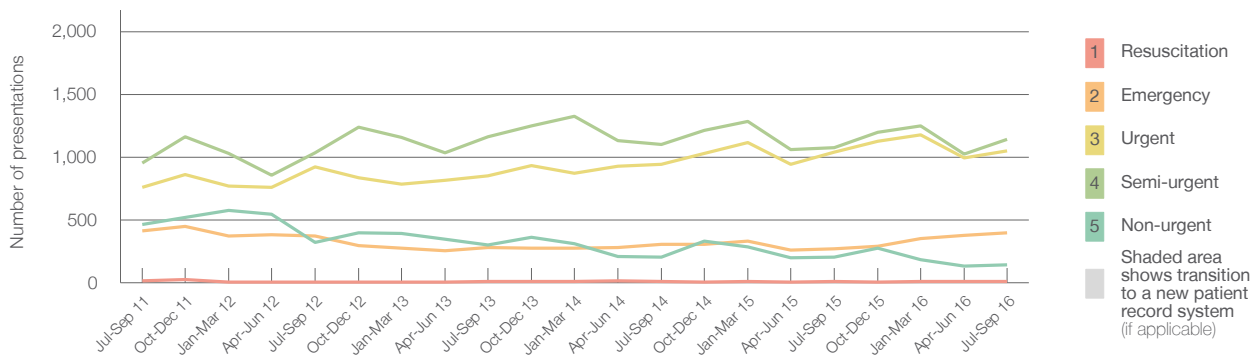
All presentations:<sup>1</sup> 2,932 patients

Emergency presentations<sup>2</sup> by triage category: 2,737 patients



Same period last year	Change since one year ago
2,773	5.7%
2,595	5.5%
8	12.5%
268	47.8%
1,040	1.0%
1,077	5.9%
202	-30.2%

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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	16	< 5	8	8	8	9
Emergency	411	374	280	307	268	396
Urgent	760	922	851	942	1,040	1,050
Semi-urgent	955	1,033	1,164	1,099	1,077	1,141
Non-urgent	466	320	302	201	202	141
All emergency presentations	2,608	2,649	2,605	2,557	2,595	2,737

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 450 patients

ED Transfer of care time



Same period last year	Change since one year ago
421	
15 minutes	-3 minutes
49 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 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.

## Maclean 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: 396

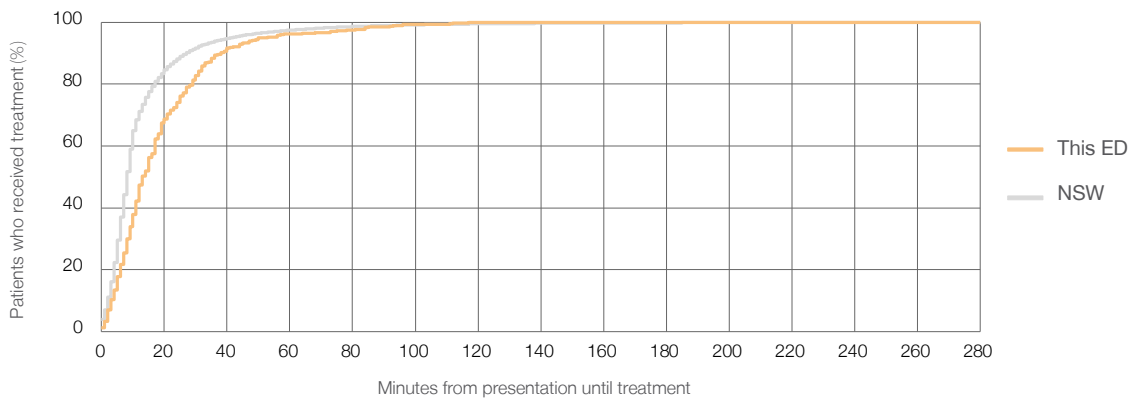
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 394

