

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

April to June 2017

All presentations:<sup>1</sup> 2,826 patients  
Emergency presentations:<sup>2</sup> 2,711 patients

Same period last year	Change since one year ago
2,697	4.8%
2,536	6.9%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 335 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 991 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,004 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 373 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
376	
13 minutes	8 minutes
39 minutes	26 minutes
996	
23 minutes	20 minutes
62 minutes	67 minutes
1,024	
29 minutes	25 minutes
98 minutes	99 minutes
131	
23 minutes	23 minutes
91 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,826 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
2,697	4.8%
84.5%	

\* 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.

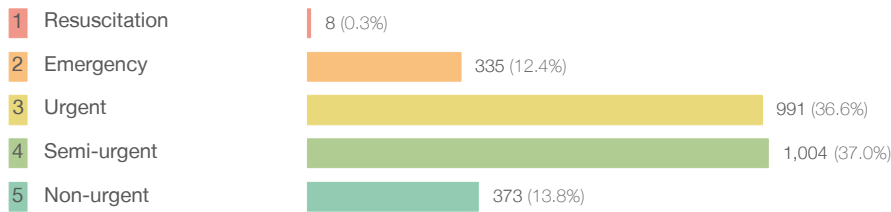
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Maclean District Hospital: Patients presenting to the emergency department April to June 2017

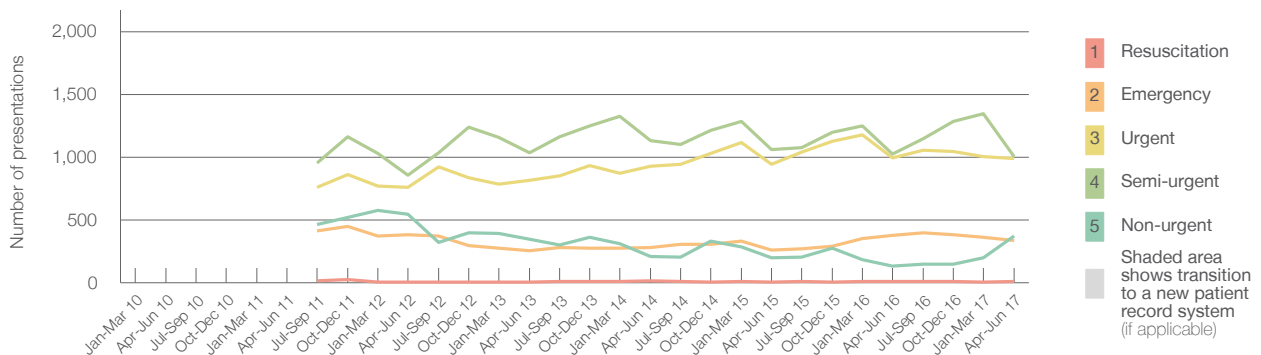
All presentations:<sup>1</sup> 2,826 patients

Emergency presentations<sup>2</sup> by triage category: 2,711 patients



	Same period last year	Change since one year ago
All presentations	2,697	4.8%
Emergency presentations	2,536	6.9%
1 Resuscitation	9	-11.1%
2 Emergency	376	-10.9%
3 Urgent	996	-0.5%
4 Semi-urgent	1,024	-2.0%
5 Non-urgent	131	184.7%

Emergency presentations<sup>2</sup> 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			6	5	16	6	9	8
Emergency			383	254	279	260	376	335
Urgent			761	814	929	944	996	991
Semi-urgent			858	1,033	1,134	1,062	1,024	1,004
Non-urgent			544	347	206	199	131	373
All emergency presentations			2,552	2,453	2,564	2,471	2,536	2,711

## Maclean District Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 370 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	391	
ED Transfer of care time	12 minutes	2 minutes
90th percentile time	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.

