

Macksville District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,415 patients
 Emergency presentations:² 3,229 patients

Same period last year	Change since one year ago
3,293	3.7%
3,038	6.3%

Macksville District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 990 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,372 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
376	
10 minutes	8 minutes
23 minutes	26 minutes
1,109	
23 minutes	20 minutes
61 minutes	67 minutes
1,221	
31 minutes	25 minutes
114 minutes	99 minutes
310	
25 minutes	23 minutes
110 minutes	101 minutes

Macksville District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,415 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
3,293	3.7%
85.5%	

* 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 21 July 2017).

Macksville District Hospital: Patients presenting to the emergency department

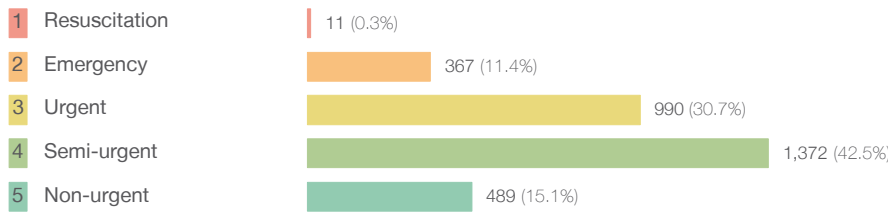
April to June 2017

All presentations:¹ 3,415 patients

Same period last year	Change since one year ago
3,293	3.7%

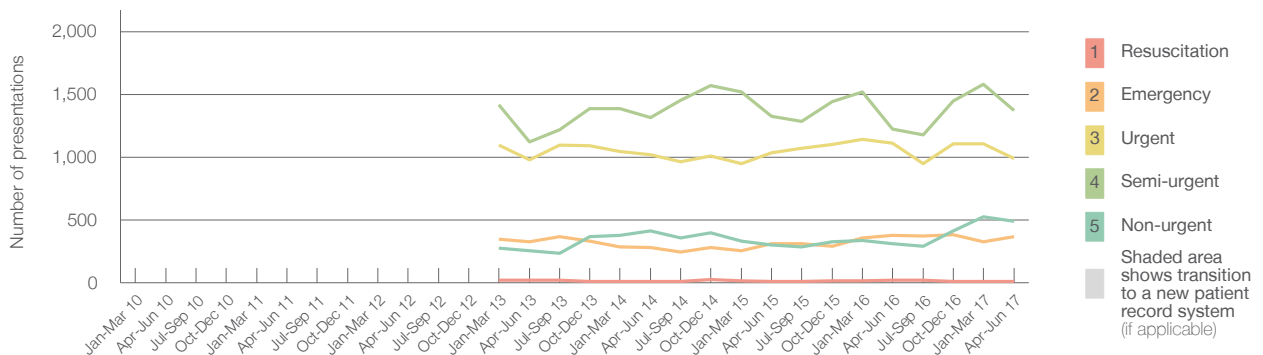
Emergency presentations² by triage category: 3,229 patients

3,038	6.3%
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22	-50.0%
376	-2.4%
1,109	-10.7%
1,221	12.4%
310	57.7%

Emergency presentations² by quarter, April 2012 to June 2017 *§



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation				20	12	10	22	11
Emergency				324	279	311	376	367
Urgent				978	1,019	1,036	1,109	990
Semi-urgent				1,121	1,313	1,326	1,221	1,372
Non-urgent				255	415	302	310	489
All emergency presentations				2,698	3,038	2,985	3,038	3,229

Macksville District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 479 patients

539	
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ED Transfer of care time



14 minutes	-3 minutes
37 minutes	-14 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

