

Macksville District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 3,805 patients
 Emergency presentations:² 3,666 patients

Same period last year	Change since one year ago
3,587	6.1%
3,361	9.1%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 374 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 975 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,564 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 733 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
383	
10 minutes	8 minutes
23 minutes	23 minutes
1,104	
22 minutes	20 minutes
58 minutes	65 minutes
1,448	
25 minutes	26 minutes
87 minutes	99 minutes
415	
27 minutes	23 minutes
106 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,805 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
3,586	6.1%
86.7%	

* 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 23 January 2018).

Macksville District Hospital: Patients presenting to the emergency department October to December 2017

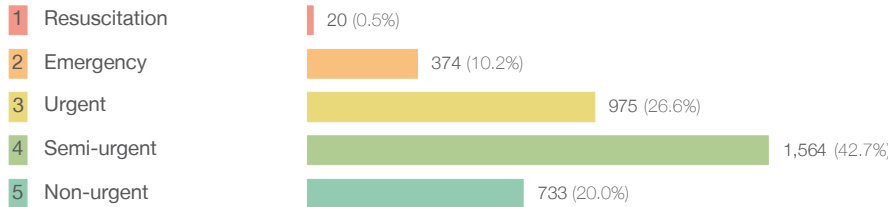
All presentations:¹ 3,805 patients

Same period last year
Change since one year ago

3,587 6.1%

Emergency presentations² by triage category: 3,666 patients

3,361 9.1%



11 81.8%

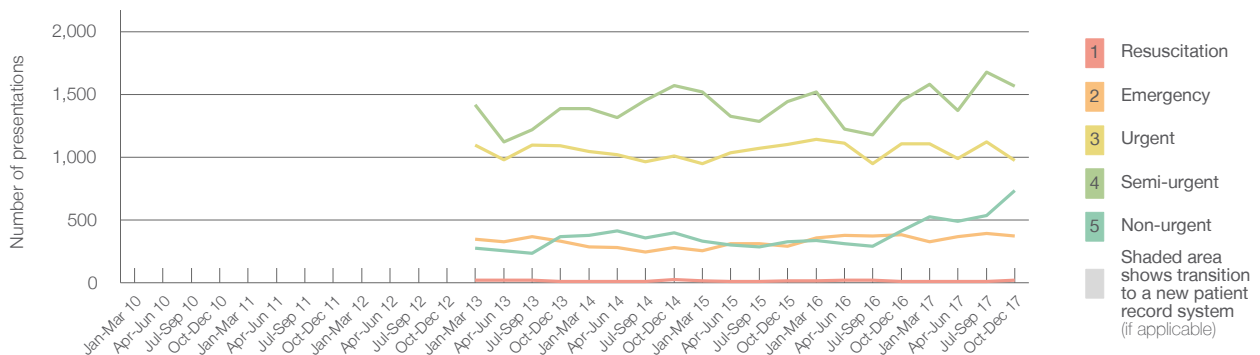
383 -2.3%

1,104 -11.7%

1,448 8.0%

415 76.6%

Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				11	24	17	11	20
Emergency				329	281	290	383	374
Urgent				1,089	1,011	1,102	1,104	975
Semi-urgent				1,386	1,569	1,444	1,448	1,564
Non-urgent				366	399	325	415	733
All emergency presentations				3,181	3,284	3,178	3,361	3,666

Macksville District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 453 patients

Same period last year
Change since one year ago

515

ED Transfer of care time

Median time 11 minutes

13 minutes -2 minutes

90th percentile time 26 minutes

28 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.

(§) 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 October to December 2017

