

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

October to December 2017

All presentations:<sup>1</sup> 3,304 patients  
Emergency presentations:<sup>2</sup> 3,190 patients

Same period last year	Change since one year ago
3,066	7.8%
2,870	11.1%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 343 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 895 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,534 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 408 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
380	
12 minutes	8 minutes
33 minutes	23 minutes
1,044	
23 minutes	20 minutes
71 minutes	65 minutes
1,287	
28 minutes	26 minutes
105 minutes	99 minutes
149	
47 minutes	23 minutes
139 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,303 patients

Percentage of patients who spent four hours or less in the ED 83.8%

Same period last year	Change since one year ago
3,065	7.8%
83.9%	

\* 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.

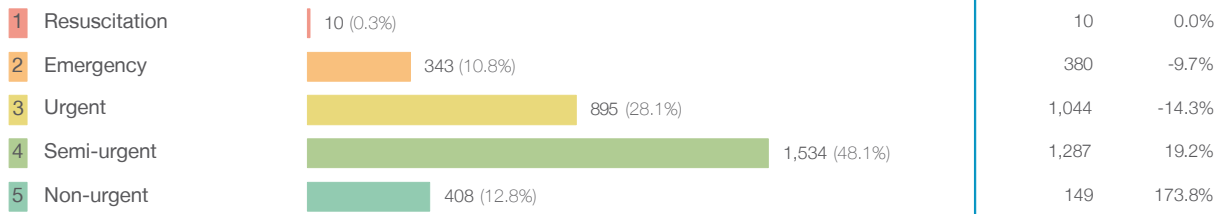
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

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

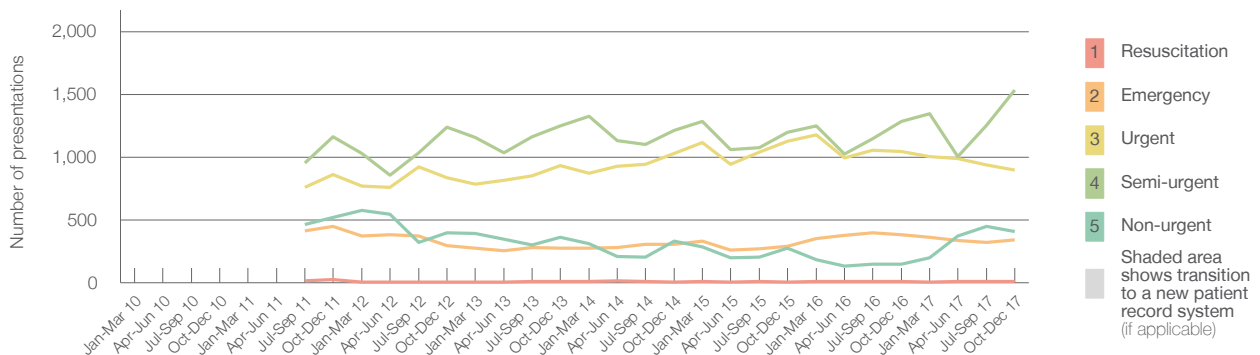
All presentations:<sup>1</sup> 3,304 patients

Emergency presentations<sup>2</sup> by triage category: 3,190 patients



	Same period last year	Change since one year ago
All presentations	3,066	7.8%
Emergency presentations	2,870	11.1%
1 Resuscitation	10	0.0%
2 Emergency	380	-9.7%
3 Urgent	1,044	-14.3%
4 Semi-urgent	1,287	19.2%
5 Non-urgent	149	173.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>†</sup> <sup>‡</sup> <sup>§</sup>



	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		23	6	9	< 5	< 5	10	10
Emergency		450	296	273	310	295	380	343
Urgent		863	835	931	1,028	1,128	1,044	895
Semi-urgent		1,160	1,237	1,247	1,211	1,200	1,287	1,534
Non-urgent		520	399	361	330	274	149	408
All emergency presentations		3,016	2,773	2,821	2,879	2,897	2,870	3,190

## Maclean District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 330 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	380	
ED Transfer of care time		
Median time	12 minutes	2 minutes
90th percentile time	29 minutes	6 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 October to December 2017