Median time to start treatment<sup>4</sup>  13 minutes

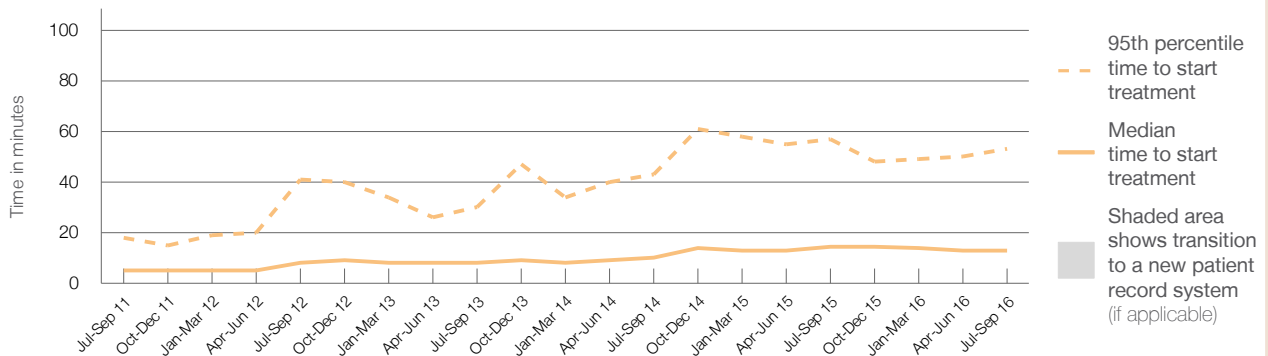
95th percentile time to start treatment<sup>5</sup>  53 minutes

Same period last year	NSW (this period)
268	268
15 minutes	8 minutes
57 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)	5	8	8	10	15	13
95th percentile time to start treatment <sup>5</sup> (minutes)	18	41	30	43	57	53

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## Maclean 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: 1,050

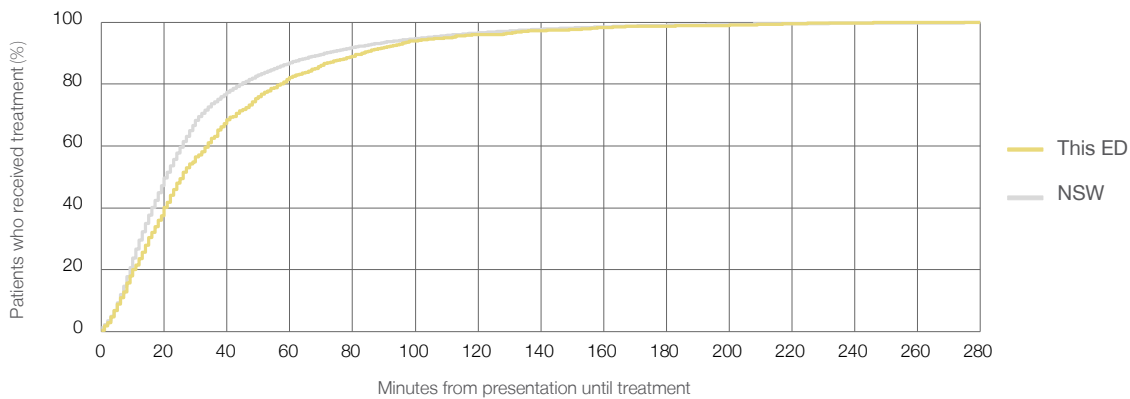
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,022

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

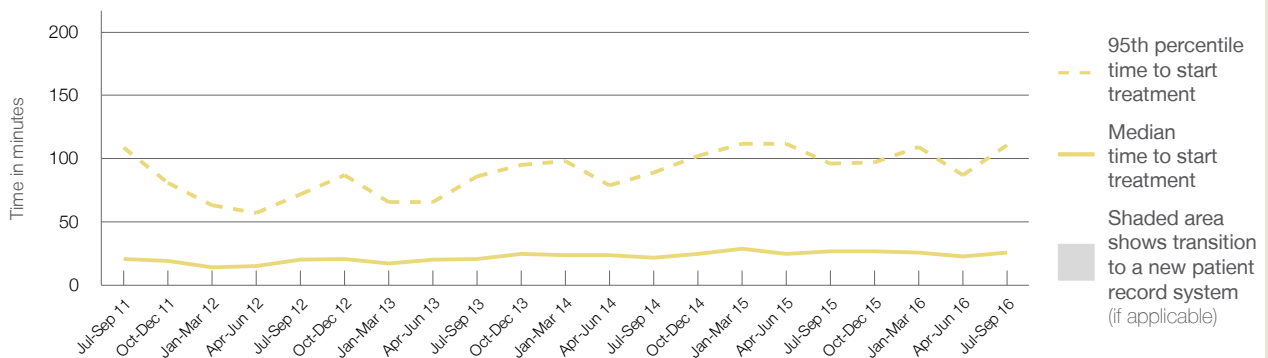
95th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
1,040	1,022
27 minutes	21 minutes
96 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)	21	20	21	22	27	26
95th percentile time to start treatment <sup>5</sup> (minutes)	109	72	86	89	96	111

