

Maclean District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,207 patients

Emergency presentations:² 3,113 patients

Same period last year	Change since one year ago
3,135	2%
2,918	7%

Maclean District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 923 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,443 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
363	
11 minutes	8 minutes
32 minutes	23 minutes
1,006	
24 minutes	20 minutes
73 minutes	65 minutes
1,345	
36 minutes	25 minutes
115 minutes	98 minutes
198	
25 minutes	22 minutes
99 minutes	97 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,207 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
3,134	2%
81%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

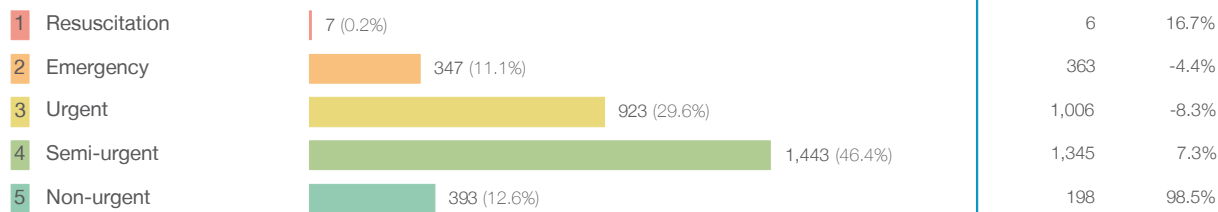
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Maclean District Hospital: Patients presenting to the emergency department

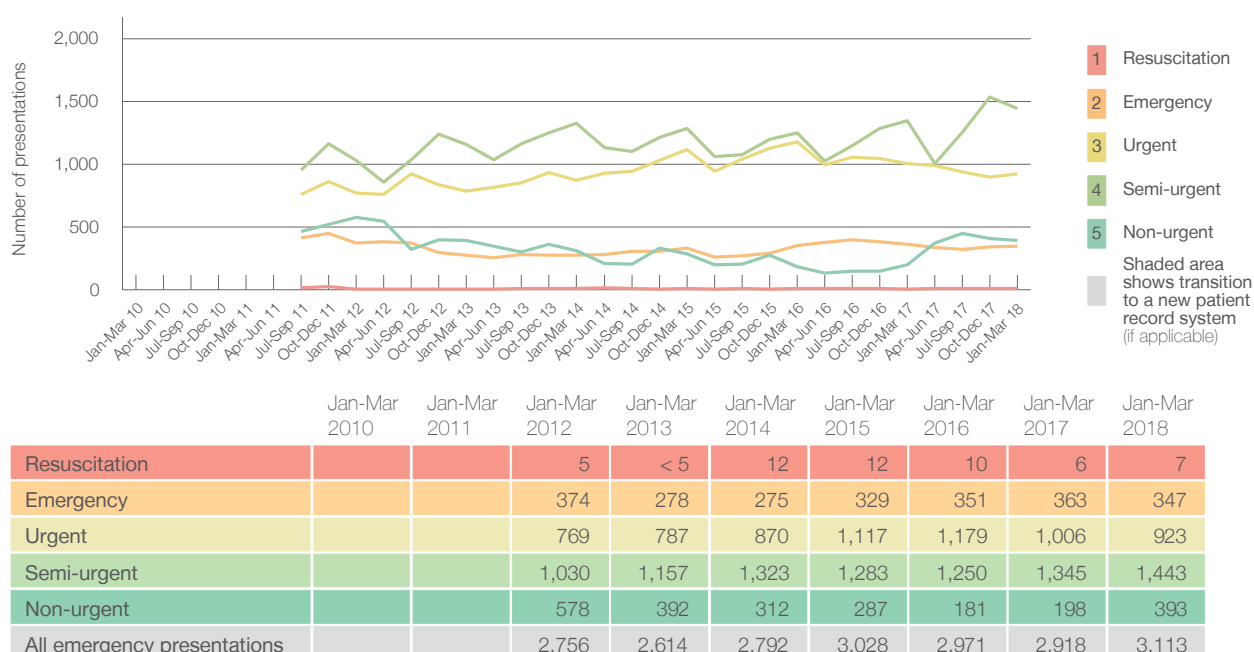
January to March 2018

All presentations:¹ 3,207 patients

Emergency presentations² by triage category: 3,113 patients



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



Maclean District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 356 patients