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

Number of triage 2 patients: 343

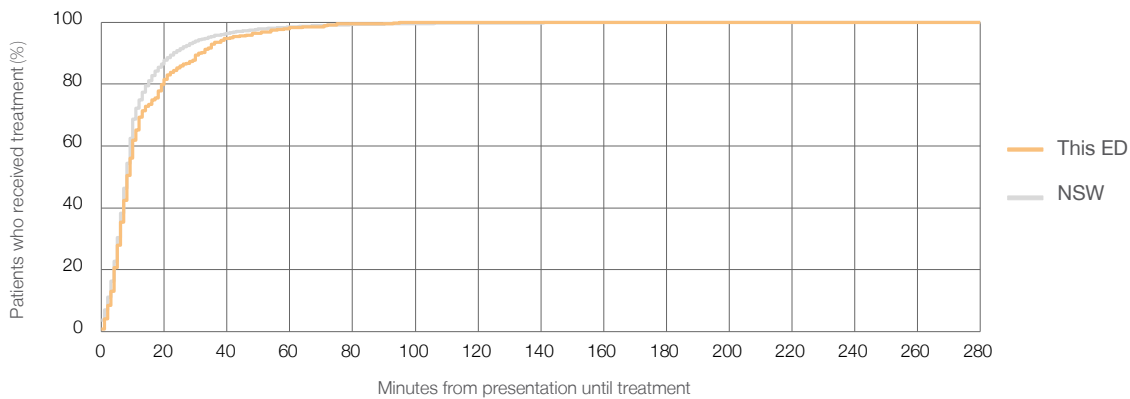
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 339

Median time to start treatment<sup>4</sup>  8 minutes

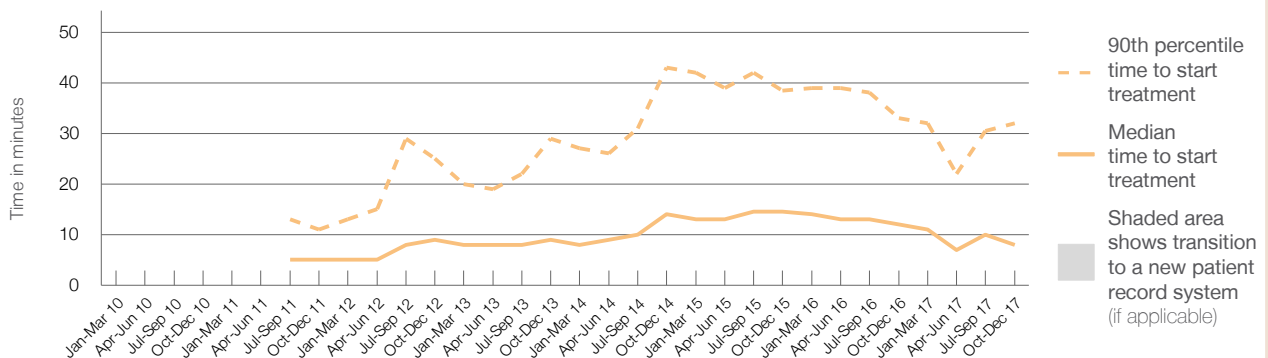
90th percentile time to start treatment<sup>5</sup>  32 minutes

Same period last year	NSW (this period)
380	376
12 minutes	8 minutes
33 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		5	9	9	14	15	12	8
90th percentile time to start treatment <sup>5</sup> (minutes)		11	25	29	43	39	33	32

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(§) 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 3 October to December 2017

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

Number of triage 3 patients: 895

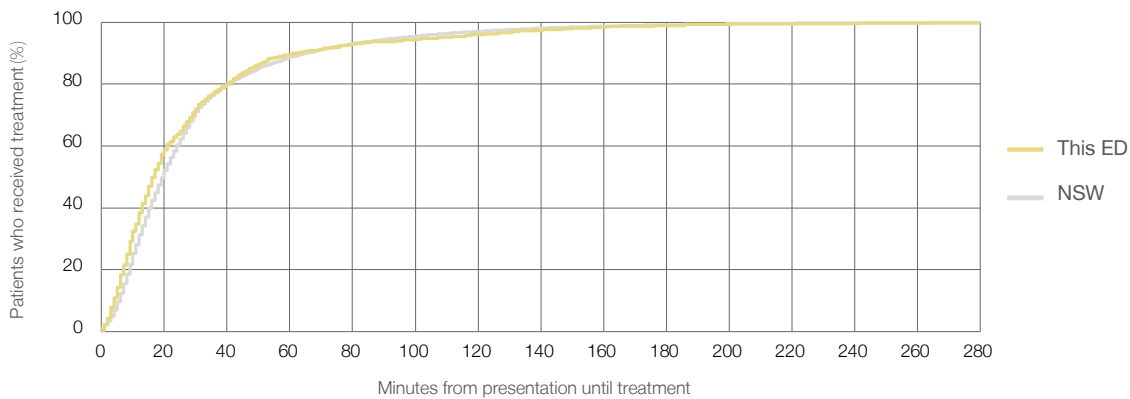
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 879