## Maclean 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: 335

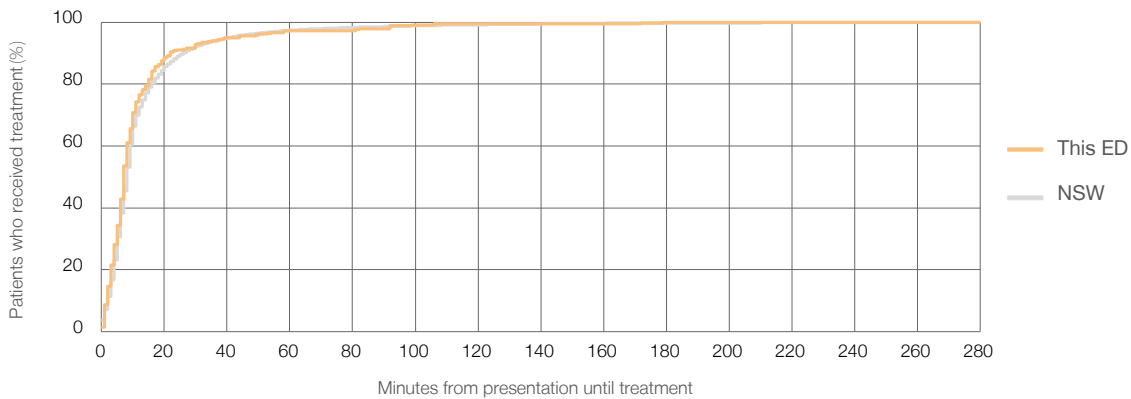
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 334

Median time to start treatment<sup>4</sup> 7 minutes

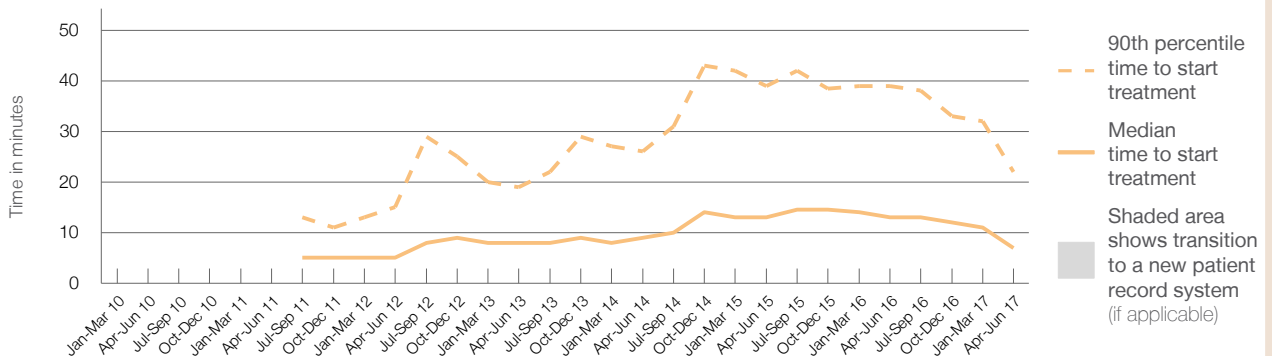
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
376	
375	
13 minutes	8 minutes
39 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)			5	8	9	13	13	7
90th percentile time to start treatment <sup>5</sup> (minutes)			15	19	26	39	39	22

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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### Maclean 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: 991

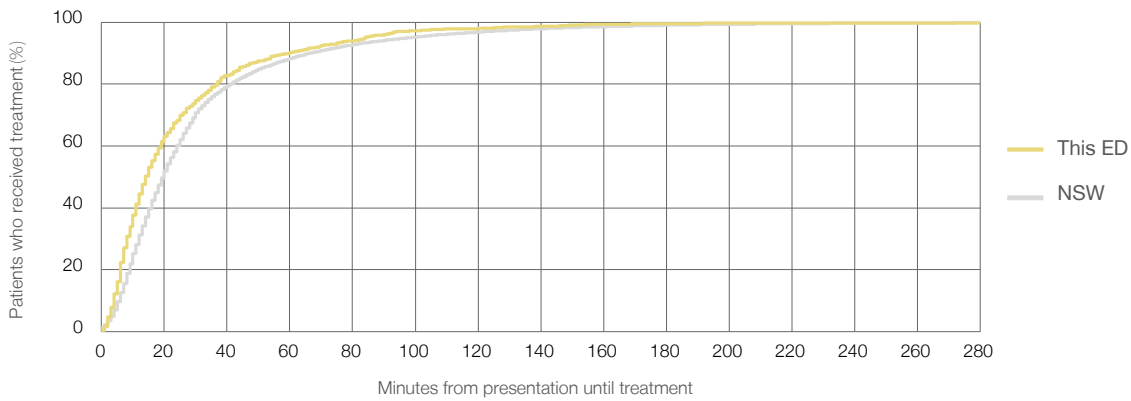
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 964

