

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

October to December 2018

All presentations:<sup>1</sup> 3,652 patients  
Emergency presentations:<sup>2</sup> 3,496 patients

Same period last year	Change since one year ago
3,804	-4%
3,666	-5%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 363 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,013 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,493 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
374	
9 minutes	8 minutes
22 minutes	26 minutes
975	
21 minutes	20 minutes
60 minutes	72 minutes
1,564	
25 minutes	26 minutes
114 minutes	104 minutes
733	
26 minutes	23 minutes
125 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,652 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,804	-4%
87%	

\* 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: October to December 2018*.
- 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.

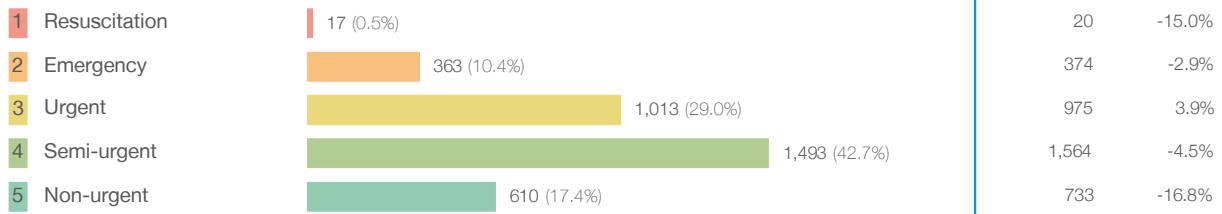
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Macksville District Hospital: Patients presenting to the emergency department October to December 2018

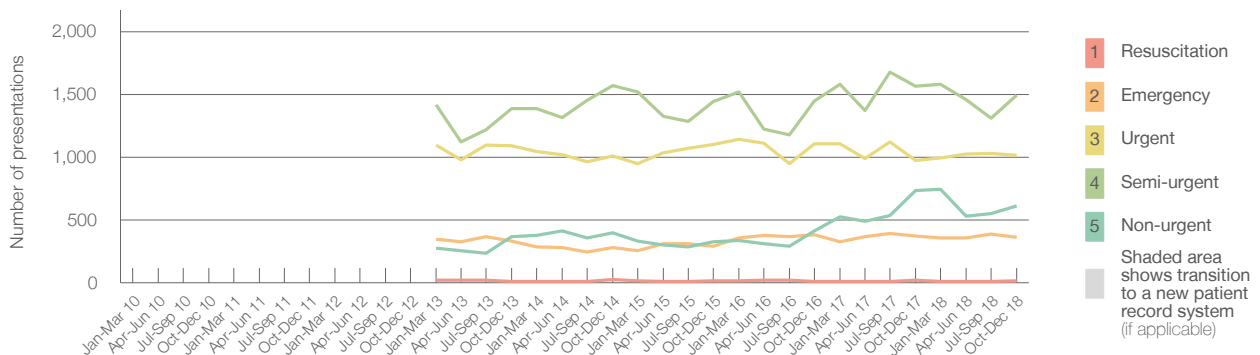
All presentations:<sup>1</sup> 3,652 patients

Emergency presentations<sup>2</sup> by triage category: 3,496 patients



Same period last year	Change since one year ago
3,804	-4%
3,666	-5%
20	-15.0%
374	-2.9%
975	3.9%
1,564	-4.5%
733	-16.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 <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	Oct-Dec 2018
Resuscitation				11	24	17	11	20	17
Emergency				329	281	290	383	374	363
Urgent				1,089	1,011	1,102	1,104	975	1,013
Semi-urgent				1,386	1,569	1,444	1,448	1,564	1,493
Non-urgent				366	399	325	415	733	610
All emergency presentations				3,181	3,284	3,178	3,361	3,666	3,496

## Macksville District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 463 patients

ED Transfer of care time



Same period last year	Change since one year ago
439	
11 minutes	1 minute
26 minutes	0 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 2018