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

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## Maclean 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: 1,141

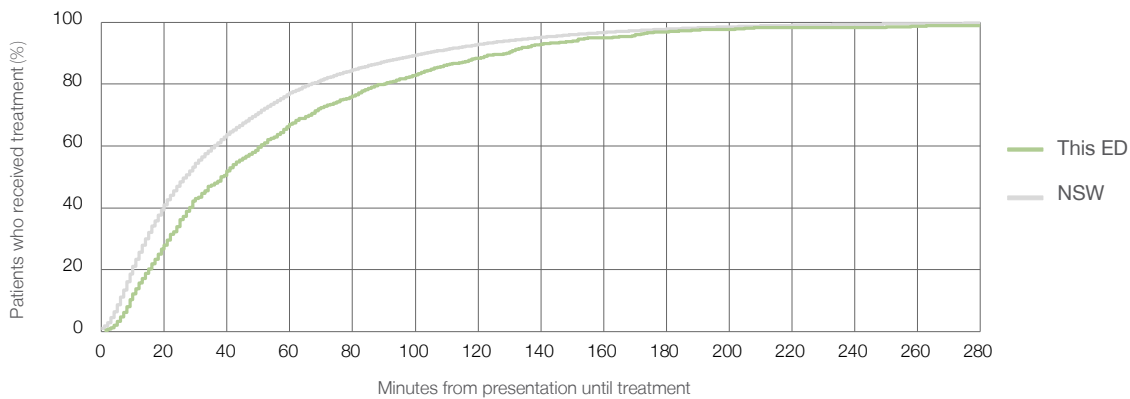
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,036

Median time to start treatment<sup>4</sup>  39 minutes

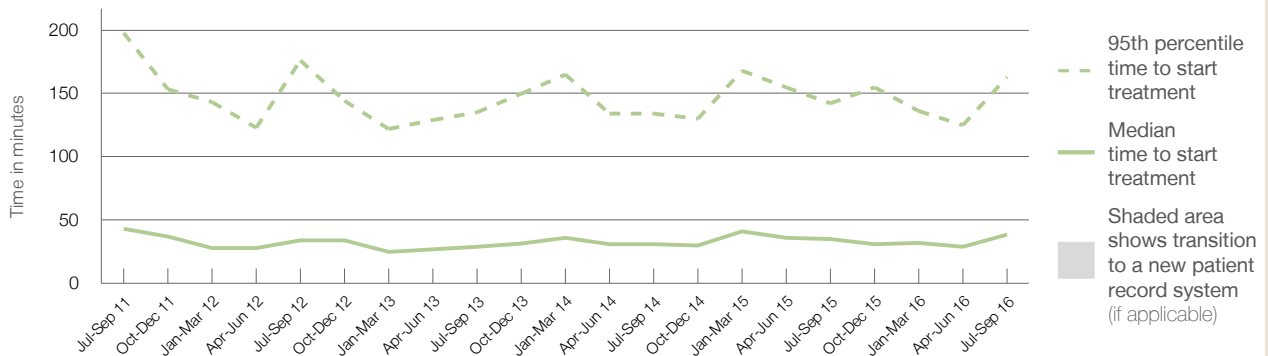
95th percentile time to start treatment<sup>5</sup>  163 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,077	1,004
Median time to start treatment <sup>4</sup>	35 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	142 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)	43	34	29	31	35	39
95th percentile time to start treatment <sup>5</sup> (minutes)	198	176	135	134	142	163

