

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,135 patients
Emergency presentations:² 2,971 patients

Same period last year	Change since one year ago
3,134	0.0%
2,971	-1.8%

Maclean District Hospital: Time patients waited to start treatment³

January to March 2017

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

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,006 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,345 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 198 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
351	
14 minutes	8 minutes
39 minutes	26 minutes
1,179	
26 minutes	20 minutes
77 minutes	69 minutes
1,250	
32 minutes	26 minutes
105 minutes	101 minutes
181	
27 minutes	23 minutes
115 minutes	104 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,134 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
3,131	0.1%
82.2%	

* 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.

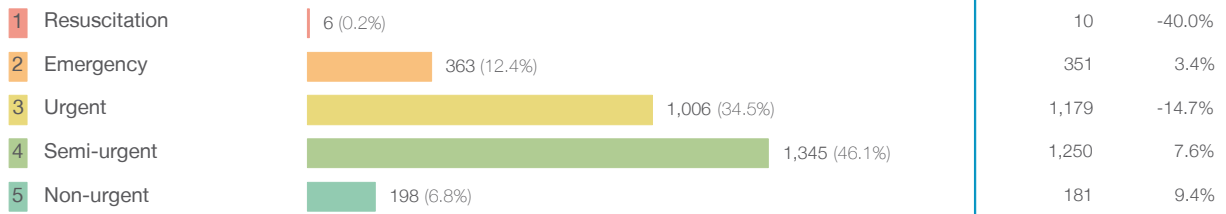
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Patients presenting to the emergency department January to March 2017

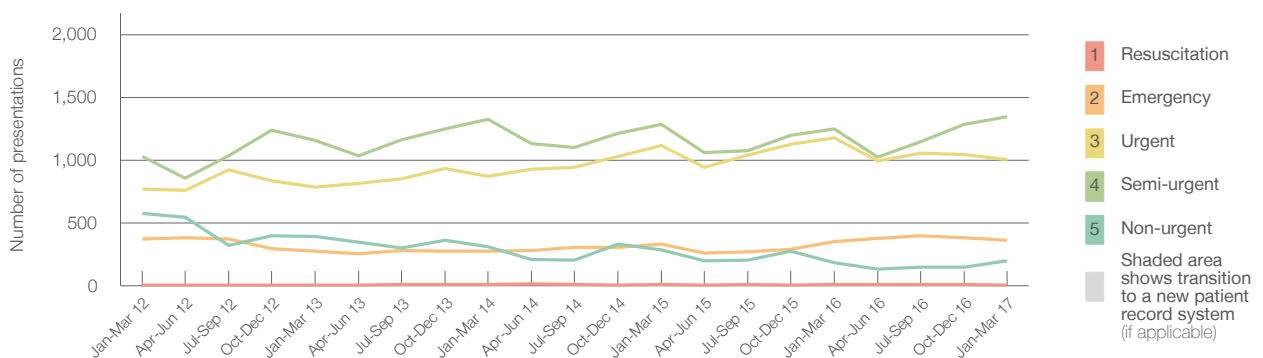
All presentations:¹ 3,135 patients

Emergency presentations² by triage category: 2,918 patients



Same period last year	Change since one year ago
3,134	0.0%
2,971	-1.8%
10	-40.0%
351	3.4%
1,179	-14.7%
1,250	7.6%
181	9.4%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	5	< 5	12	12	10	6
Emergency	374	278	275	329	351	363
Urgent	769	787	870	1,117	1,179	1,006
Semi-urgent	1,030	1,157	1,323	1,283	1,250	1,345
Non-urgent	578	392	312	287	181	198
All emergency presentations	2,756	2,614	2,792	3,028	2,971	2,918

Maclean District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 383 patients

ED Transfer of care time



Same period last year	Change since one year ago
373	
13 minutes	-2 minutes
36 minutes	-8 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