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

Number of triage 2 patients: 363

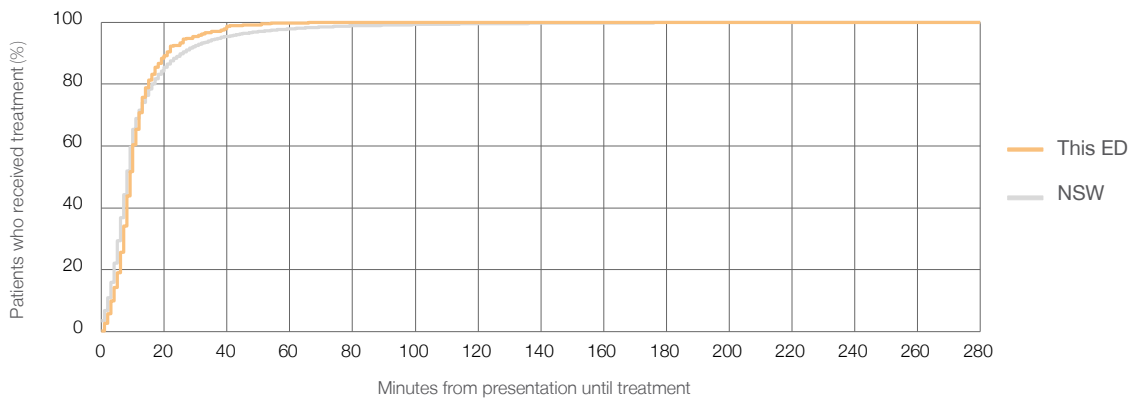
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 363

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

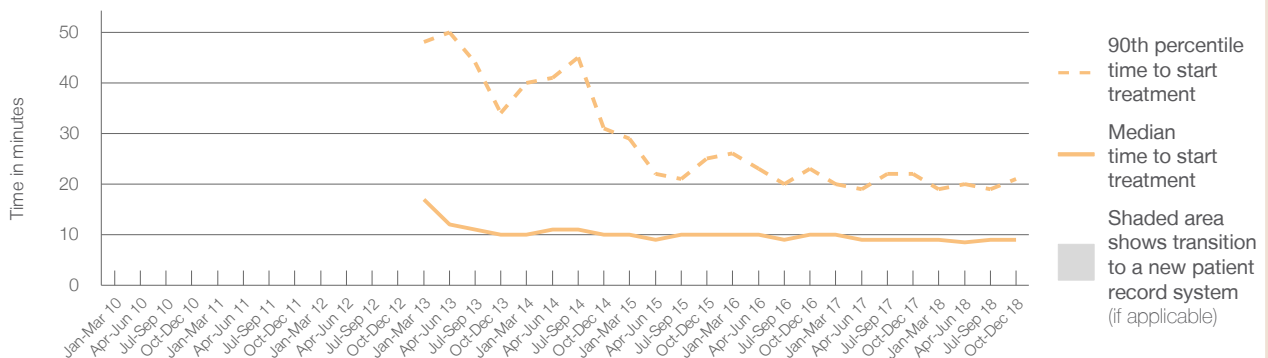
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
374	364
9 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<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	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)				10	10	10	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)				34	31	25	23	22	21

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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.

## Macksville District Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,013

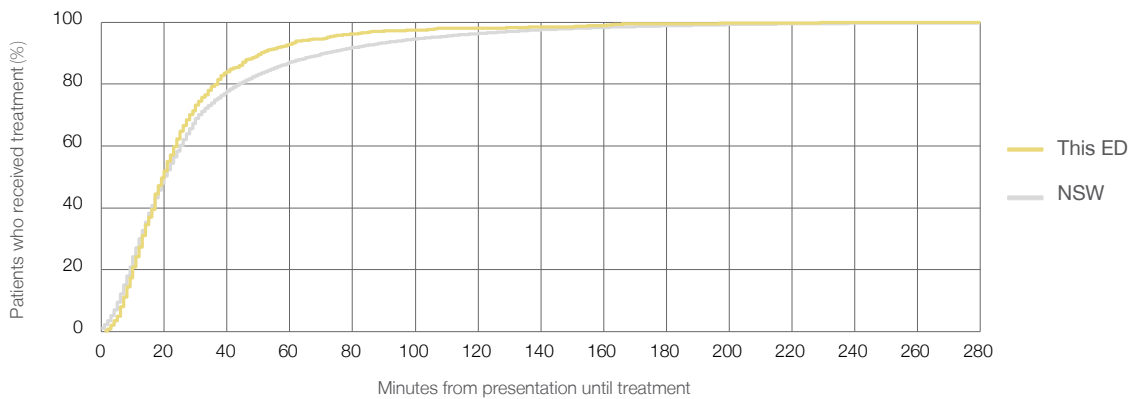
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,007