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## Maclean 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: 141

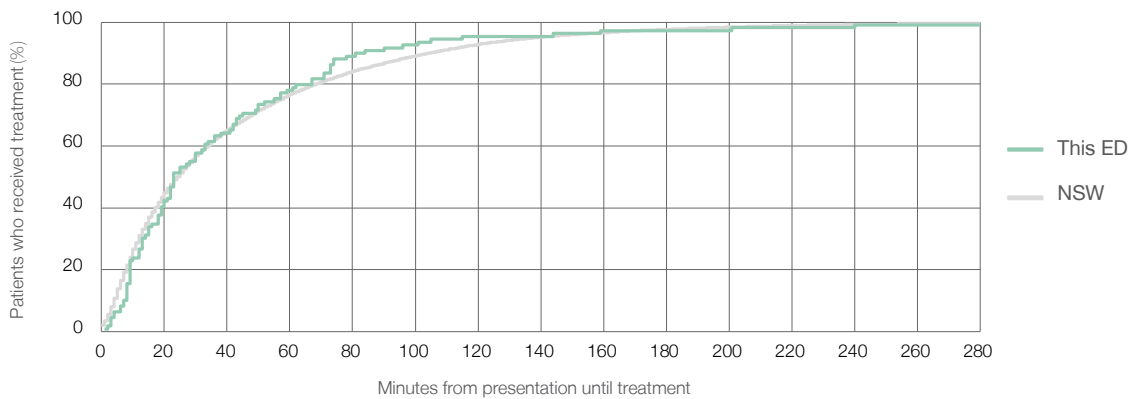
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 109

Median time to start treatment<sup>4</sup>  23 minutes

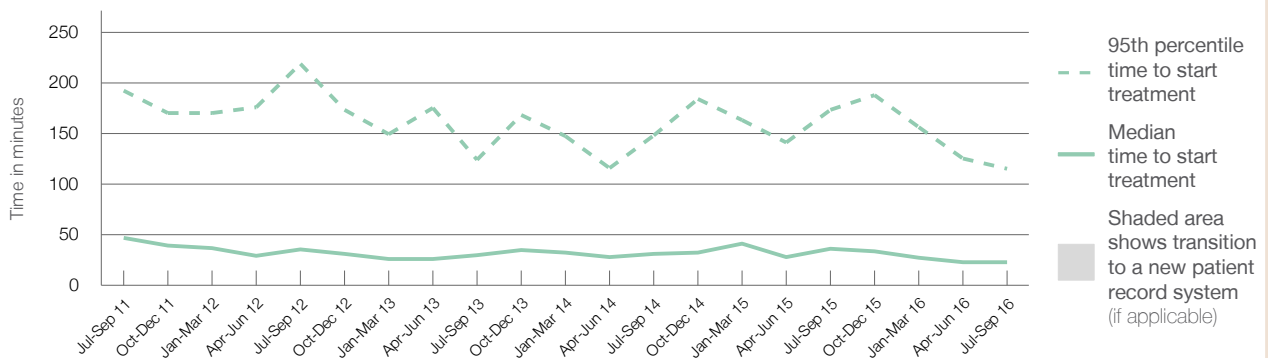
95th percentile time to start treatment<sup>5</sup>  115 minutes

Same period last year	NSW (this period)
202	169
36 minutes	24 minutes
173 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)	47	36	30	31	36	23
95th percentile time to start treatment <sup>5</sup> (minutes)	193	219	124	148	173	115

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## Maclean District Hospital: Time patients spent in the ED July to September 2016