Median time to start treatment<sup>4</sup>  14 minutes

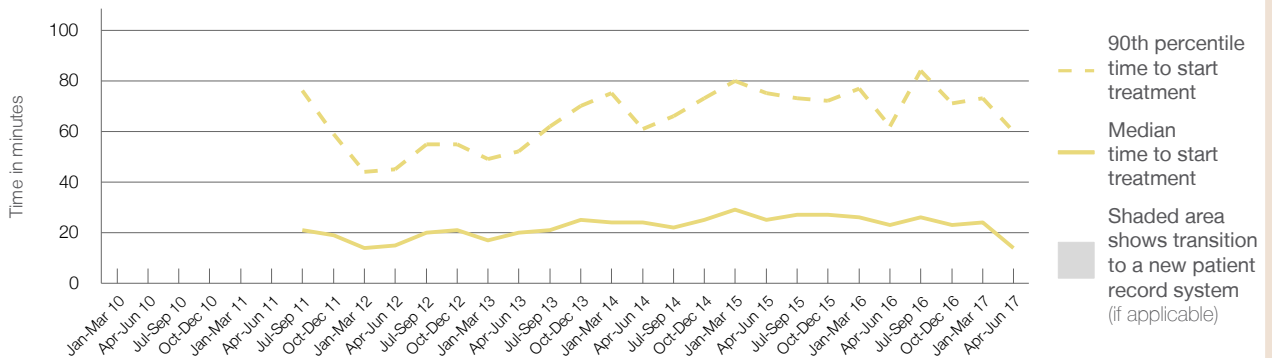
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
996	966
23 minutes	20 minutes
62 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)			15	20	24	25	23	14
90th percentile time to start treatment <sup>5</sup> (minutes)			45	52	61	75	62	60

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## Maclean 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: 1,004

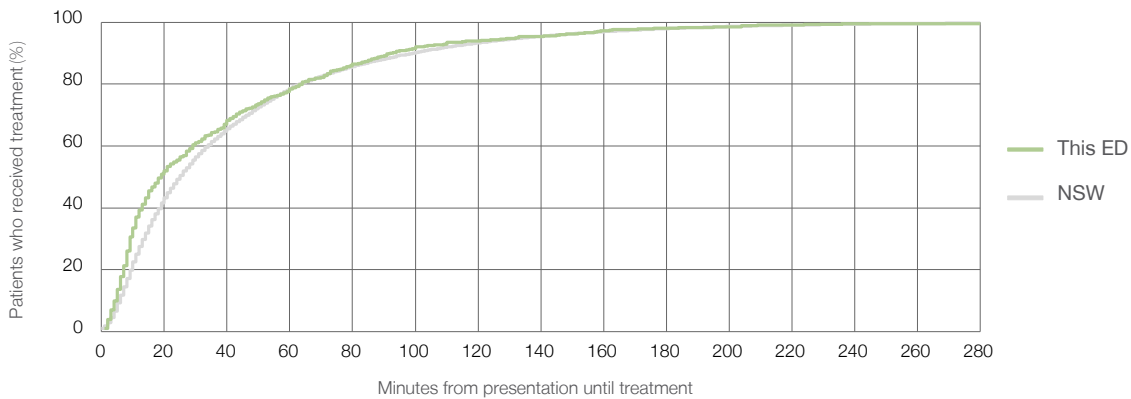
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 908

Median time to start treatment<sup>4</sup>  19 minutes

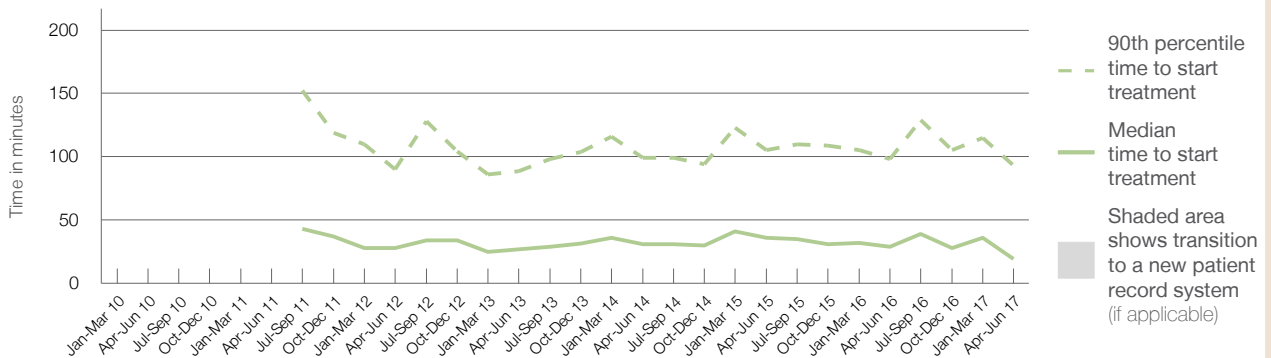
90th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
1,024	962
29 minutes	25 minutes
98 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)			28	27	31	36	29	19
90th percentile time to start treatment <sup>5</sup> (minutes)			90	89	99	105	98	93