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

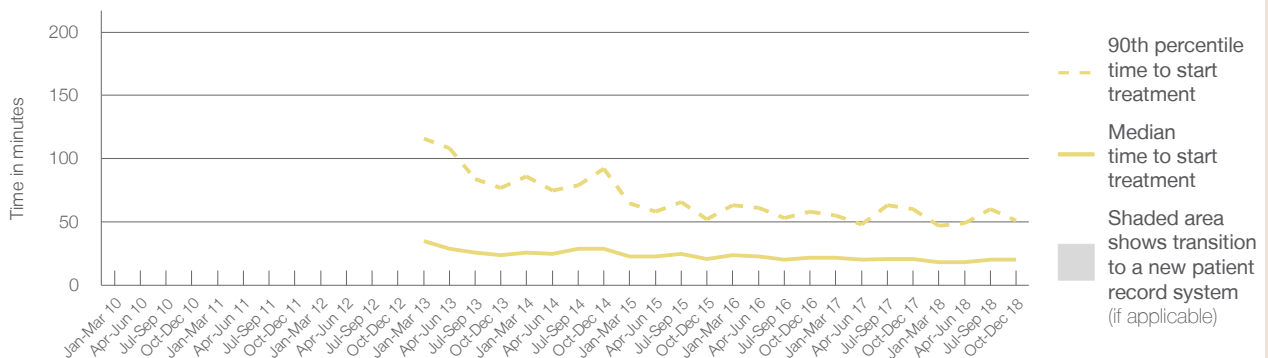
90th percentile time to start treatment<sup>5</sup>  51 minutes

Same period last year	NSW (this period)
975	940
21 minutes	20 minutes
60 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<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	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)				24	29	21	22	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)				77	92	52	58	60	51

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## Macksville District Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 1,493

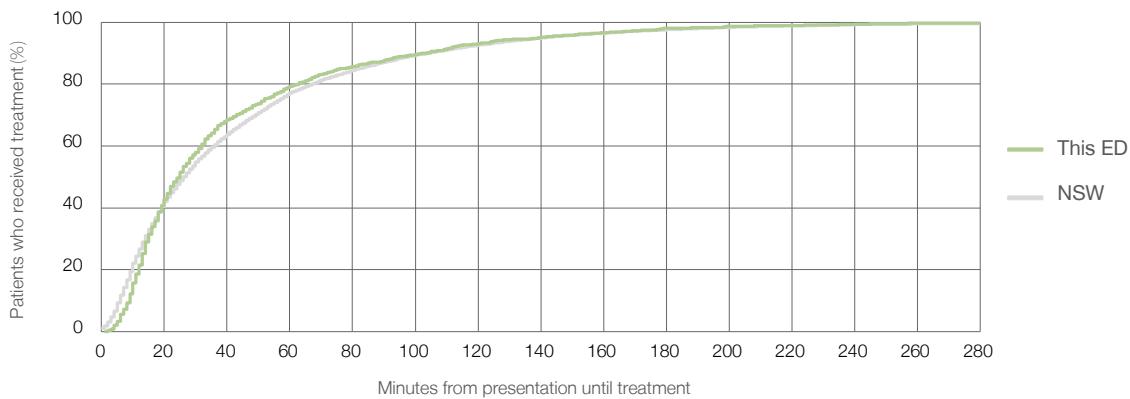
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,417

Median time to start treatment<sup>4</sup>  25 minutes

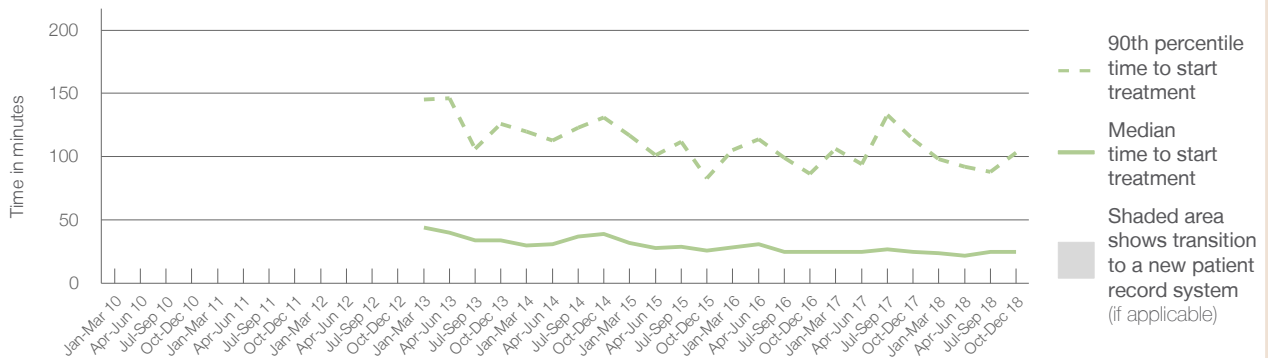
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
1,564	1,471
25 minutes	26 minutes
114 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<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	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)				34	39	26	25	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)				126	131	83	87	114	103