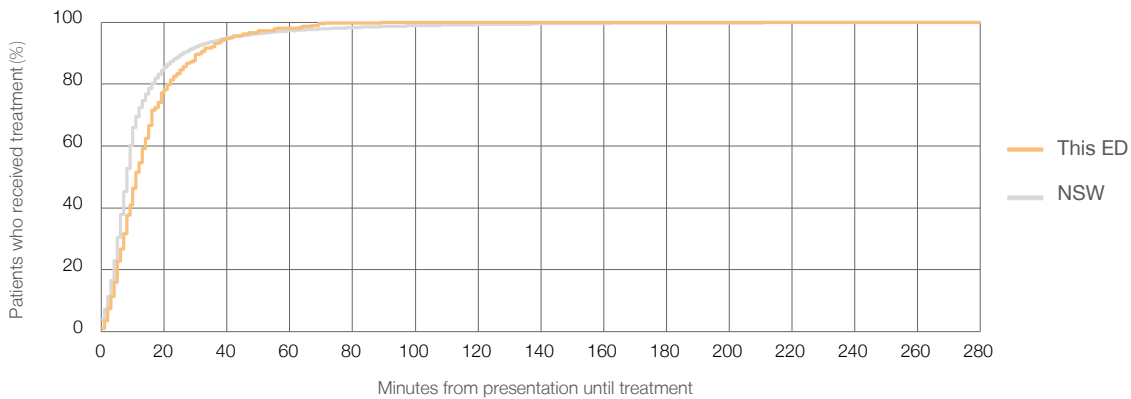
Number of triage 2 patients: 363

Number of triage 2 patients used to calculate waiting time:³ 363

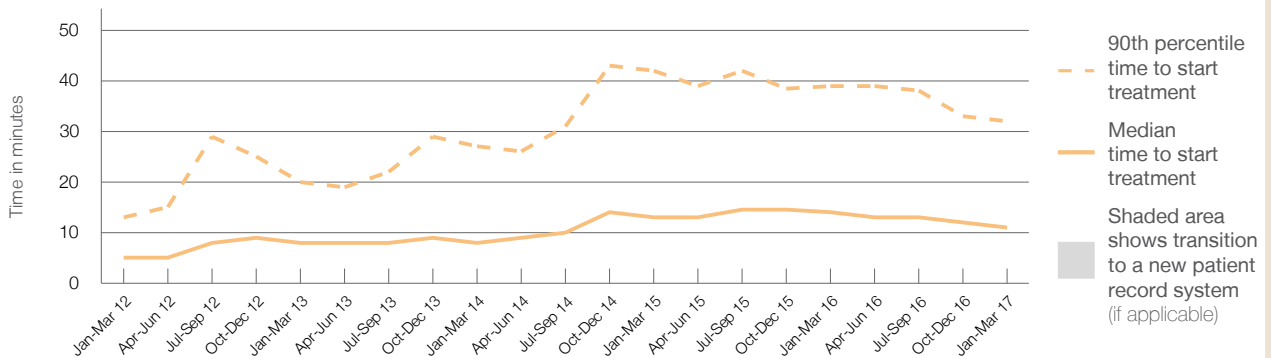
Median time to start treatment⁴ ■ 11 minutes
 90th percentile time to start treatment⁵ ■ 32 minutes

Same period last year	NSW (this period)
351	351
14 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,006

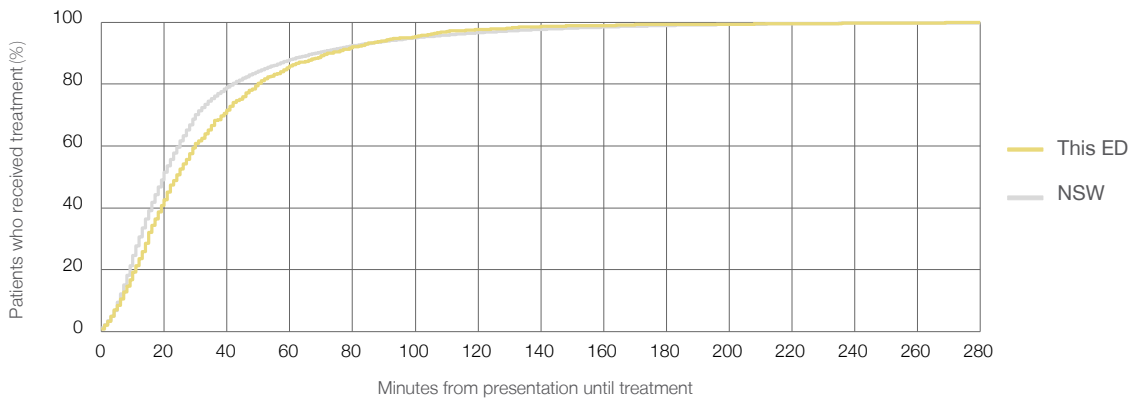
Number of triage 3 patients used to calculate waiting time:³ 991