April to June 2017

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

Number of triage 2 patients: 367

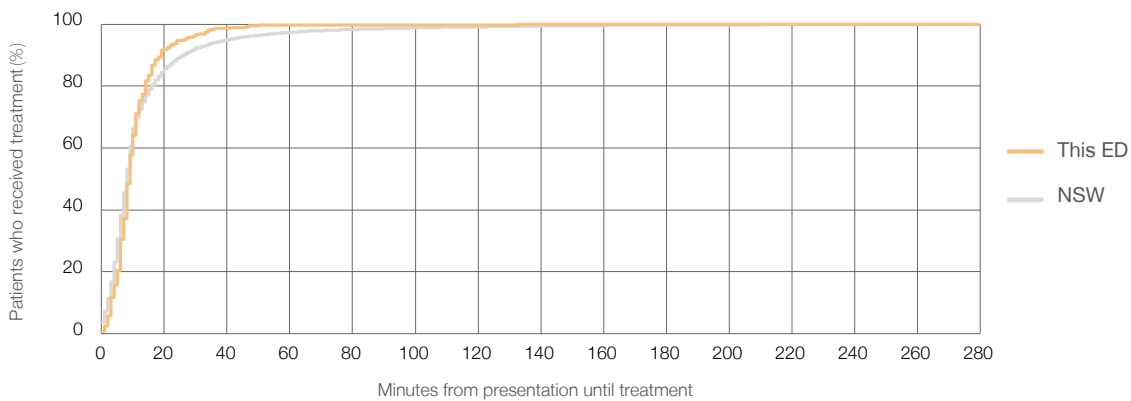
Number of triage 2 patients used to calculate waiting time:³ 355

Median time to start treatment⁴ 9 minutes

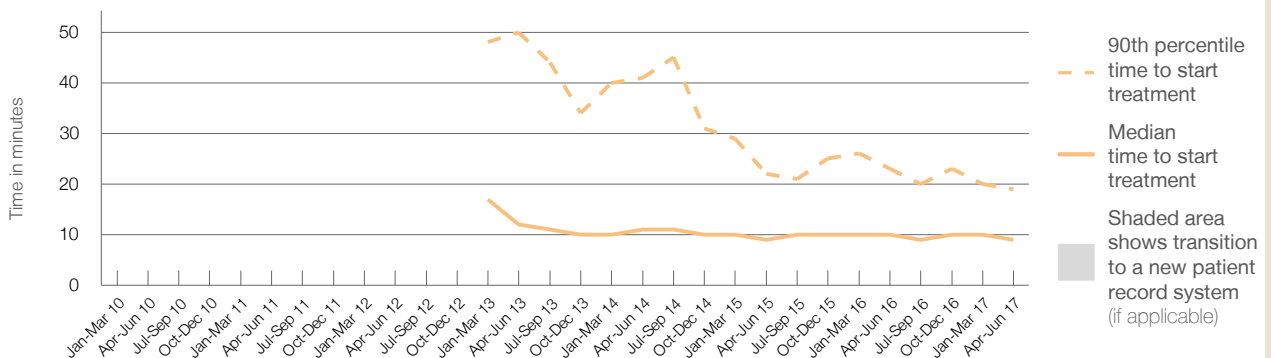
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
376	
369	
10 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				12	11	9	10	9
90th percentile time to start treatment ⁵ (minutes)				50	41	22	23	19

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Macksville District Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 990

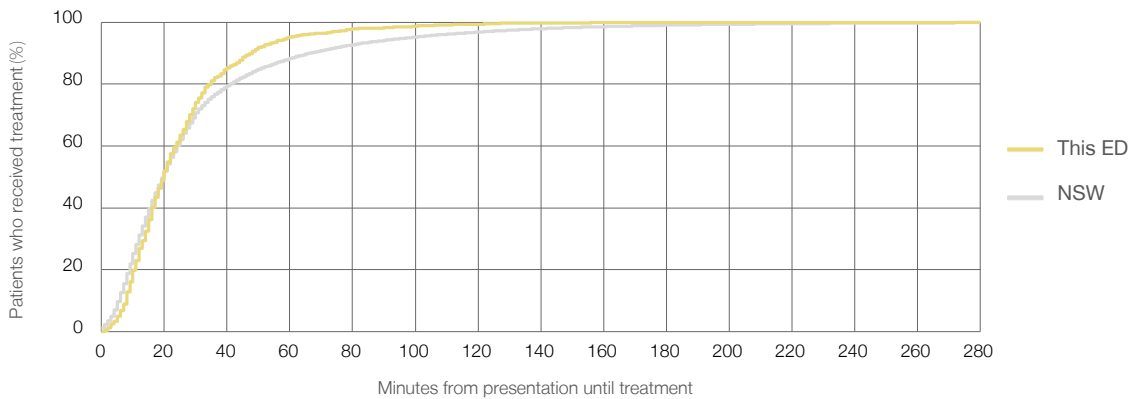
Number of triage 3 patients used to calculate waiting time:³ 971

