

Maclean District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,580 patients
 Emergency presentations:² 3,453 patients

Same period last year	Change since one year ago
3,300	8%
3,189	8%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 289 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,028 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,731 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 391 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
343	
8 minutes	8 minutes
32 minutes	26 minutes
895	
17 minutes	20 minutes
63 minutes	72 minutes
1,534	
21 minutes	26 minutes
103 minutes	104 minutes
408	
17 minutes	23 minutes
99 minutes	104 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,579 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,300	8%
84%	

* 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).

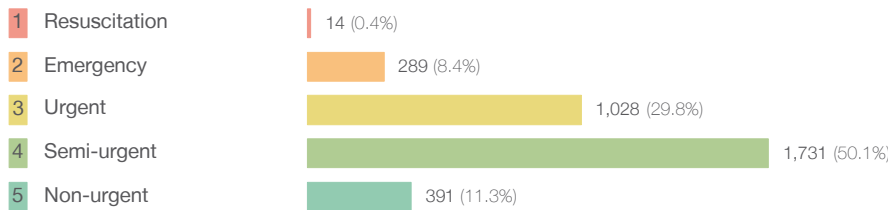
Maclean District Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 3,580 patients

Same period last year	Change since one year ago
3,300	8%

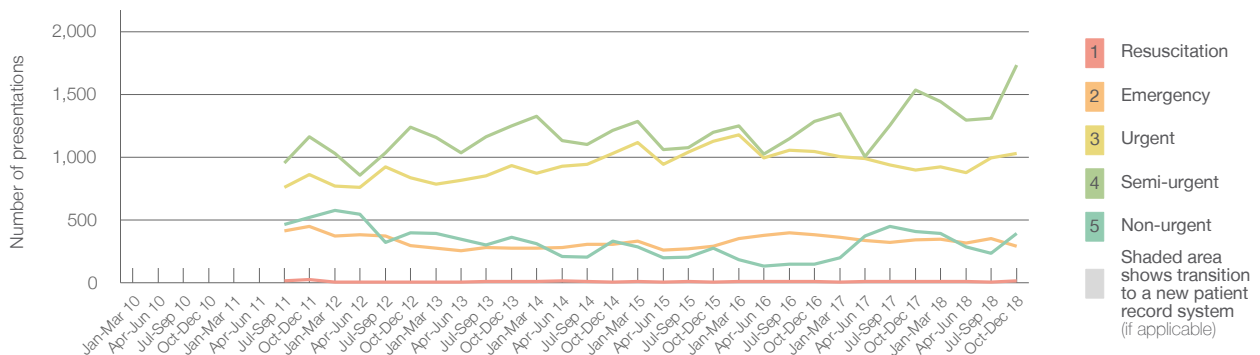
Emergency presentations² by triage category: 3,453 patients

Same period last year	Change since one year ago
3,189	8%



Same period last year	Change since one year ago
9	55.6%
343	-15.7%
895	14.9%
1,534	12.8%
408	-4.2%

Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	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		23	6	9	< 5	< 5	10	9	14
Emergency		450	296	273	310	295	380	343	289
Urgent		863	835	931	1,028	1,128	1,044	895	1,028
Semi-urgent		1,160	1,237	1,247	1,211	1,200	1,287	1,534	1,731
Non-urgent		520	399	361	330	274	149	408	391
All emergency presentations		3,016	2,773	2,821	2,879	2,897	2,870	3,189	3,453

Maclean District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 380 patients

Same period last year	Change since one year ago
325	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	0 minutes
34 minutes	3 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 2018

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

Number of triage 2 patients: 289

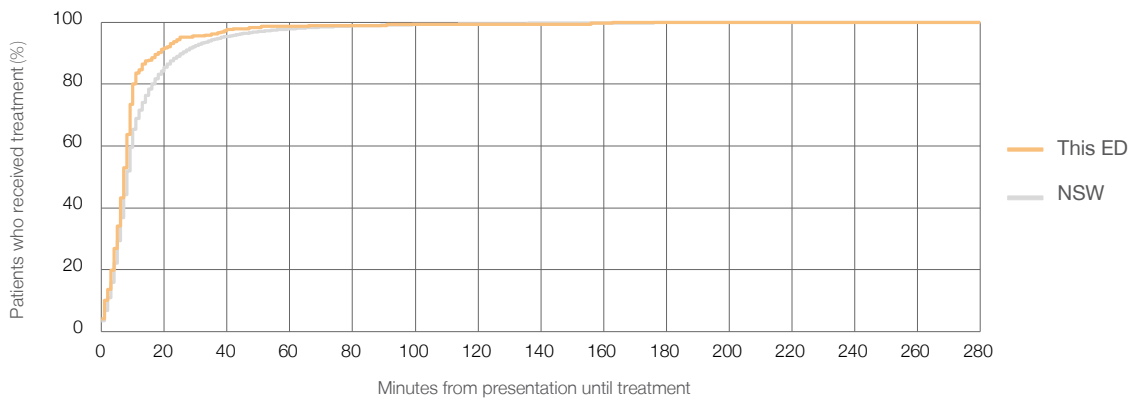
Number of triage 2 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 7 minutes