Median time to start treatment<sup>4</sup>  17 minutes

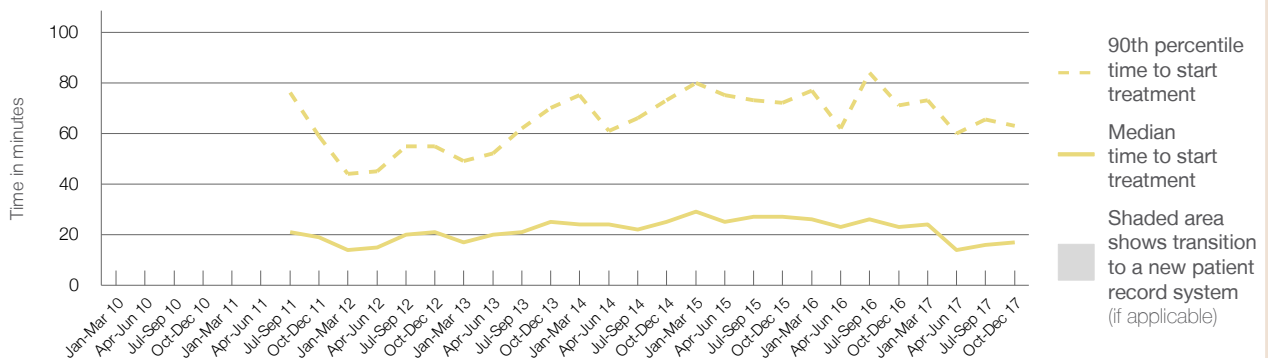
90th percentile time to start treatment<sup>5</sup>  63 minutes

Same period last year	NSW (this period)
1,044	
1,026	
23 minutes	20 minutes
71 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		19	21	25	25	27	23	17
90th percentile time to start treatment <sup>5</sup> (minutes)		59	55	70	73	72	71	63

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## Maclean 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: 1,534

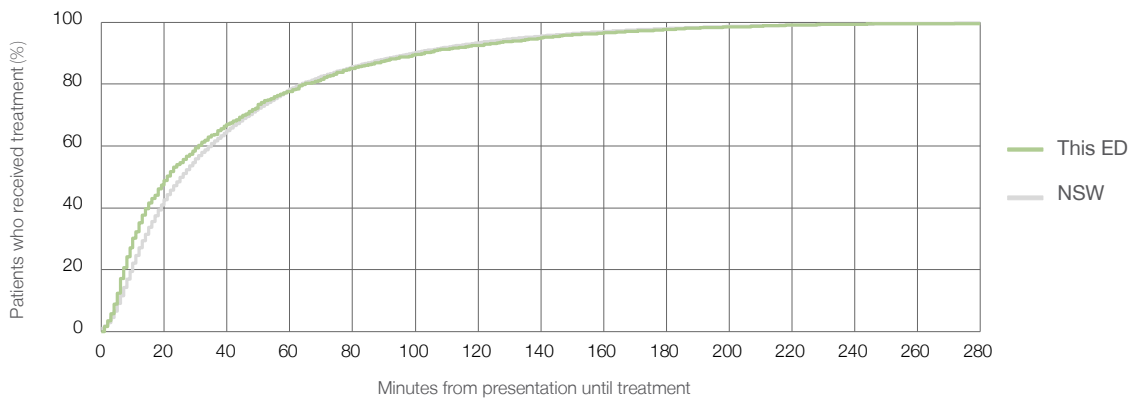
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,460