Median time to start treatment⁴ 20 minutes

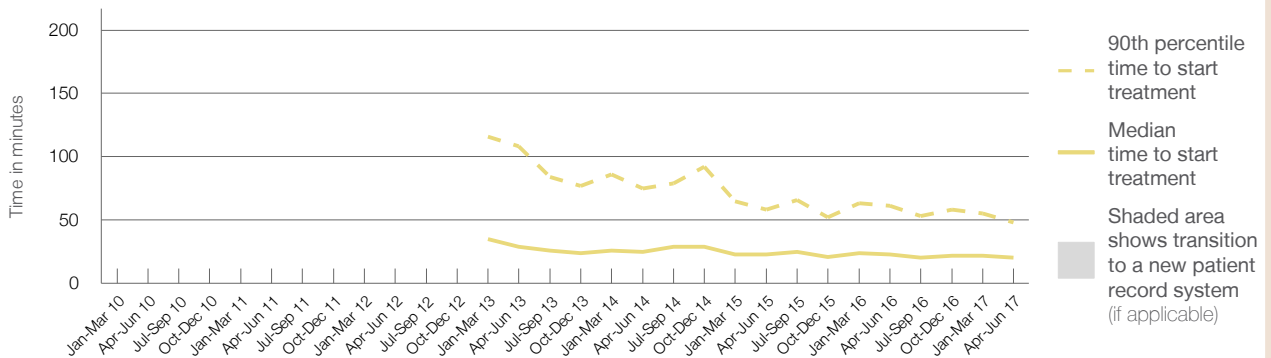
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,109	1,067
23 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				29	25	23	23	20
90th percentile time to start treatment ⁵ (minutes)				108	75	58	61	48

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Macksville District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,372

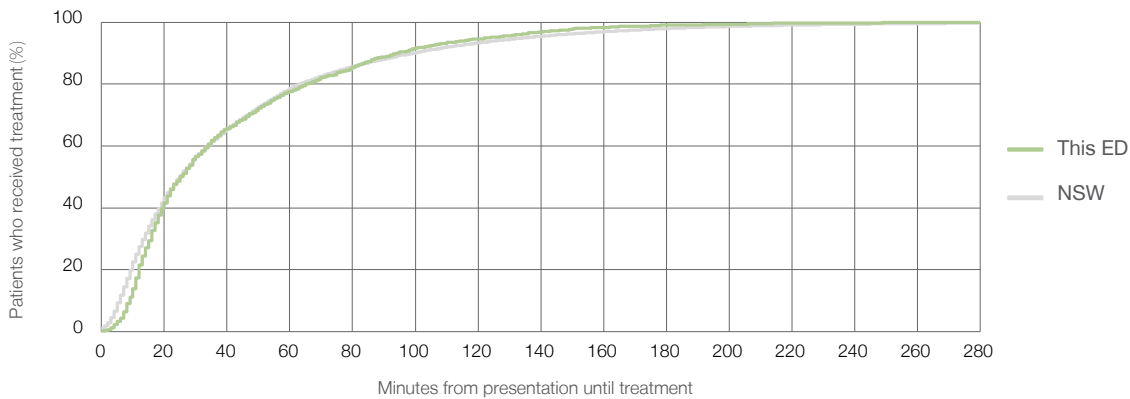
Number of triage 4 patients used to calculate waiting time:³ 1,316

Median time to start treatment⁴ 25 minutes

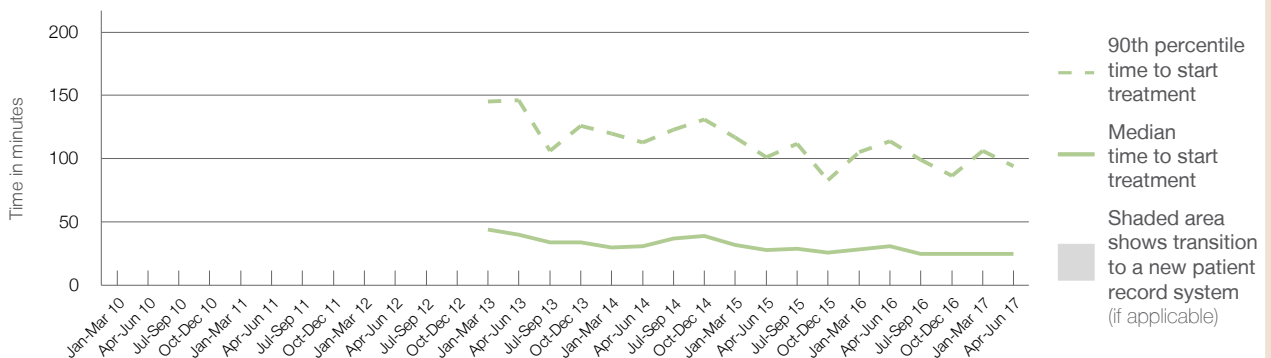
90th percentile time to start treatment⁵ 94 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,221	1,149
Median time to start treatment ⁴	31 minutes	25 minutes
90th percentile time to start treatment ⁵	114 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				40	31	28	31	25
90th percentile time to start treatment ⁵ (minutes)				146	113	101	114	94