All presentations:<sup>1</sup> 2,932 patients

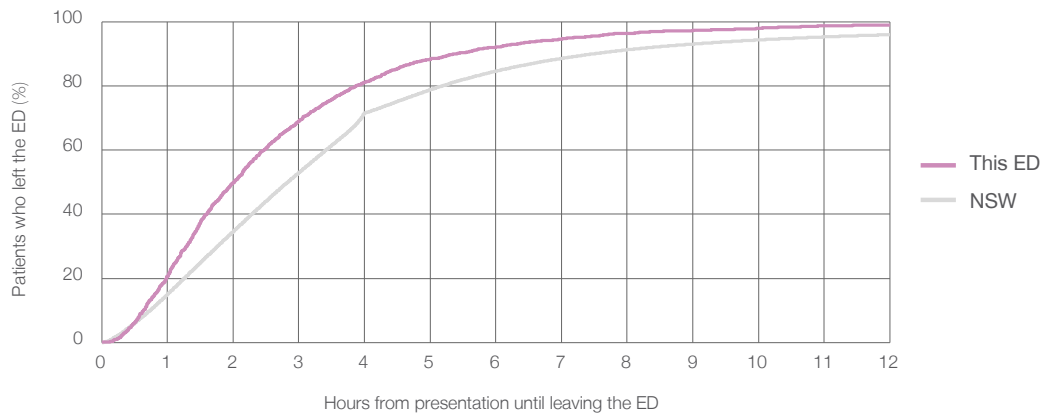
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,931 patients

Median time spent in the ED<sup>8</sup> 2 hours and 1 minutes

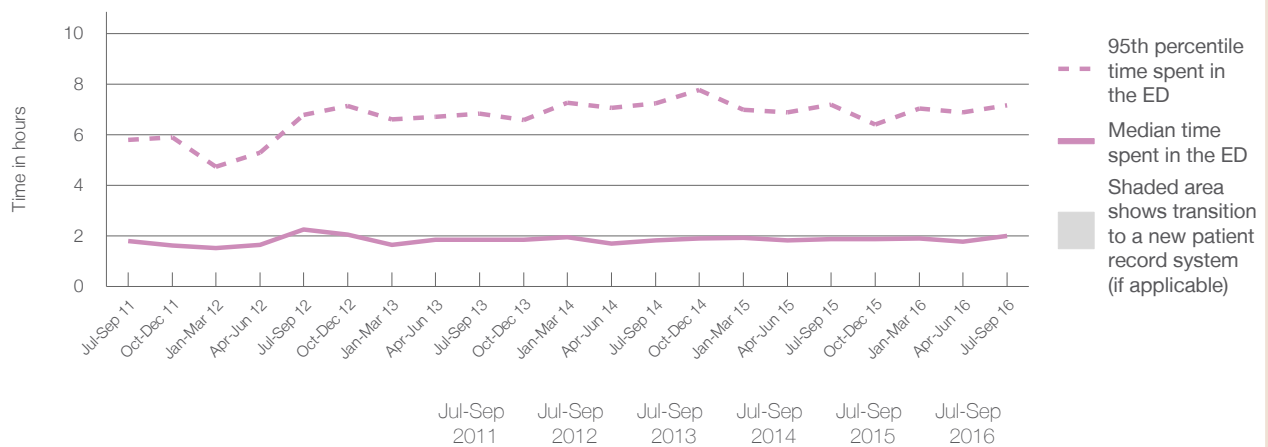
95th percentile time spent in the ED<sup>9</sup> 7 hours and 10 minutes

Same period last year	NSW (this period)
2,773	
2,772	
1 hours and 53 minutes	2 hours and 50 minutes
7 hours and 11 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)	1h 49m	2h 16m	1h 51m	1h 50m	1h 53m	2h 1m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 48m	6h 48m	6h 50m	7h 15m	7h 11m	7h 10m