Median time to start treatment<sup>4</sup>  21 minutes

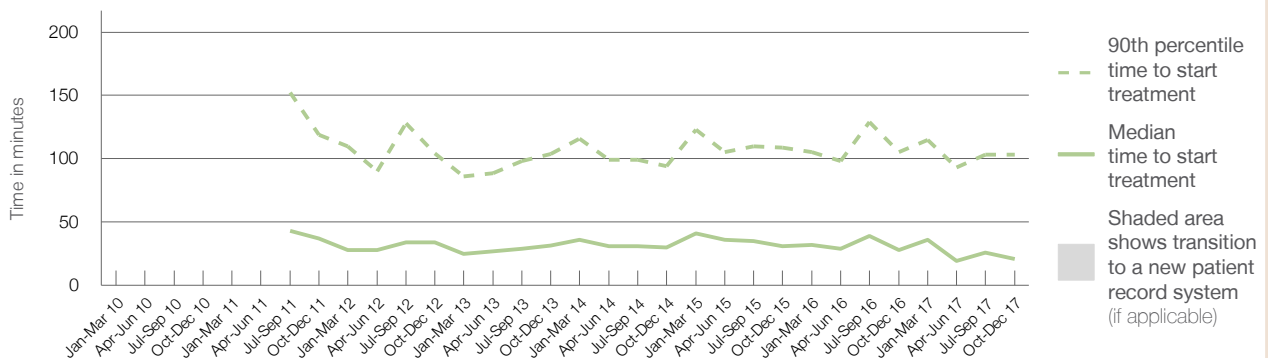
90th percentile time to start treatment<sup>5</sup>  103 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,287	1,201
Median time to start treatment <sup>4</sup>	28 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	105 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		37	34	32	30	31	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)		119	104	104	94	109	105	103

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## Maclean 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: 408

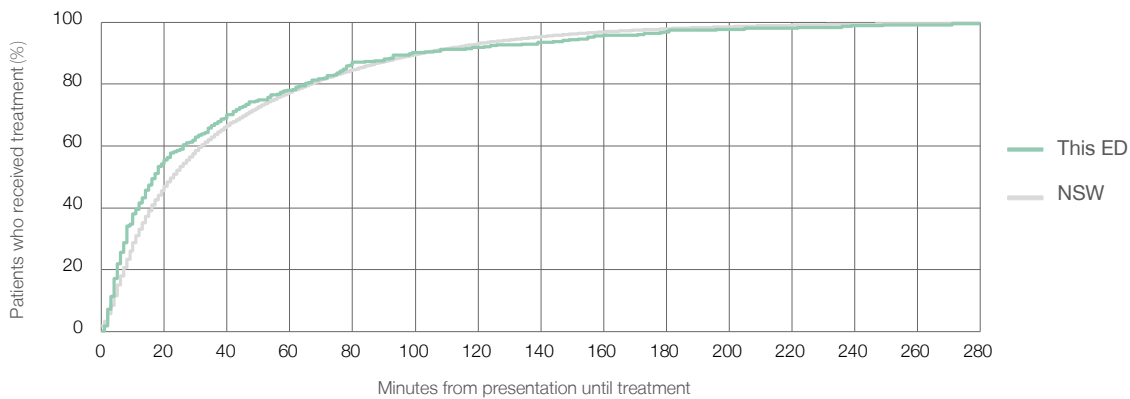
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 354

Median time to start treatment<sup>4</sup>  17 minutes

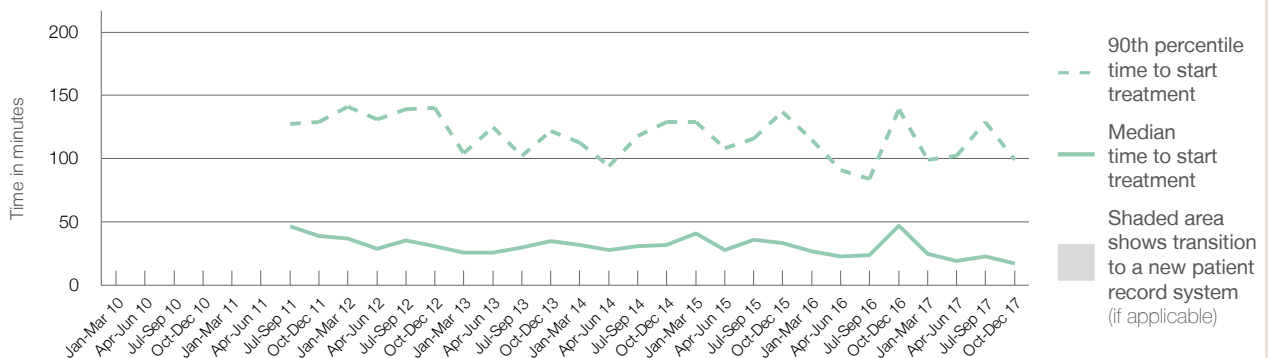
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
149	
128	
47 minutes	23 minutes
139 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		39	31	35	32	34	47	17
90th percentile time to start treatment <sup>5</sup> (minutes)		129	140	122	129	137	139	99

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## Maclean District Hospital: Time patients spent in the ED October to December 2017