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## Maclean 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: 373

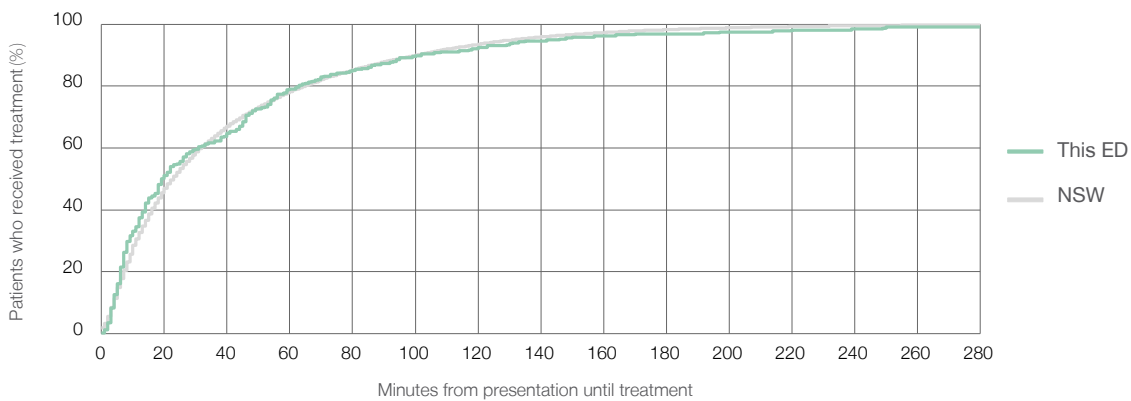
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 315

Median time to start treatment<sup>4</sup> 19 minutes

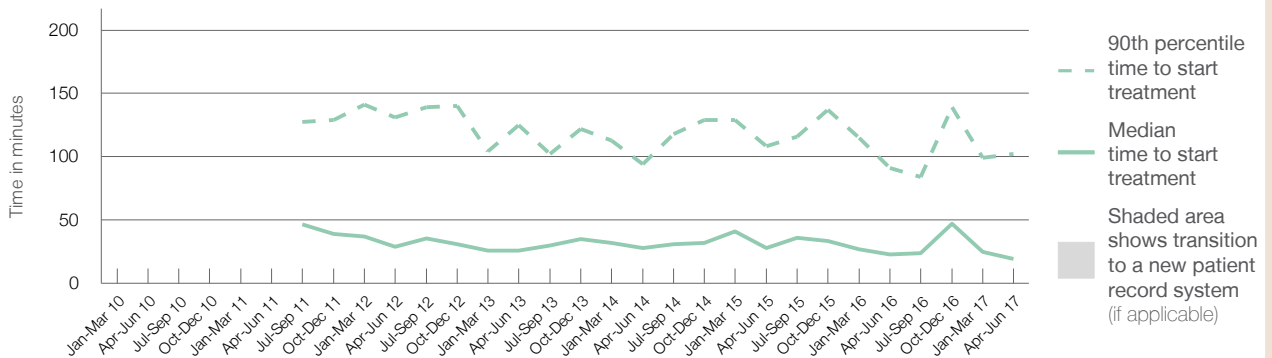
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
131	109
23 minutes	23 minutes
91 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)			29	26	28	28	23	19
90th percentile time to start treatment <sup>5</sup> (minutes)			131	125	94	108	91	102