ED Transfer of care time



(†) 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

January to March 2018

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

Number of triage 2 patients: 347

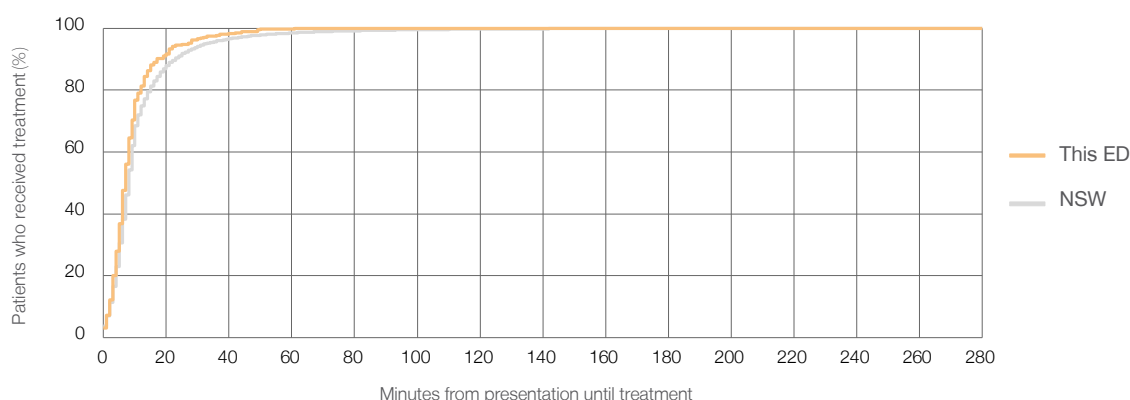
Number of triage 2 patients used to calculate waiting time:³ 344

Median time to start treatment⁴ 7 minutes

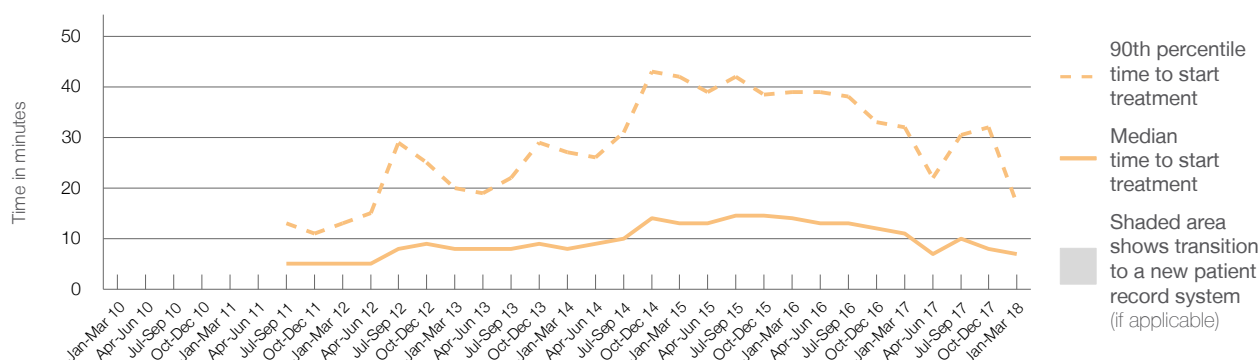
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
363	
363	
11 minutes	8 minutes
32 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			5	8	8	13	14	11	7
90th percentile time to start treatment ⁵ (minutes)			13	20	27	42	39	32	17

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Maclean District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 923

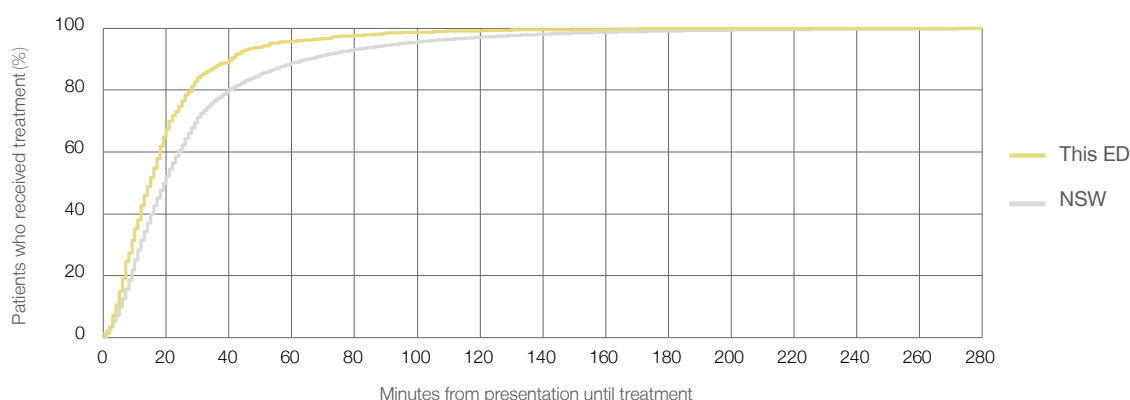
Number of triage 3 patients used to calculate waiting time:³ 914