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Macksville District Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 489

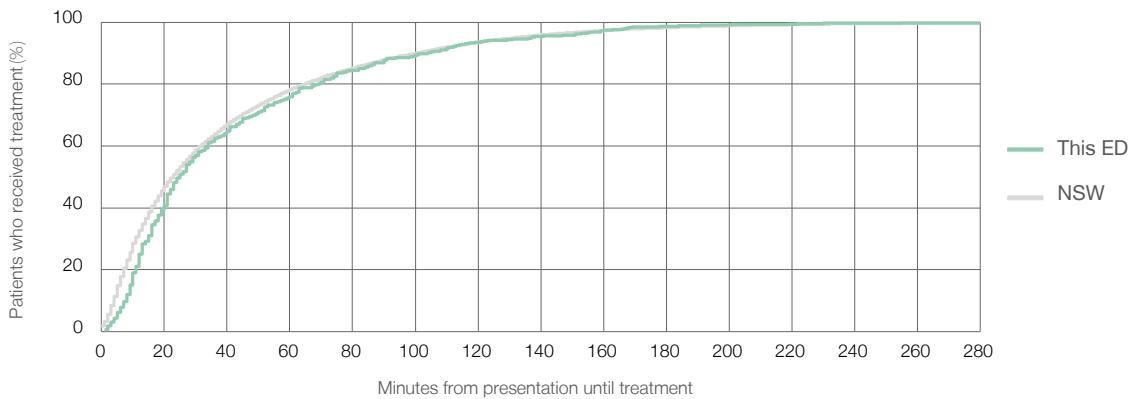
Number of triage 5 patients used to calculate waiting time:³ 461

Median time to start treatment⁴ 25 minutes

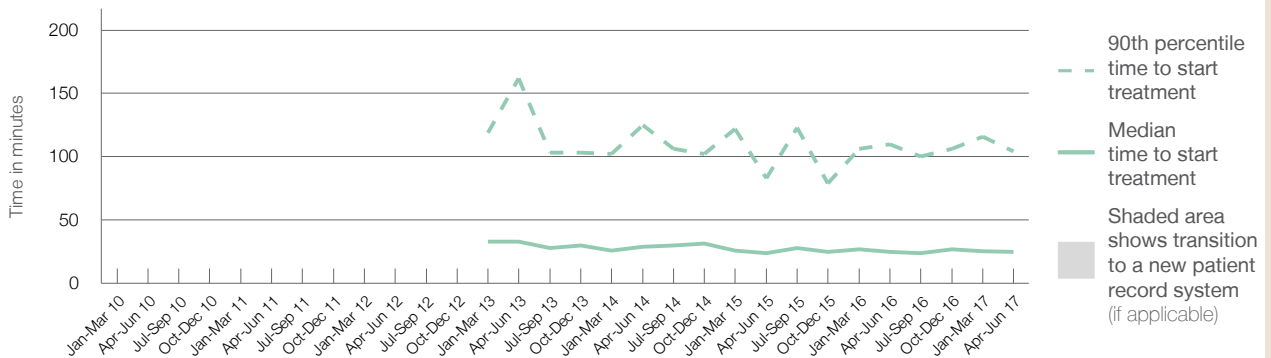
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
310	
284	
25 minutes	23 minutes
110 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				33	29	24	25	25
90th percentile time to start treatment ⁵ (minutes)				162	125	83	110	104

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Macksville District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,415 patients