Median time to start treatment⁴ 24 minutes

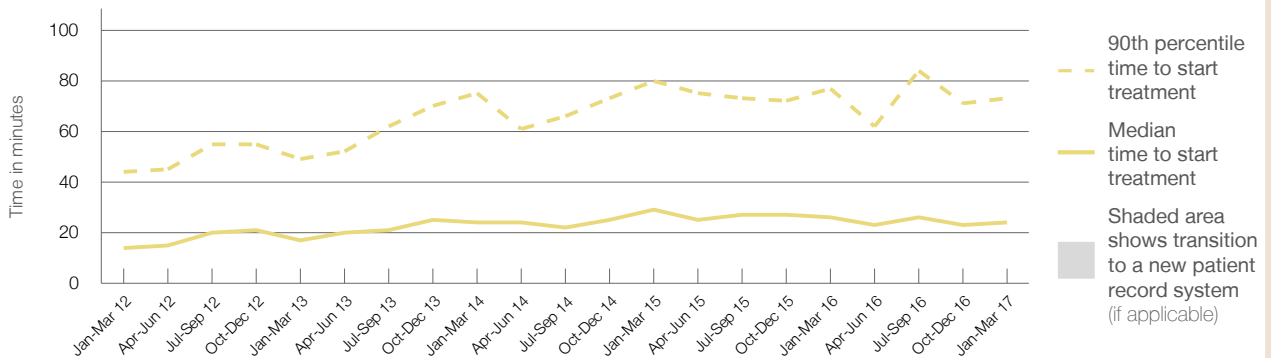
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
1,179	1,140
26 minutes	20 minutes
77 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,345

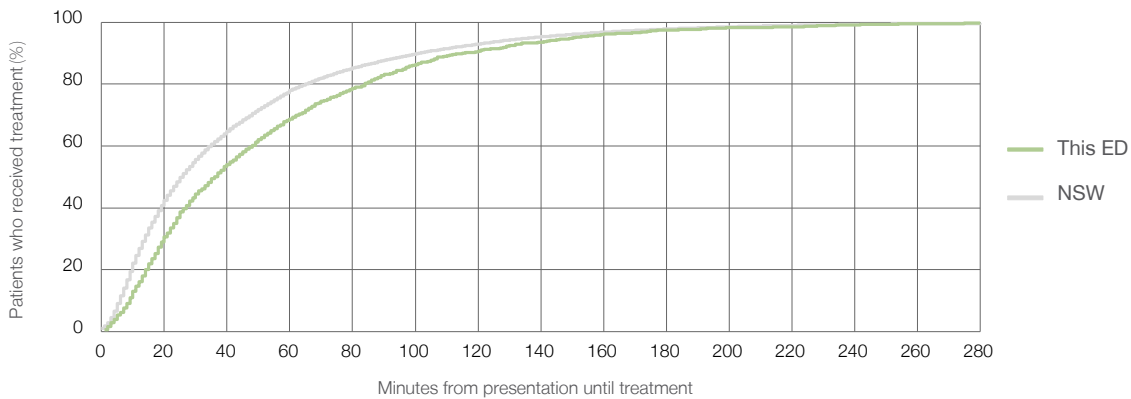
Number of triage 4 patients used to calculate waiting time:³ 1,238

Median time to start treatment⁴ 36 minutes

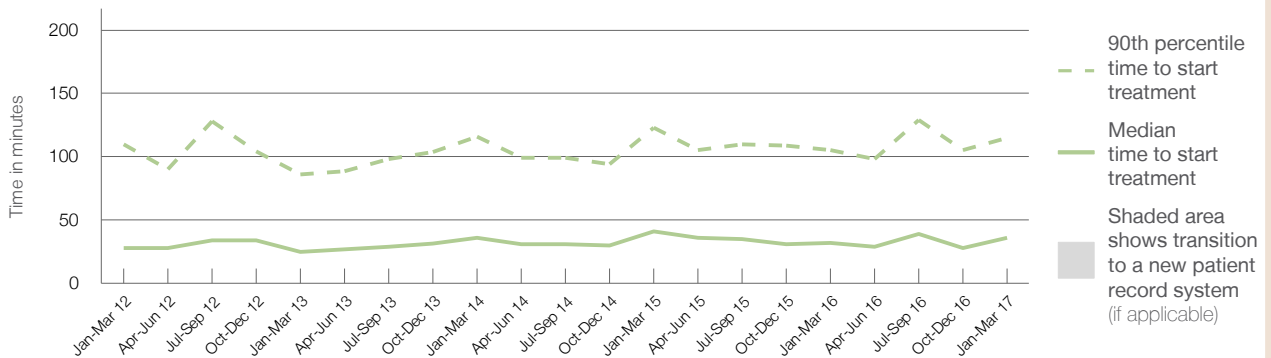
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,250	1,131
32 minutes	26 minutes
105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 198