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

Number of triage 2 patients: 374

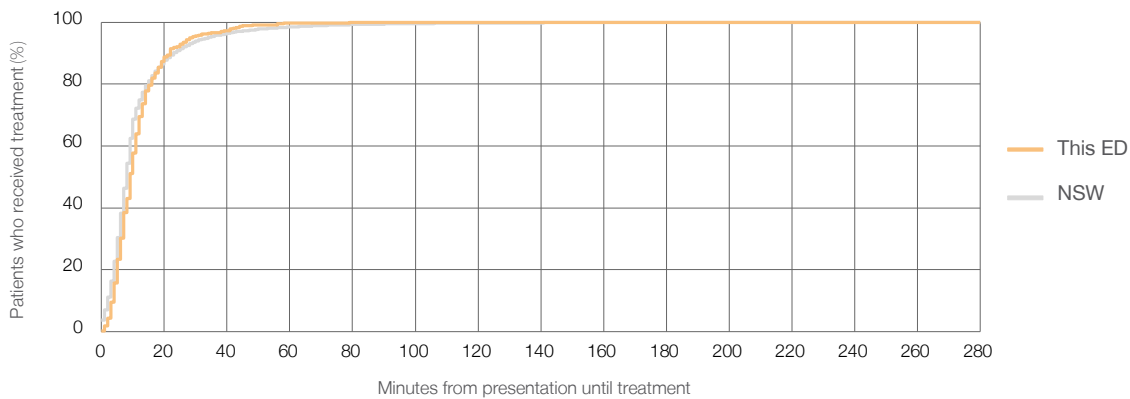
Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴ 9 minutes

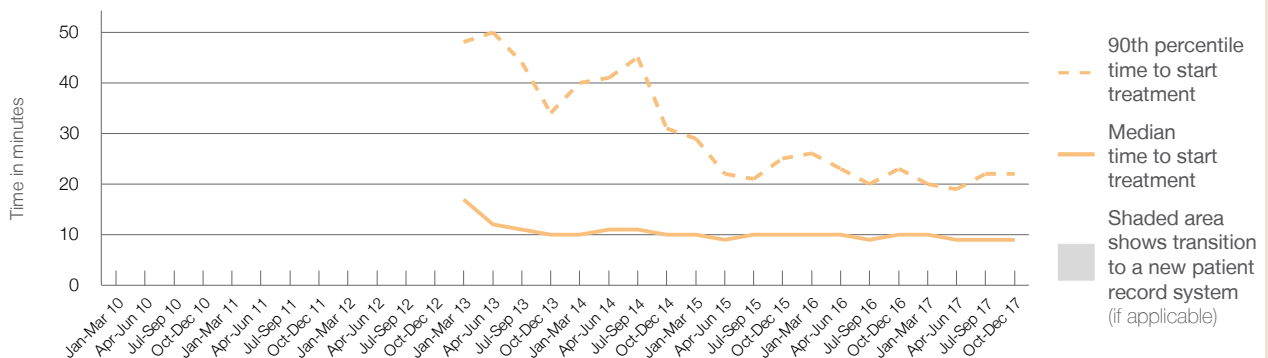
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
383	
369	
10 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				10	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)				34	31	25	23	22

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Macksville District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 975

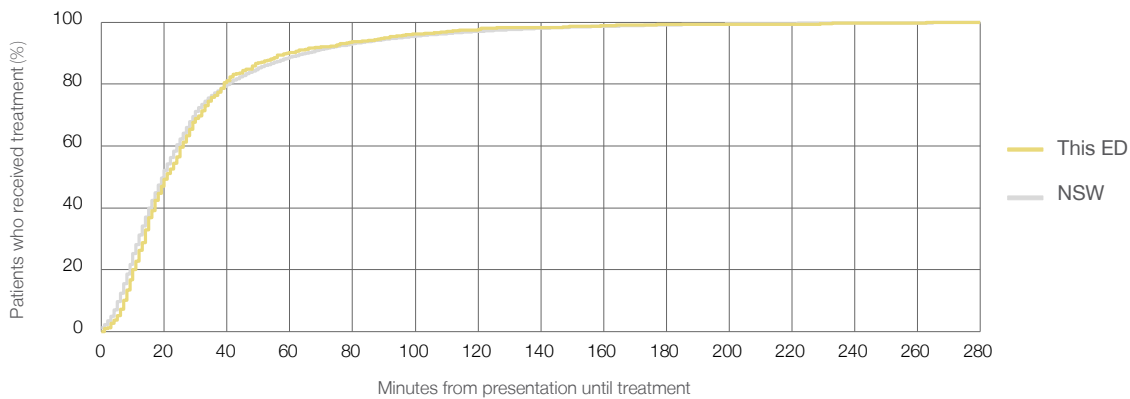
Number of triage 3 patients used to calculate waiting time:³ 940