Median time to start treatment⁴ 15 minutes

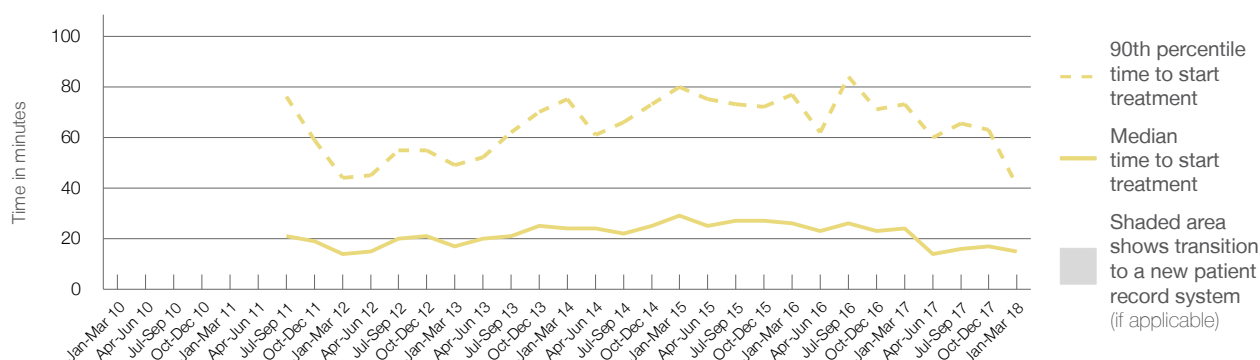
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,006	
991	
24 minutes	20 minutes
73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			14	17	24	29	26	24	15
90th percentile time to start treatment ⁵ (minutes)			44	49	75	80	77	73	41

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Maclean District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,443

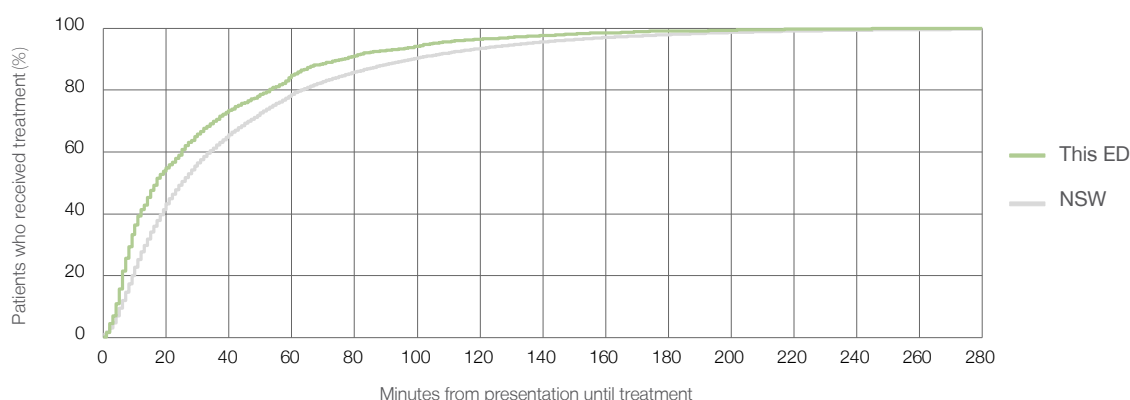
Number of triage 4 patients used to calculate waiting time: ³ 1,391