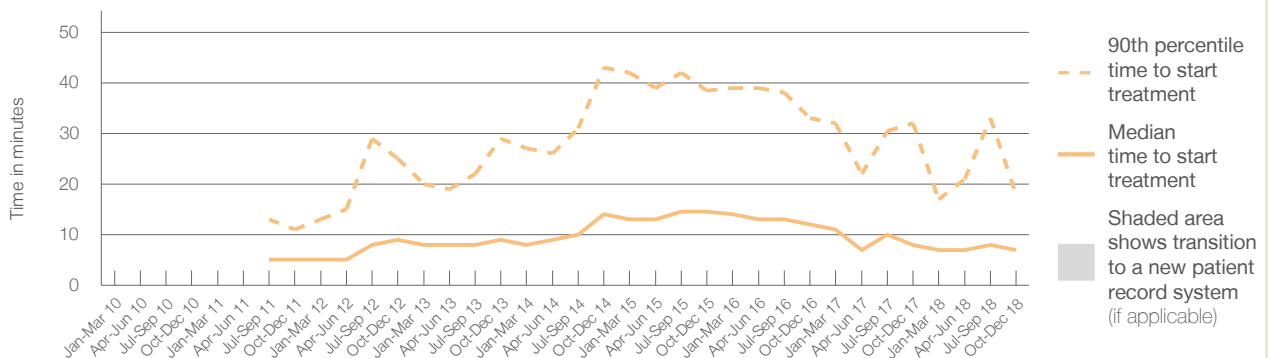
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
343	
339	
8 minutes	8 minutes
32 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^{†‡§}



	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 ⁴ (minutes)		5	9	9	14	15	12	8	7
90th percentile time to start treatment ⁵ (minutes)		11	25	29	43	39	33	32	18

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Maclean 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: 1,028

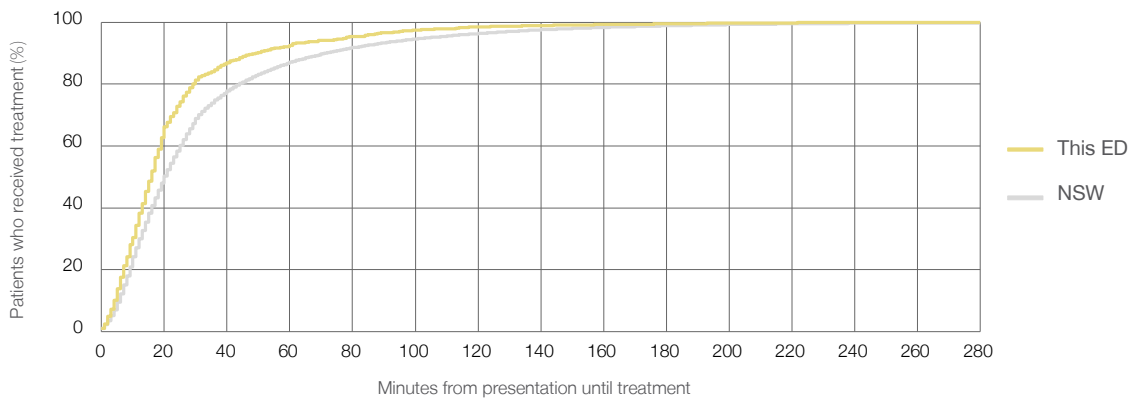
Number of triage 3 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 16 minutes