Median time to start treatment⁴ 21 minutes

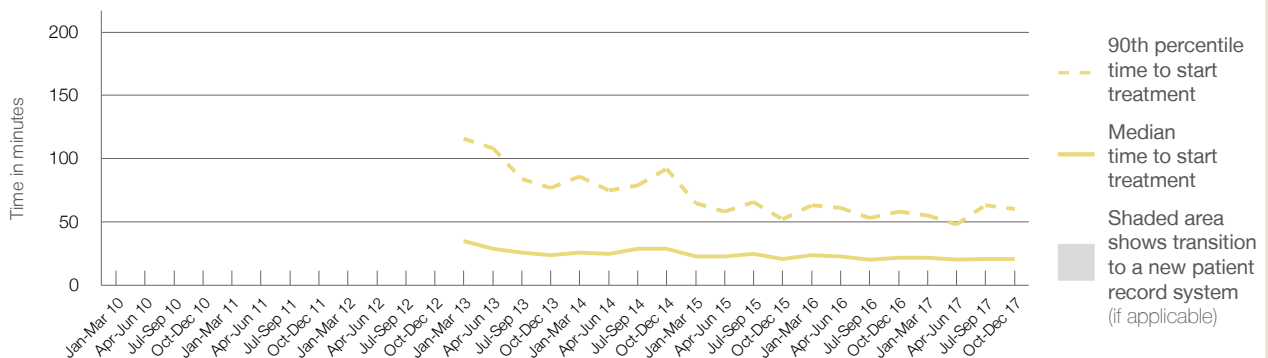
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,104	1,050
22 minutes	20 minutes
58 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				24	29	21	22	21
90th percentile time to start treatment ⁵ (minutes)				77	92	52	58	60

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Macksville District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,564

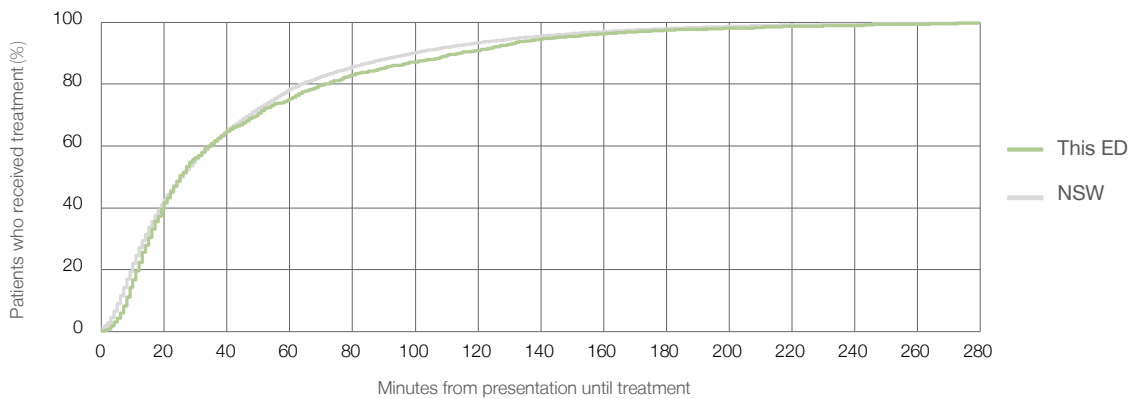
Number of triage 4 patients used to calculate waiting time:³ 1,471

Median time to start treatment⁴ 25 minutes

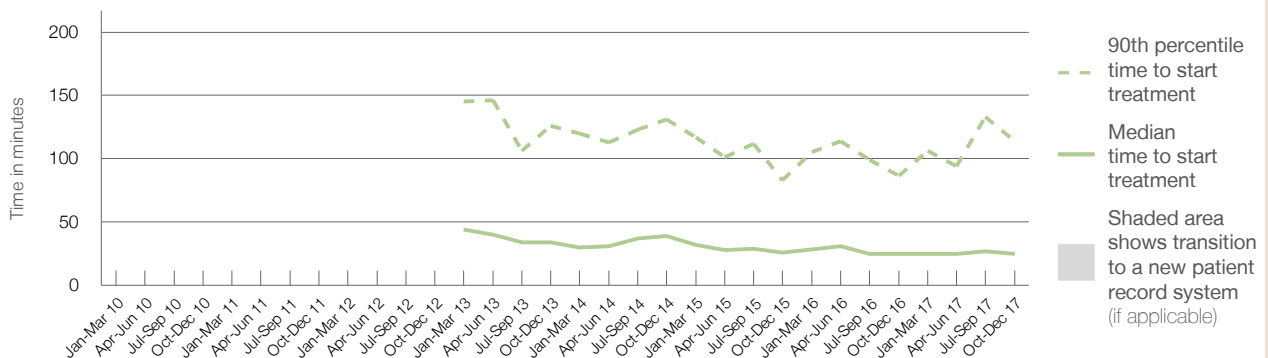
90th percentile time to start treatment⁵ 114 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,448	1,370
Median time to start treatment ⁴	25 minutes	26 minutes
90th percentile time to start treatment ⁵	87 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				34	39	26	25	25
90th percentile time to start treatment ⁵ (minutes)				126	131	83	87	114