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## Macksville District Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 610

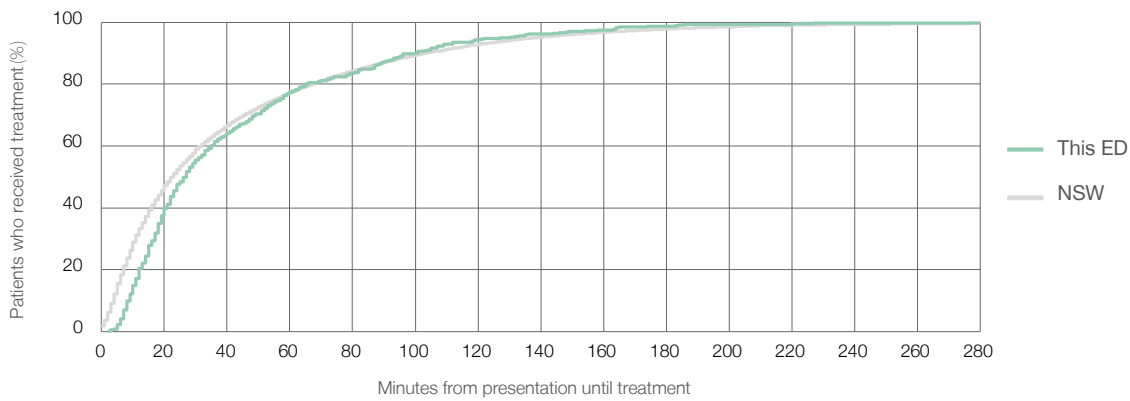
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 563

Median time to start treatment<sup>4</sup> 27 minutes

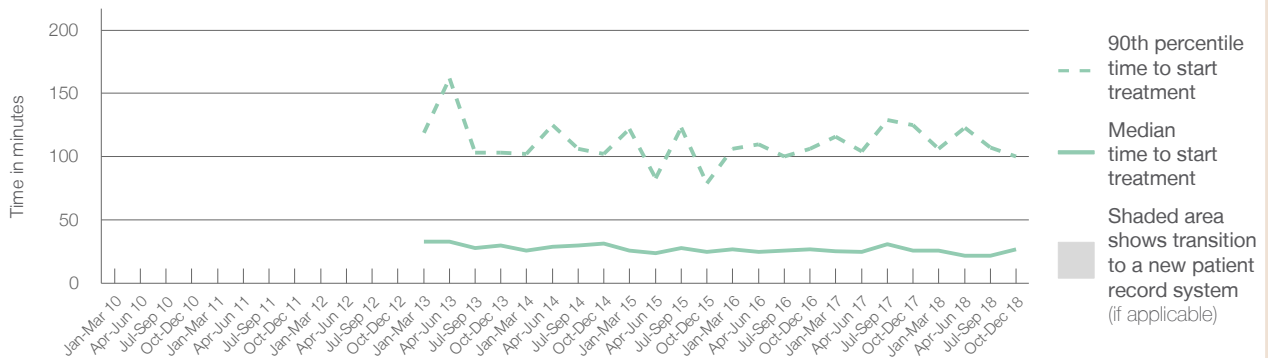
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
733	
665	
26 minutes	23 minutes
125 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<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	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)				30	32	25	27	26	27
90th percentile time to start treatment <sup>5</sup> (minutes)				103	102	79	106	125	100