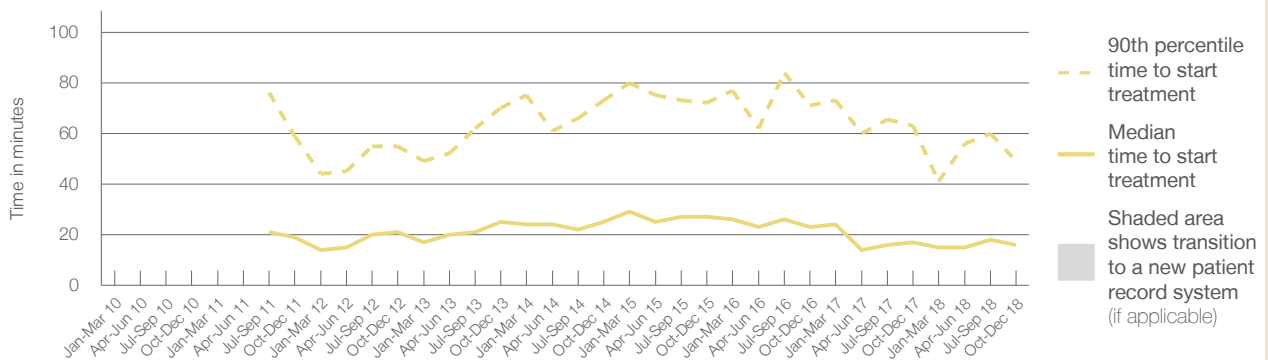
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
895	
879	
17 minutes	20 minutes
63 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^{†‡§}



	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 ⁴ (minutes)		19	21	25	25	27	23	17	16
90th percentile time to start treatment ⁵ (minutes)		59	55	70	73	72	71	63	49

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Maclean 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: 1,731

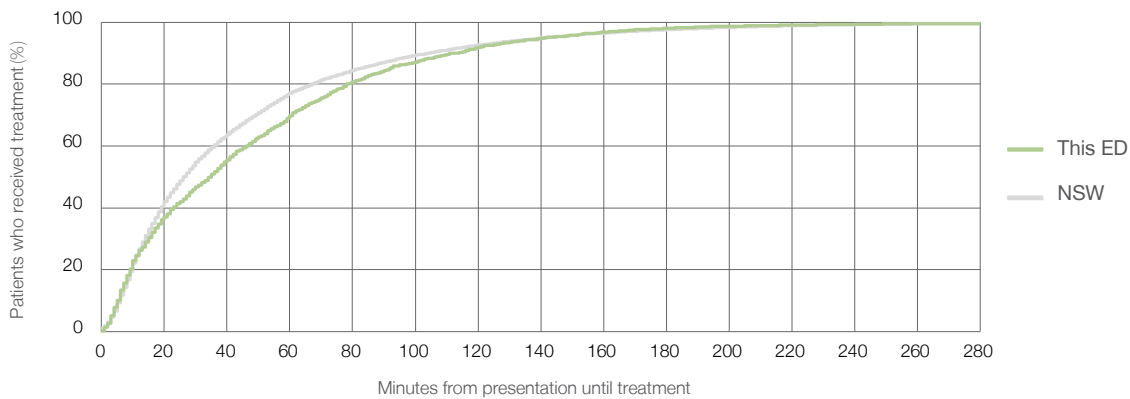
Number of triage 4 patients used to calculate waiting time:³ 1,627

Median time to start treatment⁴ 35 minutes

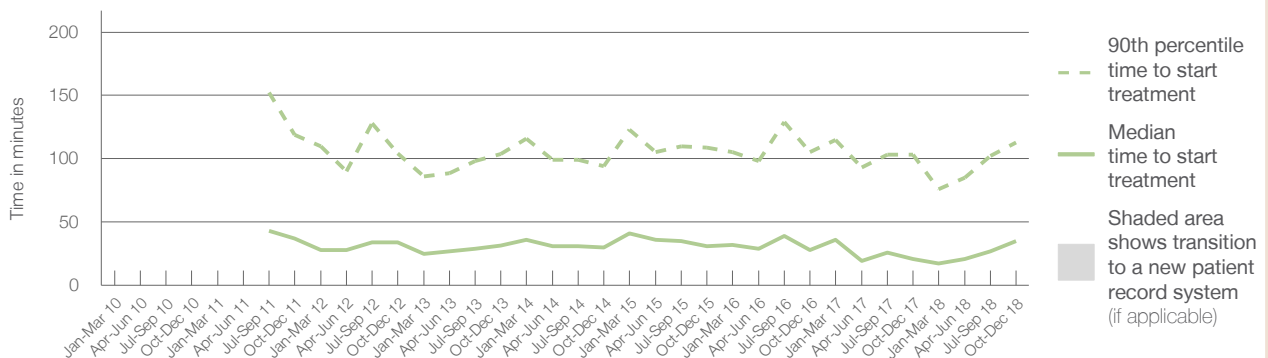
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,534	1,460
21 minutes	26 minutes
103 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^{†‡§}