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Macksville District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 733

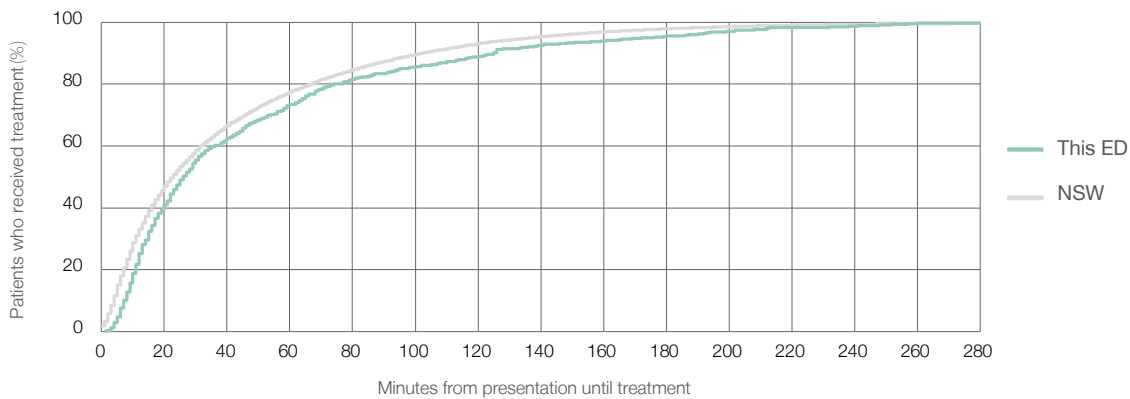
Number of triage 5 patients used to calculate waiting time:³ 665

Median time to start treatment⁴ 26 minutes

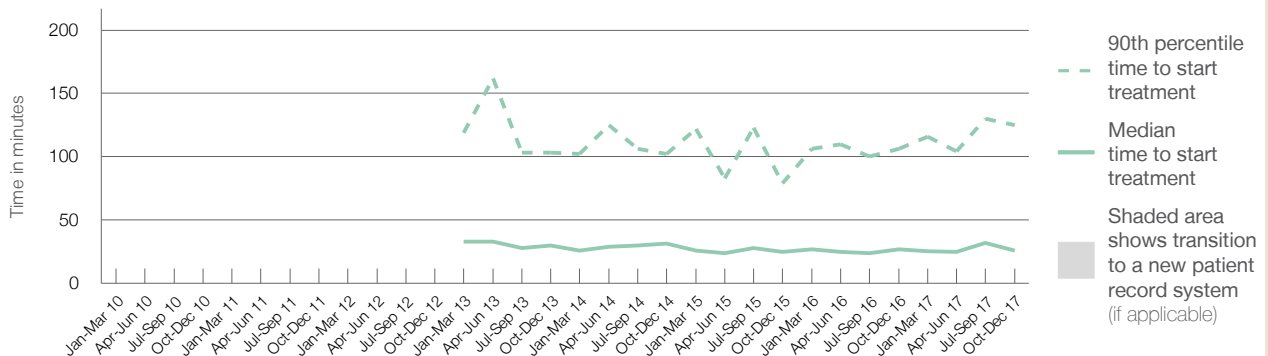
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
415	
369	
27 minutes	23 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				30	32	25	27	26
90th percentile time to start treatment ⁵ (minutes)				103	102	79	106	125

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Macksville District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 3,805 patients