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

October to December 2018

All presentations:<sup>1</sup> 3,652 patients

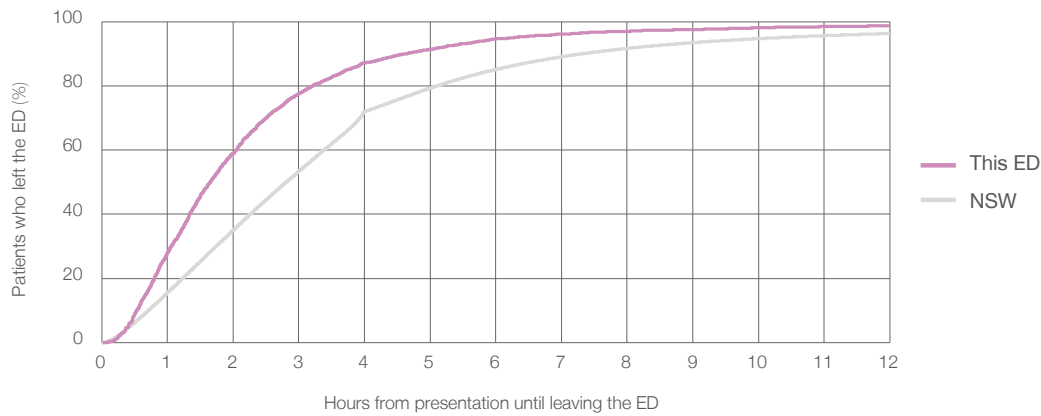
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,652 patients

Median time spent in the ED<sup>8</sup> 1 hours and 39 minutes

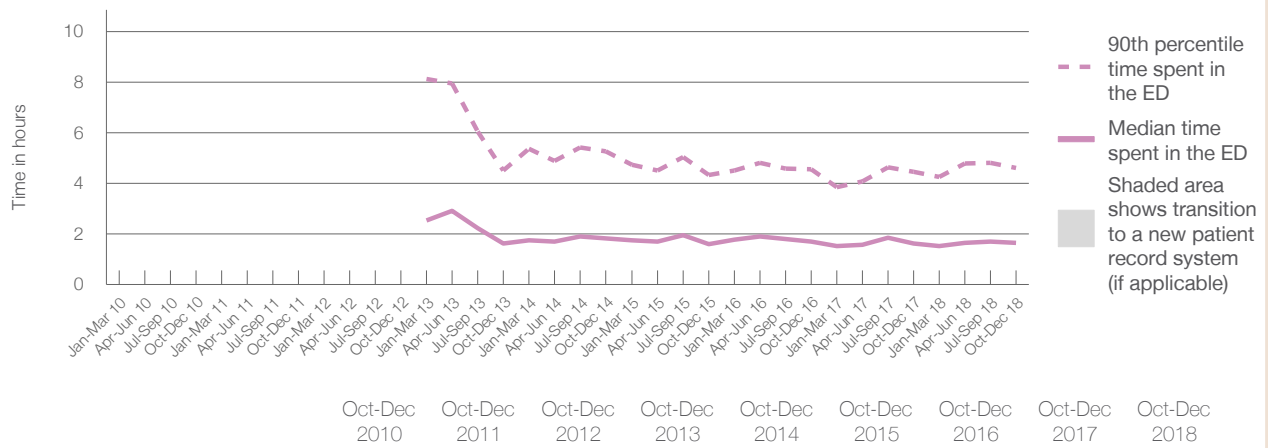
90th percentile time spent in the ED<sup>9</sup> 4 hours and 37 minutes

Same period last year	NSW (this period)
3,804	3,804
1 hours and 38 minutes	2 hours and 49 minutes
4 hours and 28 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<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	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)				1h 38m	1h 50m	1h 37m	1h 43m	1h 38m	1h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)				4h 31m	5h 16m	4h 20m	4h 33m	4h 28m	4h 37m

(†) 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**  
By mode of separation  
October to December 2018