	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 ⁴ (minutes)		37	34	32	30	31	28	21	35
90th percentile time to start treatment ⁵ (minutes)		119	104	104	94	109	105	103	113

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Maclean 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: 391

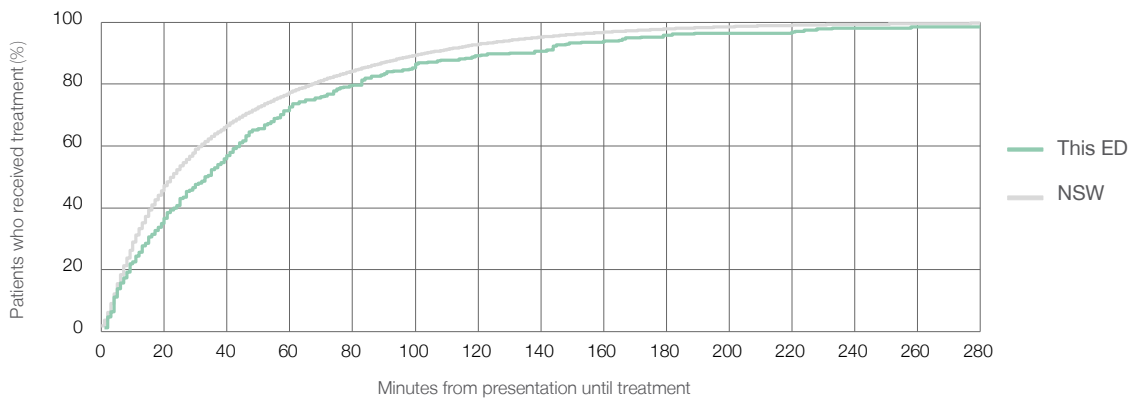
Number of triage 5 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 33 minutes

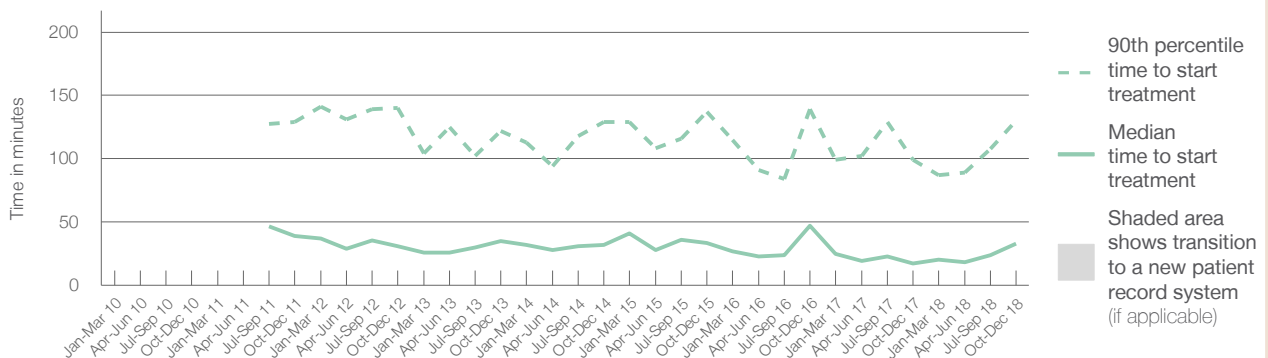
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
408	354
17 minutes	23 minutes
99 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^{†‡§}



	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 ⁴ (minutes)		39	31	35	32	34	47	17	33
90th percentile time to start treatment ⁵ (minutes)		129	140	122	129	137	139	99	130

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Maclean District Hospital: Time patients spent in the ED October to December 2018