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

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

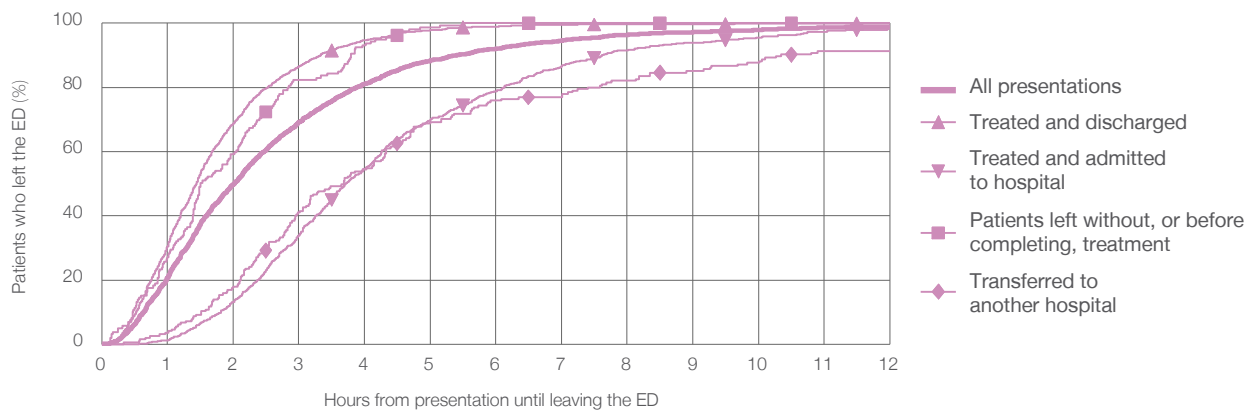
All presentations:<sup>1</sup> 2,932 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,931 patients

Treated and discharged	1,780 (60.7%)
Treated and admitted to hospital	794 (27.1%)
Patient left without, or before completing, treatment	159 (5.4%)
Transferred to another hospital	195 (6.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
2,772	5.7%
1,778	0.1%
644	23.3%
126	26.2%
217	-10.1%
8	-50.0%

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

Treated and discharged	30.6%	68.8%	86.6%	94.7%	99.0%	99.7%	99.8%	99.9%
Treated and admitted to hospital	1.3%	13.2%	33.9%	54.7%	78.8%	91.6%	95.5%	98.2%
Patient left without, or before completing, treatment	27.0%	59.1%	82.4%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	41.0%	54.4%	75.9%	82.1%	87.7%	91.3%
All presentations	20.7%	49.9%	69.1%	81.1%	92.1%	96.3%	97.9%	98.9%

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## Maclean 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> 2,932 patients

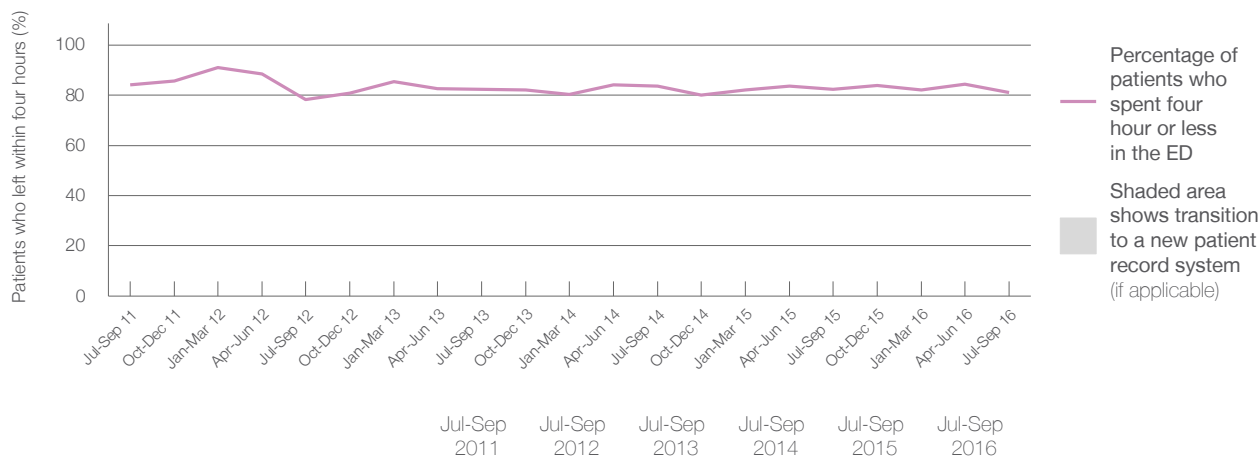
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,931 patients

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	2,773	5.7%
Presentations used to calculate time to leaving the ED	2,772	5.7%
Percentage of patients who spent four hours or less in the ED	82.4%	

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
	84.2%	78.1%	82.4%	83.5%	82.4%	81.1%

\* 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.

- 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).