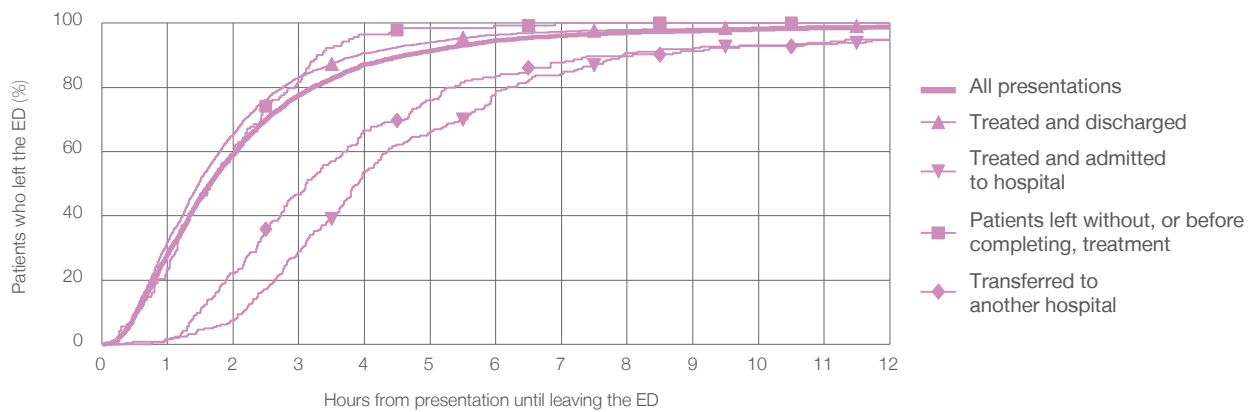
All presentations:<sup>1</sup> 3,652 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,652 patients

Treated and discharged	3,056 (83.7%)
Treated and admitted to hospital	246 (6.7%)
Patient left without, or before completing, treatment	143 (3.9%)
Transferred to another hospital	195 (5.3%)
Other	12 (0.3%)

Same period last year	Change since one year ago
3,804	-4%
3,147	-2.9%
209	17.7%
194	-26.3%
198	-1.5%
56	-78.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡§</sup>



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

Treated and discharged	31.9%	65.4%	83.2%	90.7%	96.4%	97.8%	98.8%	99.3%
Treated and admitted to hospital	1.6%	7.3%	28.9%	53.7%	78.9%	90.7%	93.1%	94.7%
Patient left without, or before completing, treatment	23.1%	59.4%	81.8%	96.5%	99.3%	100%	100%	100%
Transferred to another hospital	1.5%	22.1%	46.7%	66.7%	83.6%	89.7%	92.8%	94.9%
All presentations	28.0%	59.1%	77.6%	87.2%	94.7%	97.0%	98.1%	98.8%

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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 2018

All presentations at the emergency department: <sup>1</sup> 3,652 patients

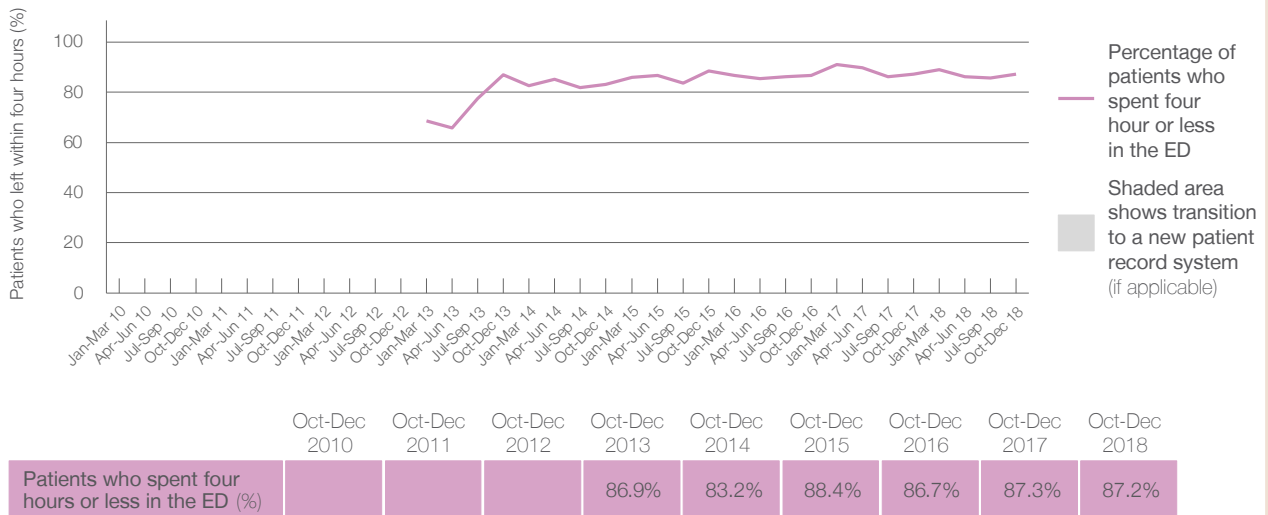
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,652 patients

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



Same period last year	Change since one year ago
3,804	-4%
3,804	-4%
87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <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, October to December 2018*.
- 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 22 January 2019).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).