All presentations:¹ 3,580 patients

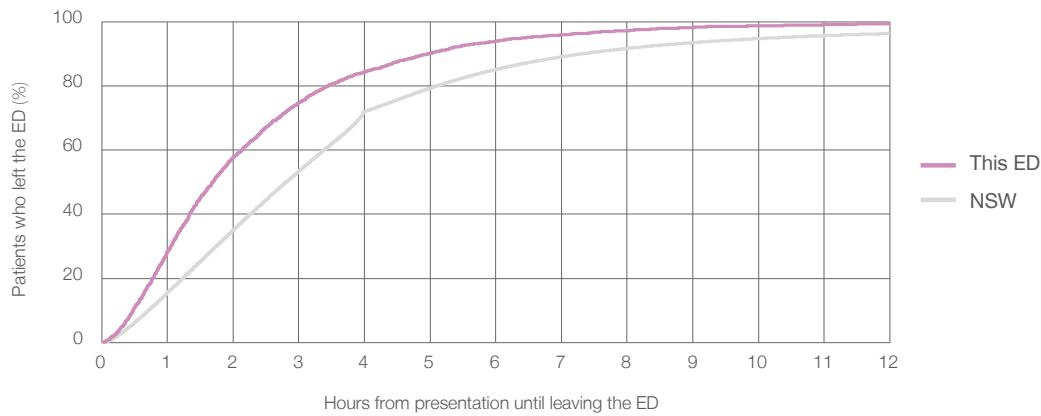
Presentations used to calculate time to leaving the ED:⁶ 3,579 patients

Median time spent in the ED⁸ 1 hours and 42 minutes

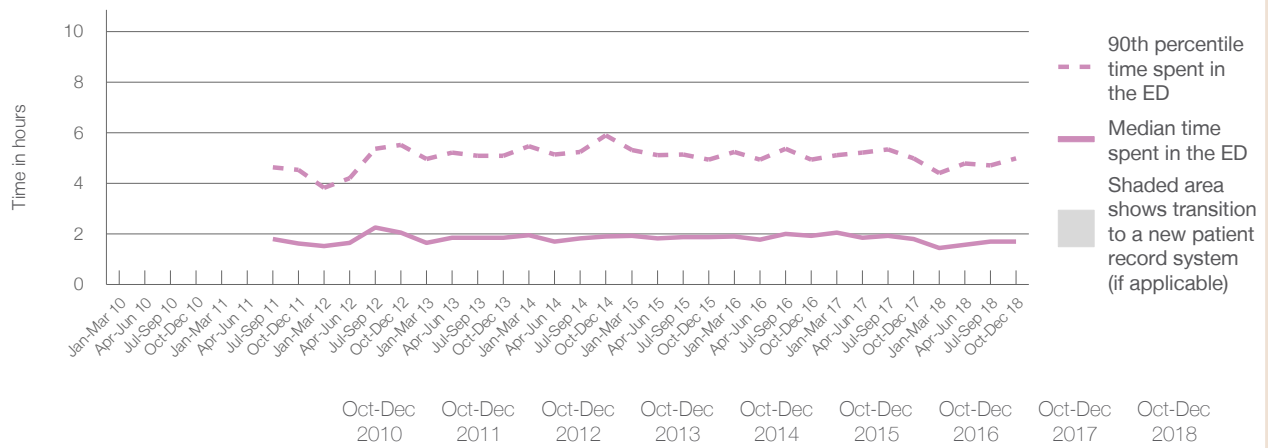
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
3,300	3,300
1 hours and 48 minutes	2 hours and 49 minutes
5 hours and 0 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^{†‡§}



	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 ⁸ (hours, minutes)		1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m	1h 48m	1h 42m
90th percentile time spent in the ED ⁹ (hours, minutes)		4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m	5h 0m	4h 59m

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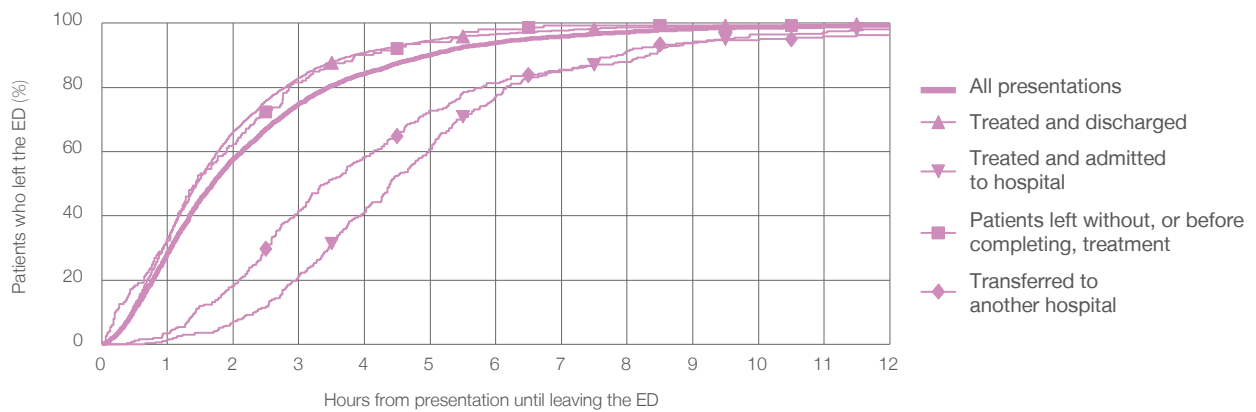
Maclean District Hospital: Time patients spent in the ED By mode of separation October to December 2018