All presentations:<sup>1</sup> 3,304 patients

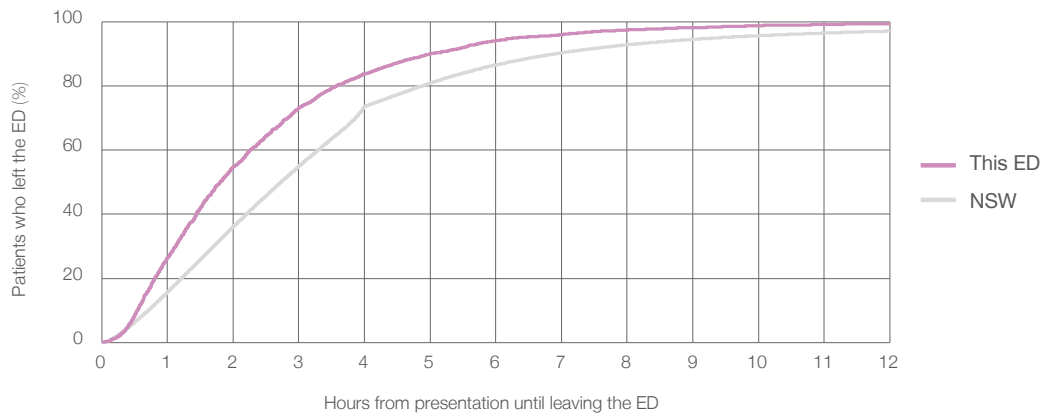
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,303 patients

Median time spent in the ED<sup>8</sup>  1 hours and 48 minutes

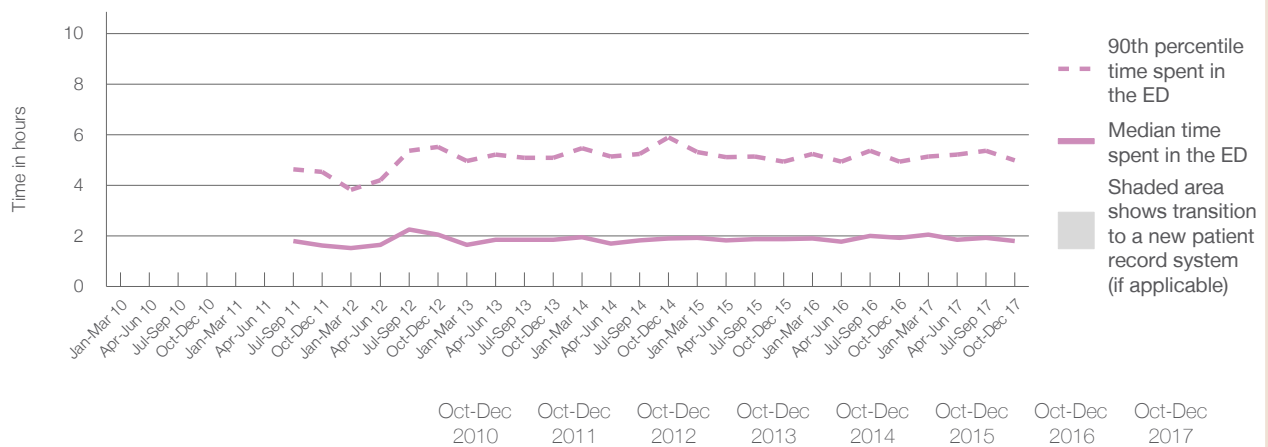
90th percentile time spent in the ED<sup>9</sup>  5 hours and 0 minutes

Same period last year	NSW (this period)
3,066	
3,065	
1 hours and 56 minutes	2 hours and 44 minutes
4 hours and 56 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)		1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m	1h 48m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m	5h 0m

(†) 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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**Maclean District Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