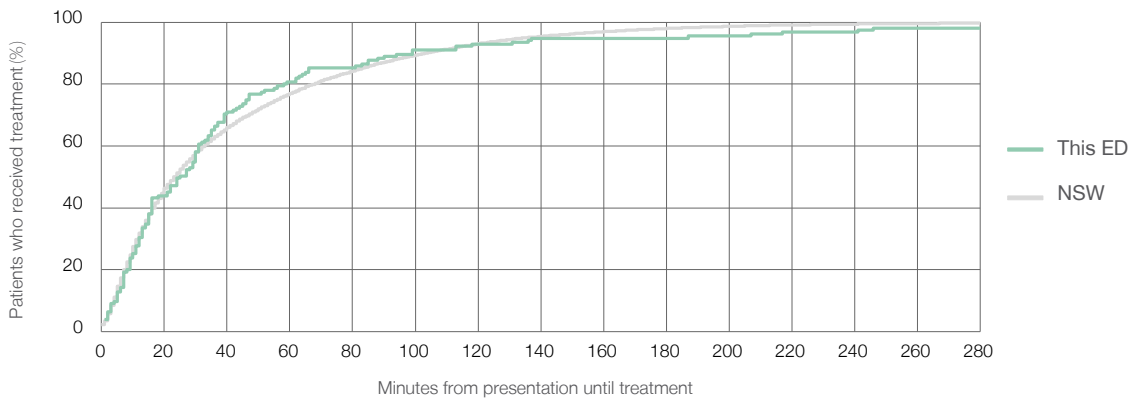
Number of triage 5 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 25 minutes

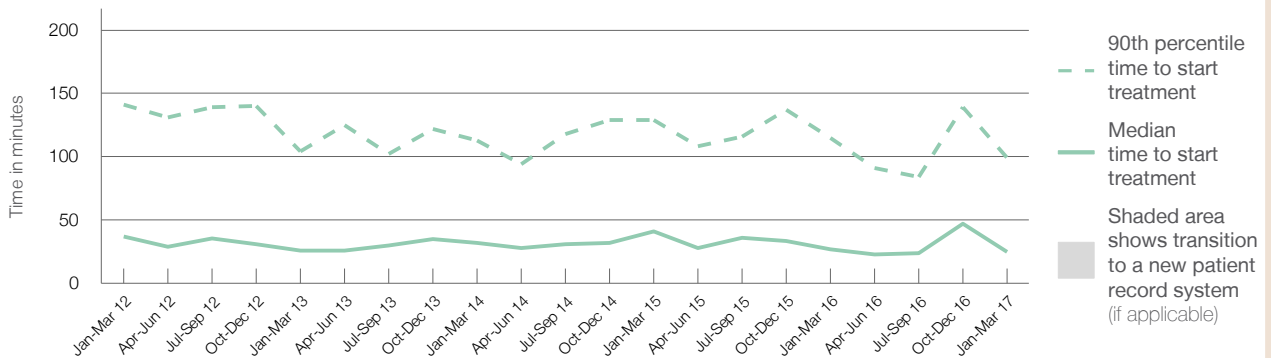
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
181	
146	
27 minutes	23 minutes
115 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 3,135 patients