All presentations:¹ 3,580 patients

Presentations used to calculate time to leaving the ED:⁶ 3,579 patients

		Same period last year	Change since one year ago
Treated and discharged	2,866 (80.1%)	2,636	8.7%
Treated and admitted to hospital	309 (8.6%)	297	4.0%
Patient left without, or before completing, treatment	152 (4.2%)	126	20.6%
Transferred to another hospital	242 (6.8%)	228	6.1%
Other	11 (0.3%)	13	-15.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



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

Treated and discharged	33.1%	66.4%	83.0%	90.8%	96.6%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.3%	7.1%	21.4%	41.1%	77.3%	88.0%	96.4%	98.1%
Patient left without, or before completing, treatment	32.2%	62.5%	81.6%	90.1%	98.0%	99.3%	99.3%	99.3%
Transferred to another hospital	3.3%	18.2%	41.7%	58.3%	81.4%	91.3%	94.6%	96.3%
All presentations	28.4%	57.9%	74.9%	84.3%	93.9%	97.2%	98.7%	99.3%

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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 2018

All presentations at the emergency department: ¹ 3,580 patients

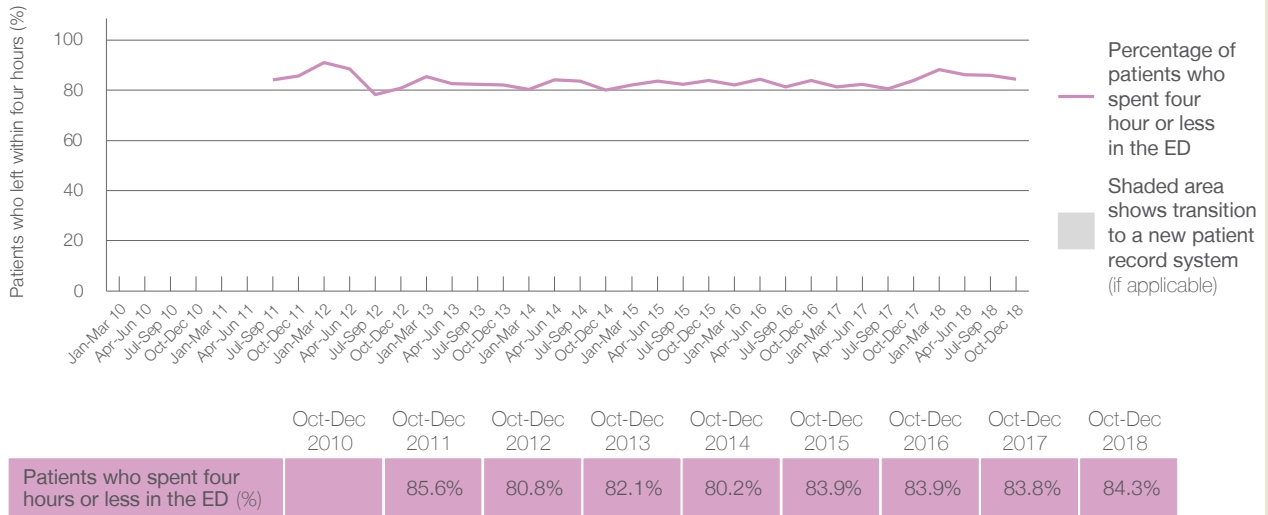
Presentations used to calculate time to leaving the ED: ⁶ 3,579 patients

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	3,300	8%
Presentations used to calculate time to leaving the ED	3,300	8%
Percentage of patients who spent four hours or less in the ED	83.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



* 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).