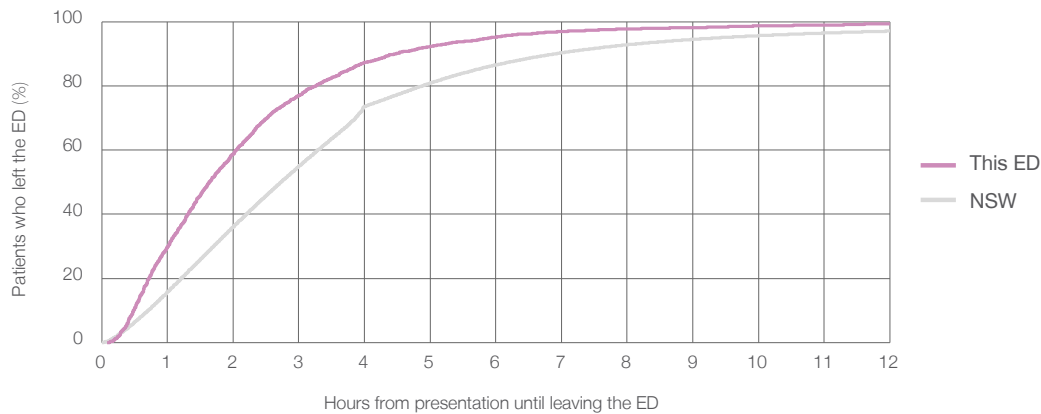
Presentations used to calculate time to leaving the ED:⁶ 3,805 patients

Median time spent in the ED⁸ 1 hours and 38 minutes

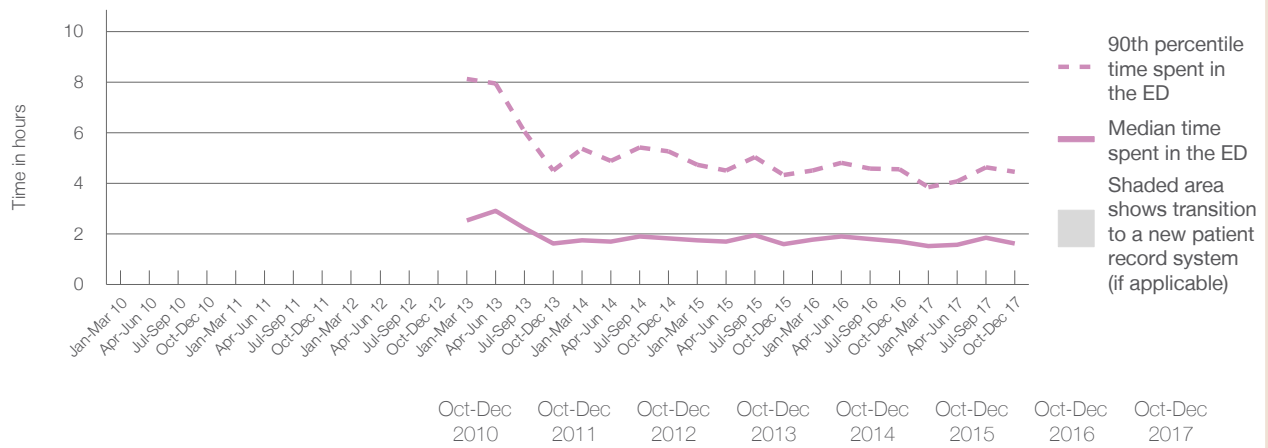
90th percentile time spent in the ED⁹ 4 hours and 28 minutes

Same period last year	NSW (this period)
3,587	
3,586	
1 hours and 43 minutes	2 hours and 44 minutes
4 hours and 33 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)				1h 38m	1h 50m	1h 37m	1h 43m	1h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)				4h 31m	5h 16m	4h 20m	4h 33m	4h 28m

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Macksville District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