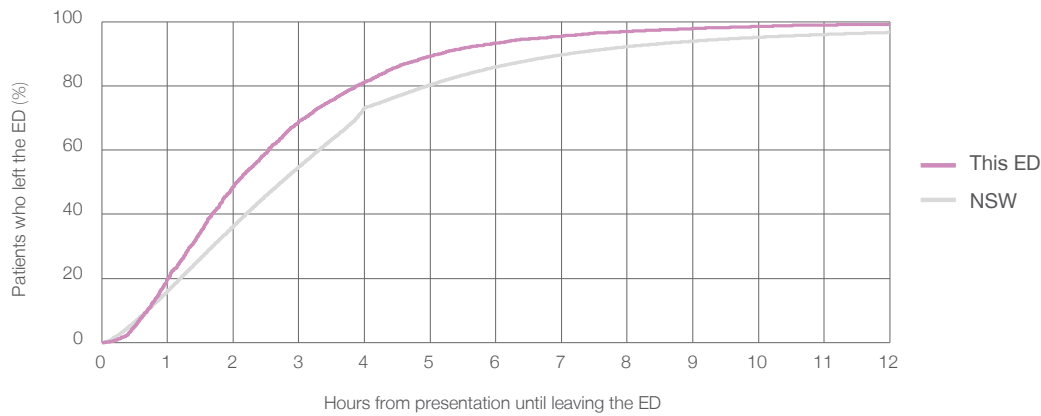
Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

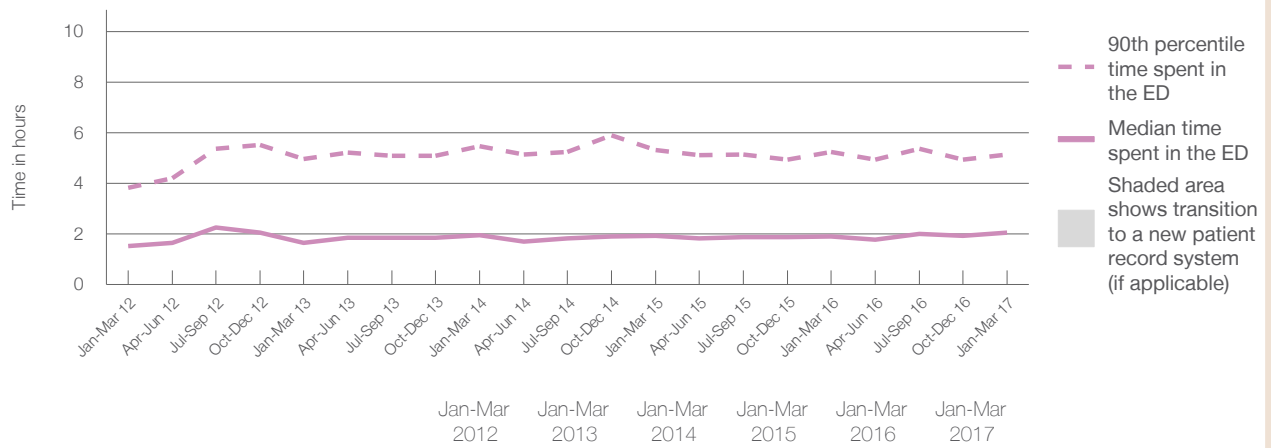
90th percentile time spent in the ED⁹ 5 hours and 9 minutes

Same period last year	NSW (this period)
3,134	
3,131	
1 hours and 54 minutes	2 hours and 44 minutes
5 hours and 15 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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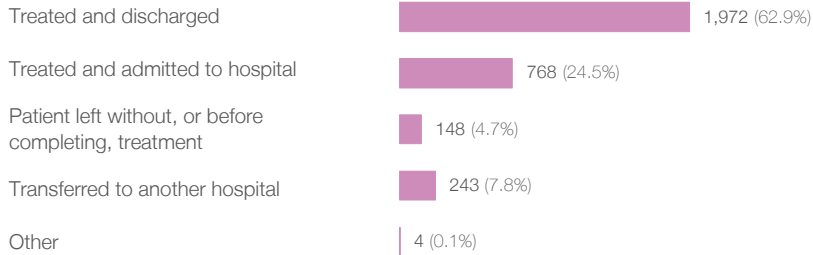
Maclean District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