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

April to June 2017

All presentations:<sup>1</sup> 2,826 patients

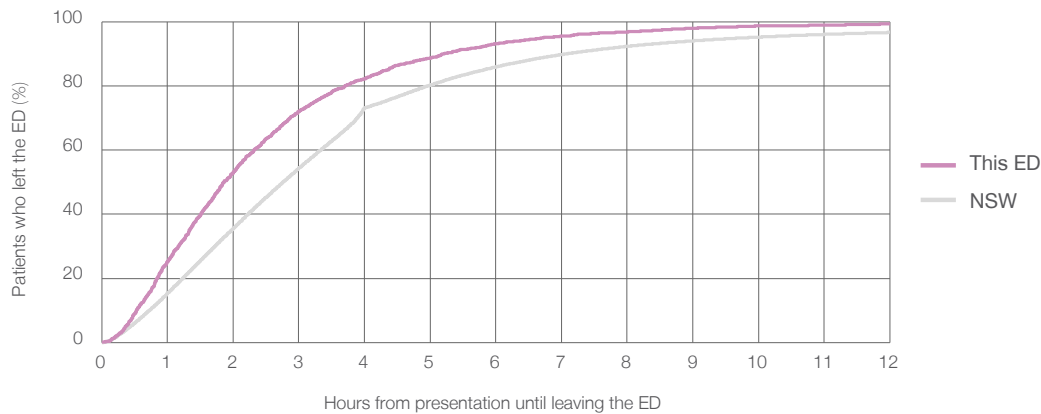
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,826 patients

Median time spent in the ED<sup>8</sup> 1 hours and 52 minutes

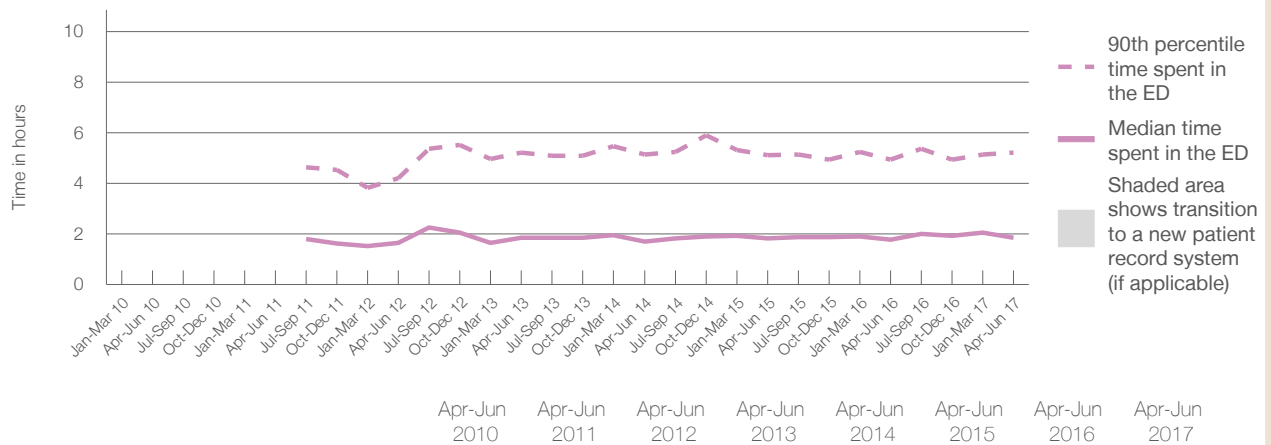
90th percentile time spent in the ED<sup>9</sup> 5 hours and 13 minutes

Same period last year	NSW (this period)
2,697	2,697
1 hours and 47 minutes	2 hours and 46 minutes
4 hours and 56 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)			1h 40m	1h 51m	1h 42m	1h 50m	1h 47m	1h 52m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			4h 13m	5h 13m	5h 8m	5h 7m	4h 56m	5h 13m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