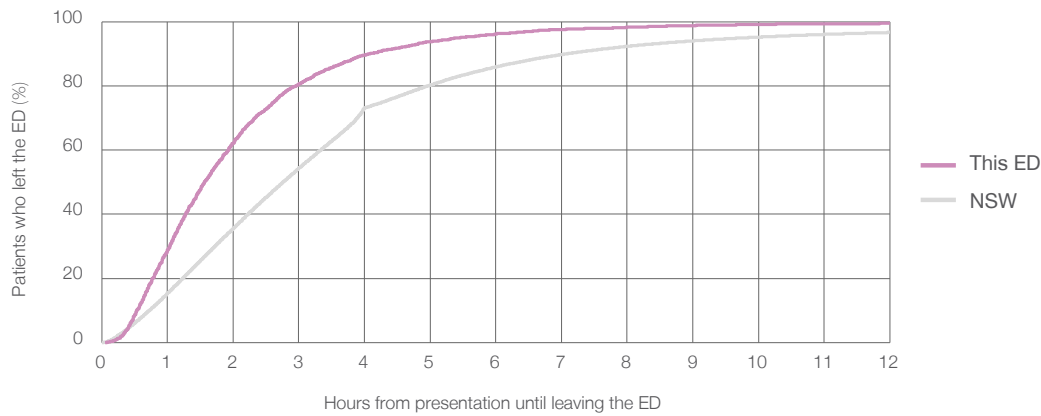
Presentations used to calculate time to leaving the ED:⁶ 3,415 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

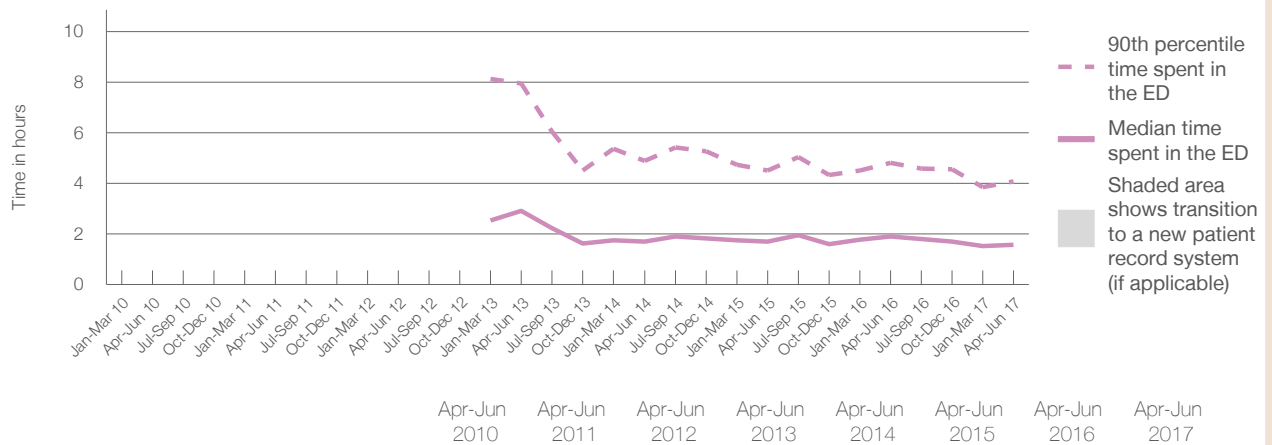
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

Same period last year	NSW (this period)
3,293	3,293
1 hours and 54 minutes	2 hours and 46 minutes
4 hours and 49 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)				2h 55m	1h 42m	1h 42m	1h 54m	1h 34m
90th percentile time to leaving the ED ⁹ (hours, minutes)				7h 57m	4h 54m	4h 31m	4h 49m	4h 5m