Median time to start treatment ⁴ 17 minutes

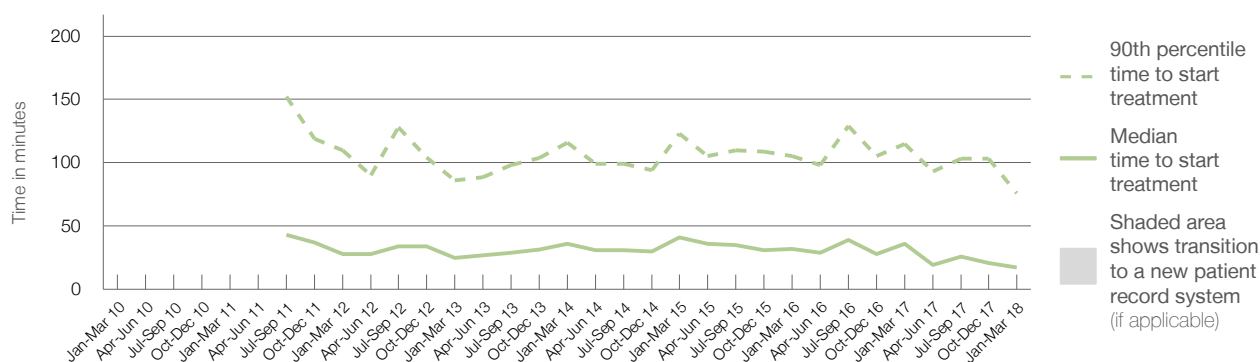
90th percentile time to start treatment ⁵ 76 minutes

Same period last year	NSW (this period)
1,345	
1,238	
36 minutes	25 minutes
115 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			28	25	36	41	32	36	17
90th percentile time to start treatment ⁵ (minutes)			110	86	116	123	105	115	76

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Maclean District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 393

Number of triage 5 patients used to calculate waiting time:³ 357

Median time to start treatment⁴

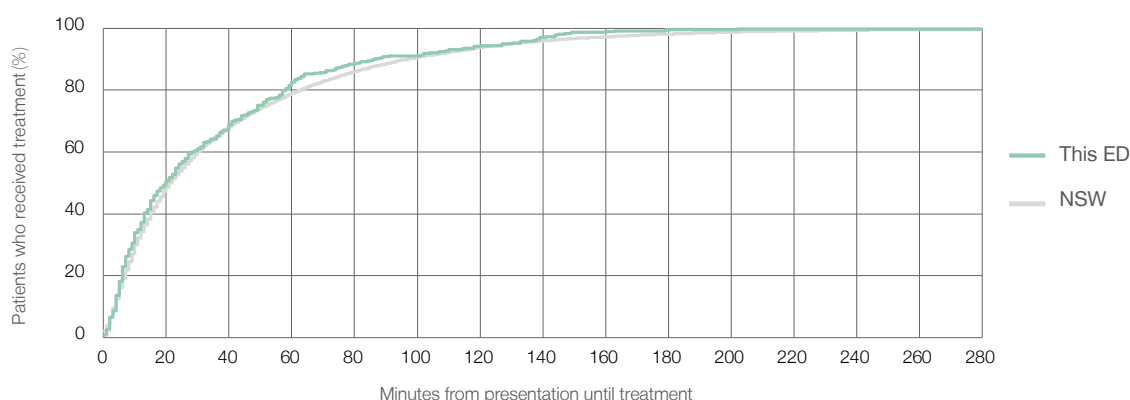
20 minutes

90th percentile time to start treatment⁵

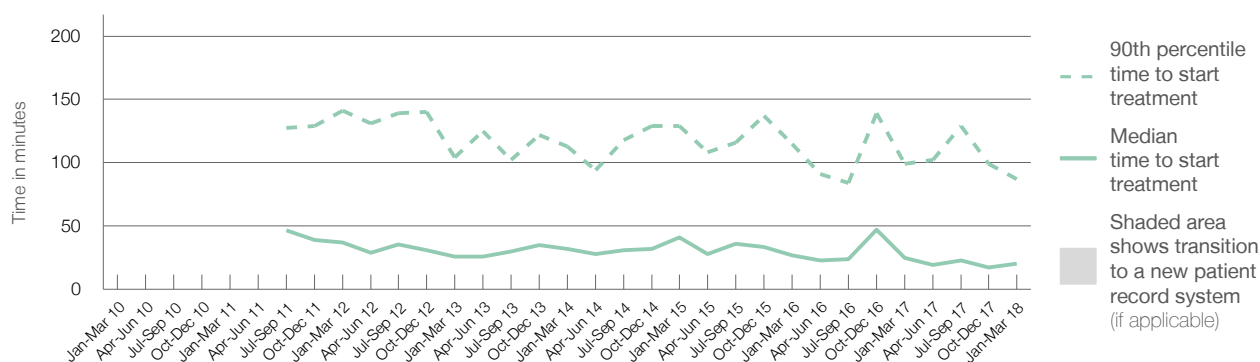
87 minutes

Same period last year	NSW (this period)
198	
155	
25 minutes	22 minutes
99 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			37	26	32	41	27	25	20
90th percentile time to start treatment ⁵ (minutes)			141	104	113	129	115	99	87