By mode of separation

April to June 2017

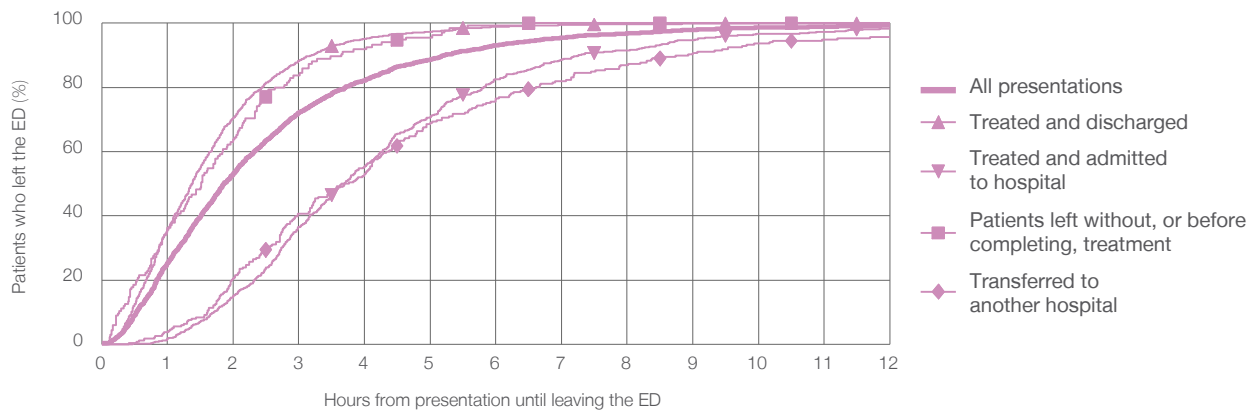
All presentations:<sup>1</sup> 2,826 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,826 patients

Treated and discharged	1,786 (63.2%)
Treated and admitted to hospital	654 (23.1%)
Patient left without, or before completing, treatment	135 (4.8%)
Transferred to another hospital	238 (8.4%)
Other	13 (0.5%)

Same period last year	Change since one year ago
2,697	4.8%
1,673	6.8%
719	-9.0%
102	32.4%
199	19.6%
4	225.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	35.7%	70.6%	88.3%	95.1%	98.8%	99.8%	99.9%	99.9%
Treated and admitted to hospital	1.7%	15.1%	36.5%	55.4%	82.6%	91.6%	96.6%	98.3%
Patient left without, or before completing, treatment	36.3%	63.7%	83.7%	91.9%	99.3%	100%	100%	100%
Transferred to another hospital	3.8%	20.6%	40.8%	52.9%	76.5%	87.0%	93.7%	95.8%
All presentations	25.4%	53.3%	72.1%	82.2%	93.2%	96.8%	98.7%	99.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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**Maclean 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:<sup>1</sup> 2,826 patients

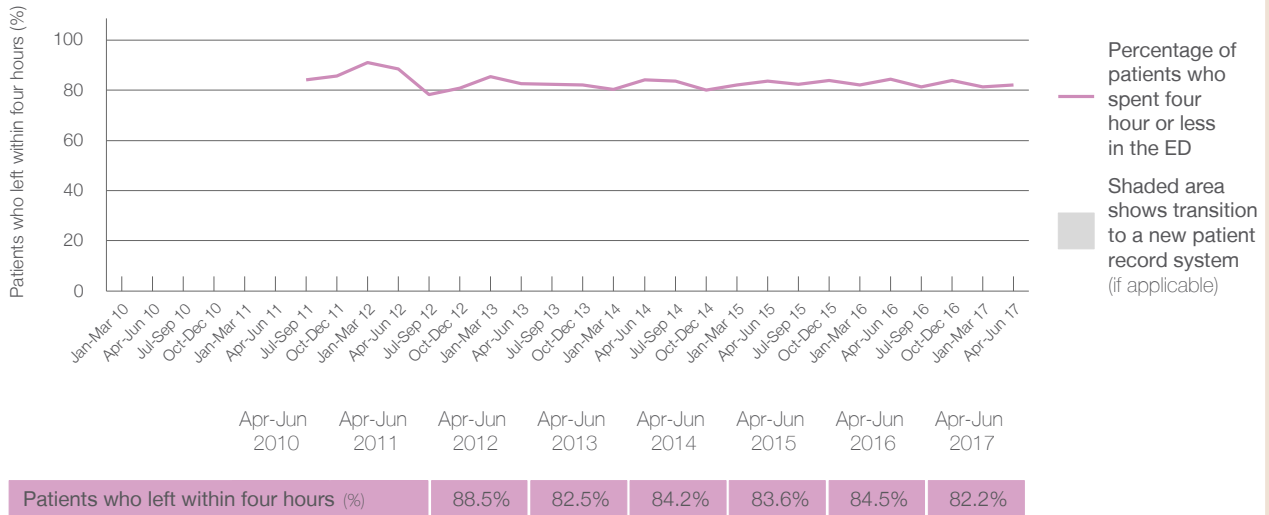
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,826 patients

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>	2,697	4.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,697	4.8%
Percentage of patients who spent four hours or less in the ED	84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

- 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).