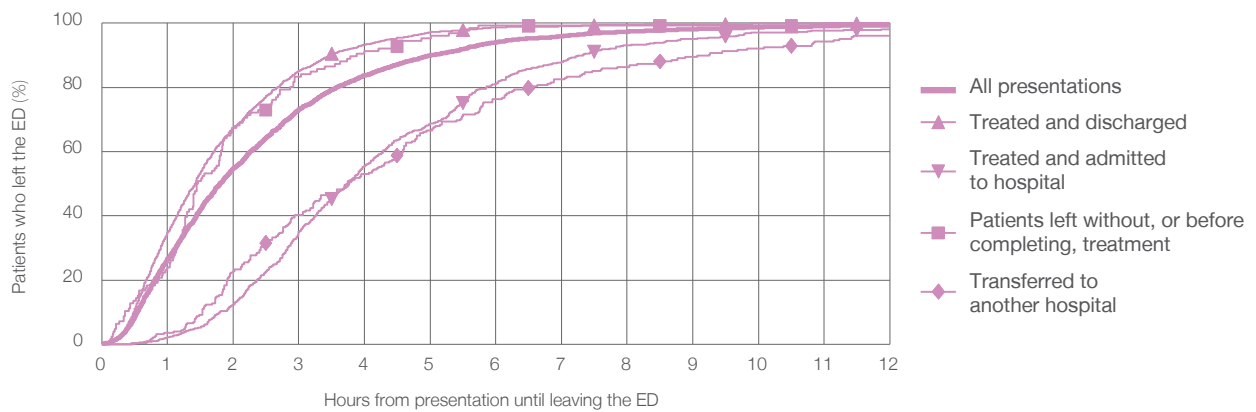
All presentations:<sup>1</sup> 3,304 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,303 patients

Treated and discharged	2,359 (71.4%)
Treated and admitted to hospital	575 (17.4%)
Patient left without, or before completing, treatment	126 (3.8%)
Transferred to another hospital	228 (6.9%)
Other	16 (0.5%)

	Same period last year	Change since one year ago
	3,065	7.8%
	2,002	17.8%
	701	-18.0%
	139	-9.4%
	216	5.6%
	8	100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	34.8%	67.5%	85.1%	93.3%	98.6%	99.5%	99.8%	100%
Treated and admitted to hospital	2.1%	12.3%	35.1%	55.7%	81.2%	93.0%	97.0%	98.1%
Patient left without, or before completing, treatment	23.8%	67.5%	83.3%	91.3%	99.2%	99.2%	99.2%	100%
Transferred to another hospital	3.5%	22.8%	40.4%	53.1%	76.3%	86.4%	92.1%	96.1%
All presentations	26.6%	54.8%	73.2%	83.8%	94.0%	97.4%	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  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,304 patients

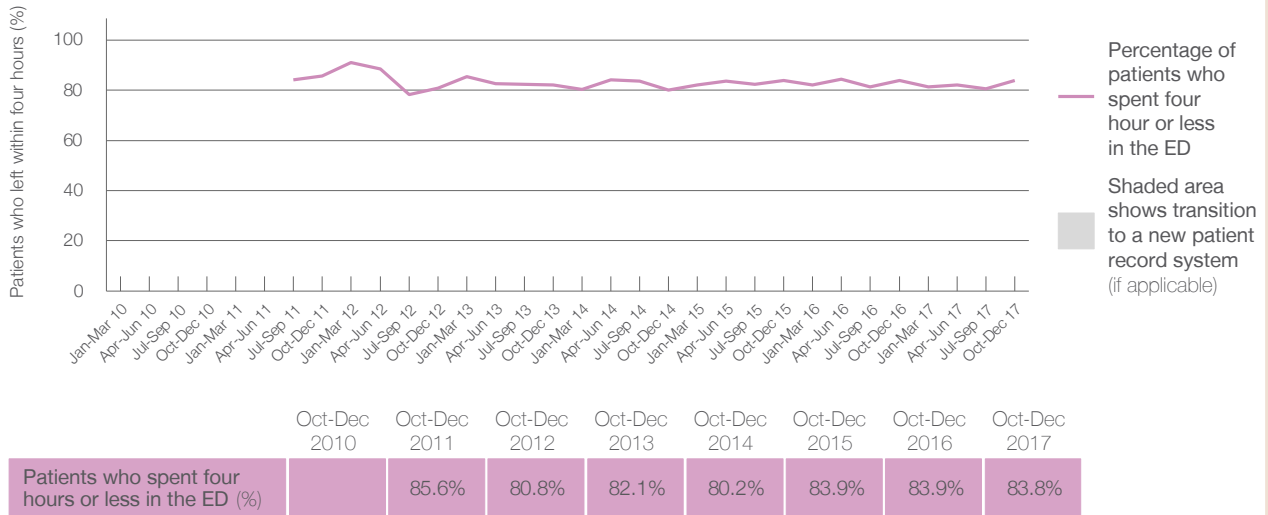
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,303 patients

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: <sup>1</sup> 3,304 patients	3,066	7.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,303 patients	3,065	7.8%
Percentage of patients who spent four hours or less in the ED	83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡§</sup>



\* 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).