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Maclean District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,207 patients

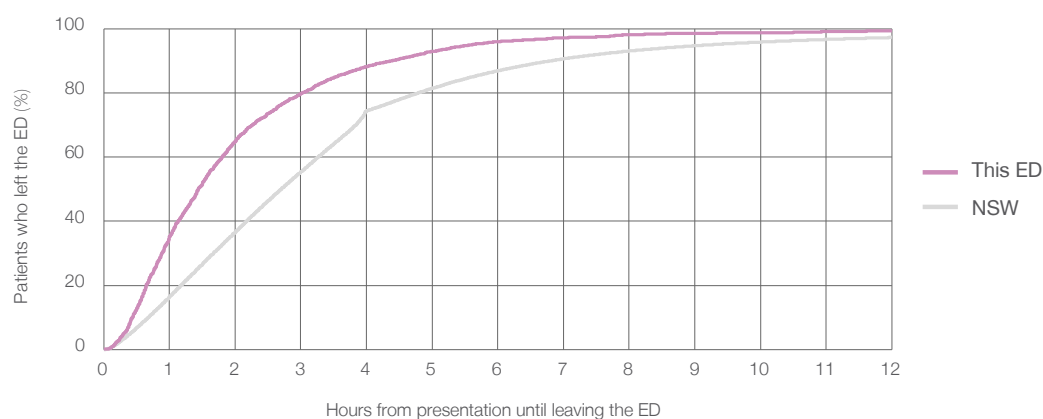
Presentations used to calculate time to leaving the ED:⁶ 3,207 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

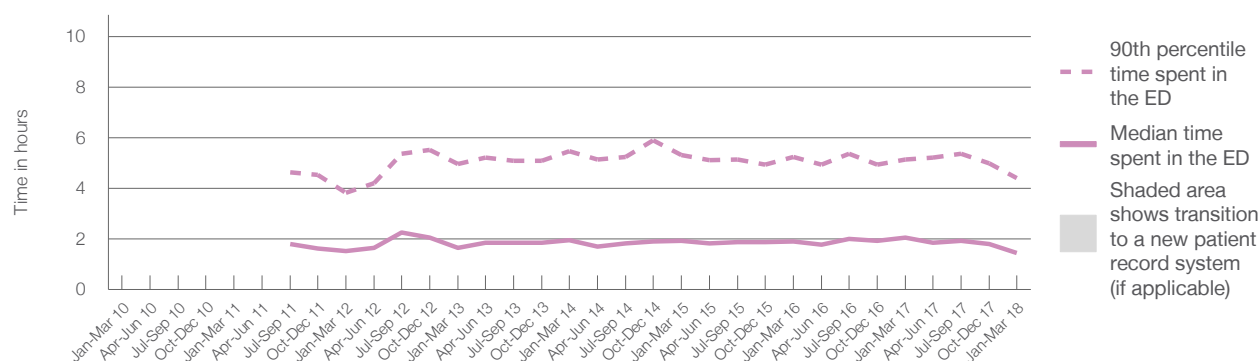
90th percentile time spent in the ED⁹ 4 hours and 24 minutes

Same period last year	NSW (this period)
3,135	
3,134	
2 hours and 4 minutes	2 hours and 42 minutes
5 hours and 9 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)			1h 31m	1h 40m	1h 57m	1h 56m	1h 54m	2h 4m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)			3h 50m	4h 58m	5h 28m	5h 19m	5h 15m	5h 9m	4h 24m

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Maclean District Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