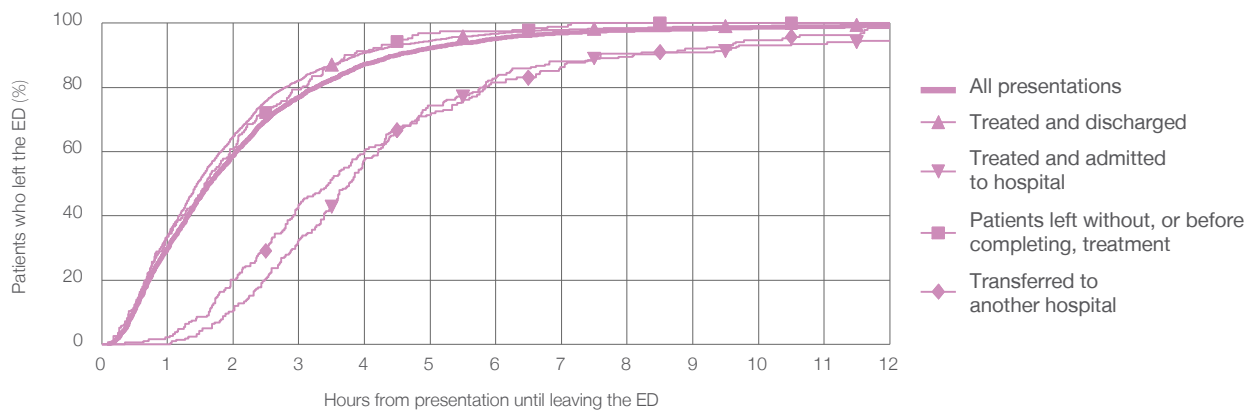
All presentations:¹ 3,805 patients

Presentations used to calculate time to leaving the ED:⁶ 3,805 patients

Treated and discharged	3,146 (82.7%)
Treated and admitted to hospital	219 (5.8%)
Patient left without, or before completing, treatment	194 (5.1%)
Transferred to another hospital	189 (5.0%)
Other	57 (1.5%)

Same period last year	Change since one year ago
3,586	6.1%
2,886	9.0%
217	0.9%
162	19.8%
230	-17.8%
92	-38.0%

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



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

Treated and discharged	33.7%	64.7%	82.2%	90.8%	96.7%	98.5%	99.1%	99.7%
Treated and admitted to hospital	0%	10.5%	32.4%	57.5%	83.1%	89.5%	93.2%	94.5%
Patient left without, or before completing, treatment	33.5%	60.8%	79.4%	91.2%	97.4%	100%	100%	100%
Transferred to another hospital	2.1%	20.1%	43.4%	60.3%	81.5%	90.5%	94.7%	98.4%
All presentations	30.0%	58.9%	77.0%	87.3%	95.1%	97.7%	98.6%	99.3%

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Macksville District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 3,805 patients

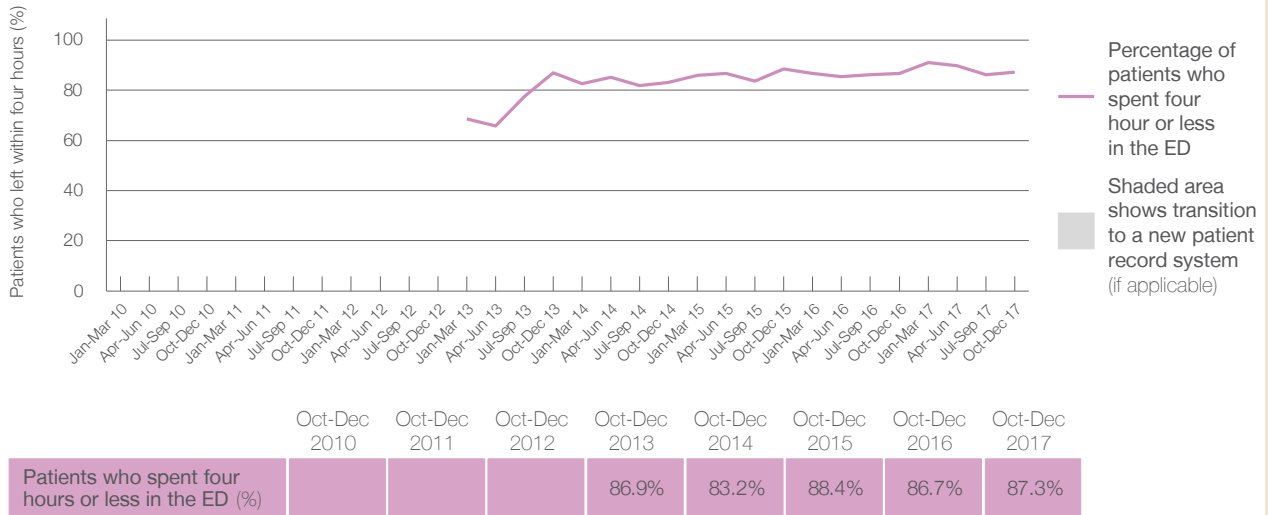
Presentations used to calculate time to leaving the ED: ⁶ 3,805 patients

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	3,587	6.1%
Presentations used to calculate time to leaving the ED	3,586	6.1%
Percentage of patients who spent four hours or less in the ED	86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).