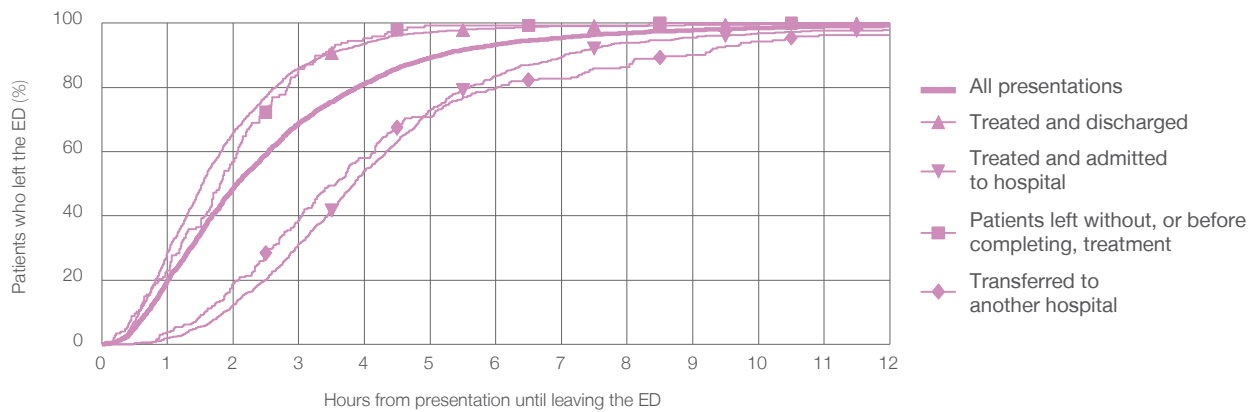
All presentations:¹ 3,135 patients

Presentations used to calculate time to leaving the ED:⁶ 3,134 patients



	Same period last year	Change since one year ago
All presentations	3,131	0.1%
Treated and discharged	1,989	-0.9%
Treated and admitted to hospital	750	2.4%
Patient left without, or before completing, treatment	174	-14.9%
Transferred to another hospital	210	15.7%
Other	11	-63.6%

Percentage of patients who left the ED by time and mode of separation, January to March 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	28.7%	65.9%	86.1%	93.6%	98.4%	99.2%	99.6%	100%
Treated and admitted to hospital	2.0%	12.2%	31.3%	54.0%	83.6%	93.9%	97.0%	97.9%
Patient left without, or before completing, treatment	23.0%	56.8%	85.8%	95.3%	99.3%	99.3%	100%	100%
Transferred to another hospital	3.7%	18.9%	38.7%	58.0%	79.8%	86.4%	94.2%	96.3%
All presentations	19.9%	48.7%	68.9%	81.2%	93.4%	96.9%	98.6%	99.2%

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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 2017

All presentations at the emergency department:¹ 3,135 patients

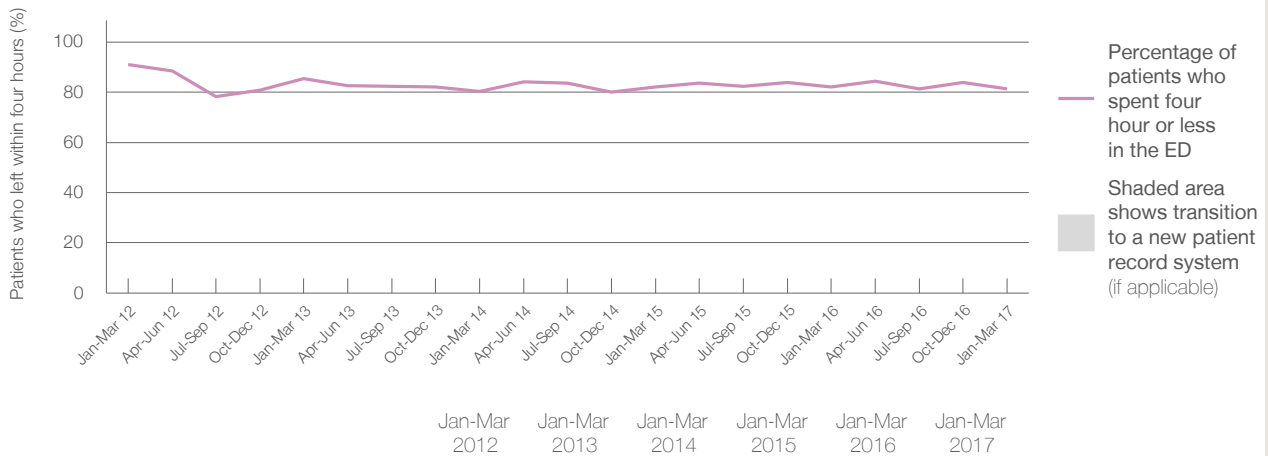
Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

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	3,134	0.0%
Presentations used to calculate time to leaving the ED	3,131	0.1%
Percentage of patients who spent four hours or less in the ED	82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	90.9%	85.3%	80.4%	82.0%	82.2%	81.2%
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* 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.

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- 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).