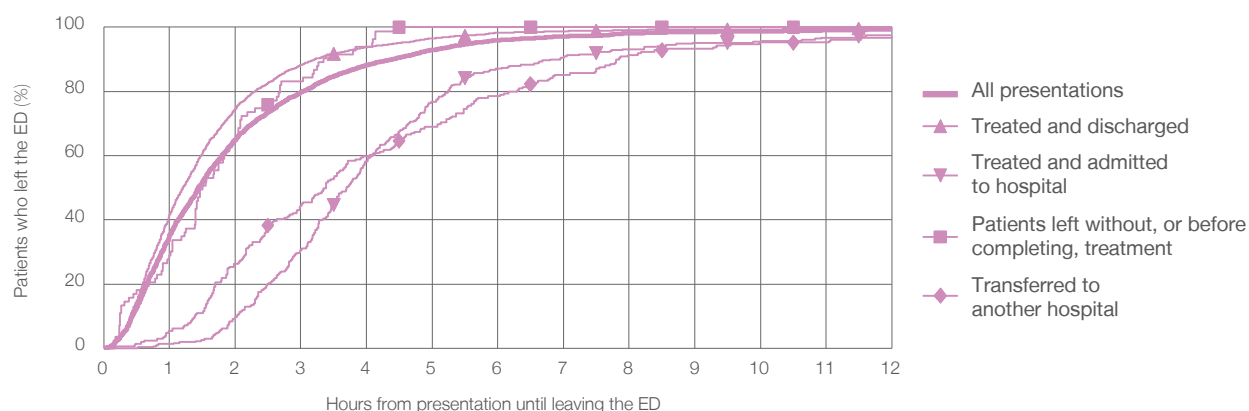
All presentations:[†] 3,207 patients

Presentations used to calculate time to leaving the ED:[‡] 3,207 patients

Treated and discharged	2,596 (80.9%)
Treated and admitted to hospital	309 (9.6%)
Patient left without, or before completing, treatment	83 (2.6%)
Transferred to another hospital	209 (6.5%)
Other	10 (0.3%)

Same period last year	Change since one year ago
3,134	2%
2,401	8.1%
338	-8.6%
148	-43.9%
244	-14.3%
4	150.0%

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



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

Treated and discharged	41.6%	74.6%	88.3%	93.8%	98.3%	99.2%	99.3%	99.6%
Treated and admitted to hospital	1.3%	9.7%	30.7%	58.3%	87.1%	93.2%	95.5%	97.4%
Patient left without, or before completing, treatment	28.9%	65.1%	83.1%	94.0%	100%	100%	100%	100%
Transferred to another hospital	5.3%	26.3%	44.5%	59.8%	78.5%	91.4%	95.2%	97.1%
All presentations	35.2%	65.0%	79.8%	88.2%	95.9%	98.1%	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

January to March 2018

All presentations at the emergency department: ¹ 3,207 patients

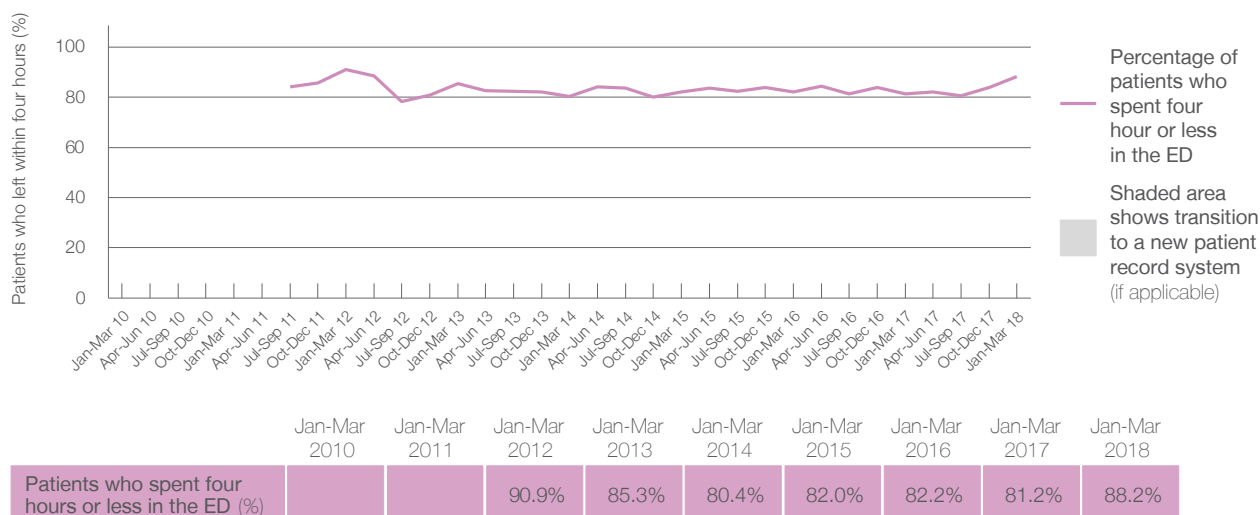
Presentations used to calculate time to leaving the ED: ⁶ 3,207 patients

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



Same period last year	Change since one year ago
3,135	2%
3,134	2%
81.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).