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

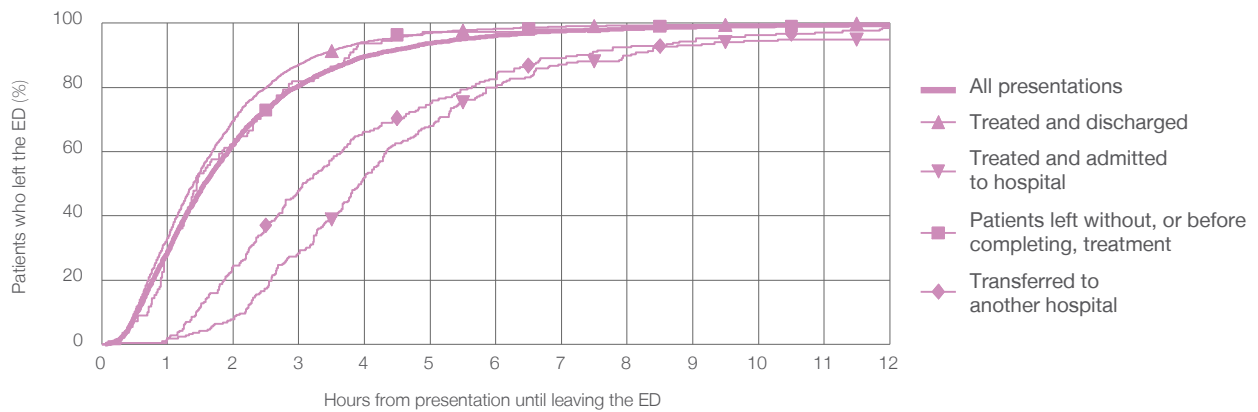
All presentations:¹ 3,415 patients

Presentations used to calculate time to leaving the ED:⁶ 3,415 patients

Treated and discharged	2,819 (82.5%)
Treated and admitted to hospital	219 (6.4%)
Patient left without, or before completing, treatment	111 (3.3%)
Transferred to another hospital	213 (6.2%)
Other	53 (1.6%)

Same period last year	Change since one year ago
3,293	3.7%
2,617	7.7%
224	-2.2%
151	-26.5%
233	-8.6%
68	-22.1%

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



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	33.1%	69.6%	87.1%	94.1%	98.3%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.8%	7.8%	28.3%	52.1%	79.9%	90.0%	94.5%	95.0%
Patient left without, or before completing, treatment	27.9%	62.2%	82.0%	93.7%	97.3%	99.1%	99.1%	99.1%
Transferred to another hospital	1.9%	24.4%	47.9%	66.2%	82.6%	92.5%	96.2%	98.6%
All presentations	28.8%	62.3%	80.6%	89.6%	96.1%	98.3%	99.1%	99.5%

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

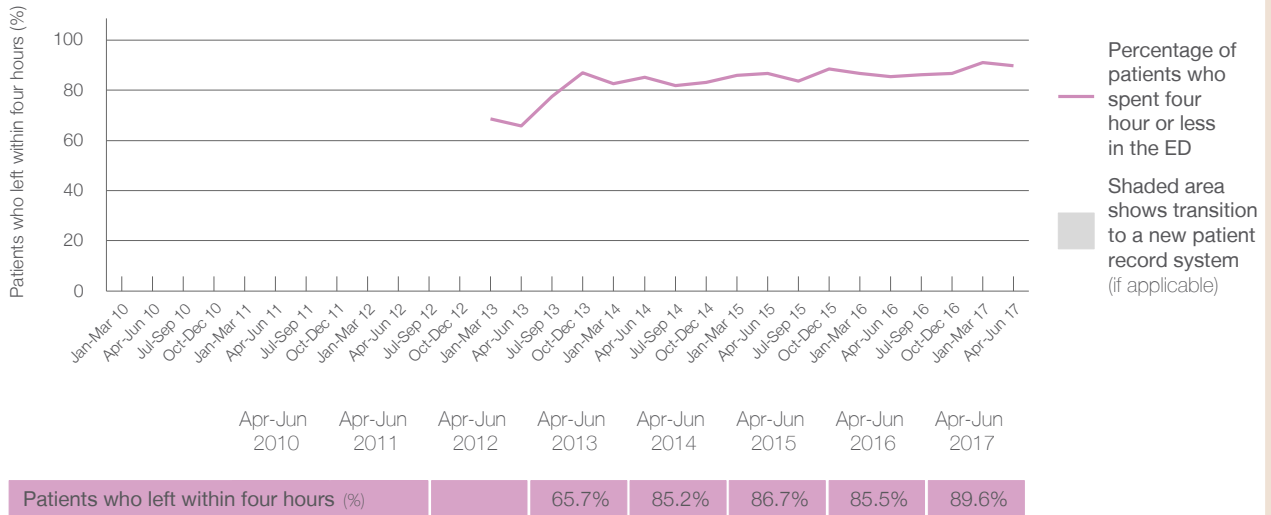
All presentations at the emergency department:¹ 3,415 patients
 Presentations used to calculate time to leaving the ED:⁶ 3,415 patients

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



Same period last year	Change since one year ago
3,293	3.7%
3,293	3.7%
85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).