

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

Macksville District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,587 patients
Emergency presentations:² 3,361 patients

Same period last year	Change since one year ago
3,440	4.3%
3,178	5.8%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,104 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,447 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
290	
10 minutes	8 minutes
25 minutes	26 minutes
1,102	
21 minutes	20 minutes
52 minutes	67 minutes
1,444	
26 minutes	25 minutes
83 minutes	97 minutes
325	
25 minutes	24 minutes
79 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,586 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,440	4.2%
88.4%	

* 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, January to March 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.

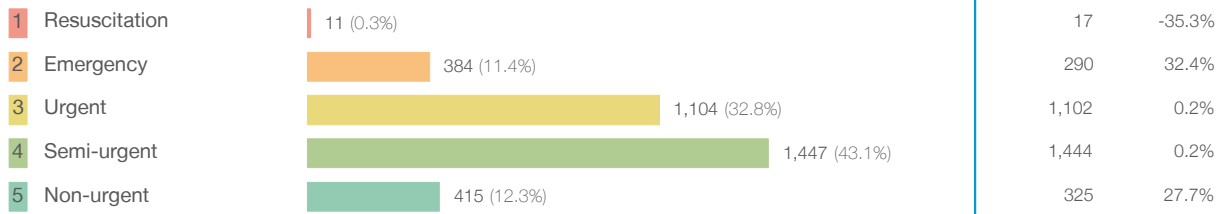
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

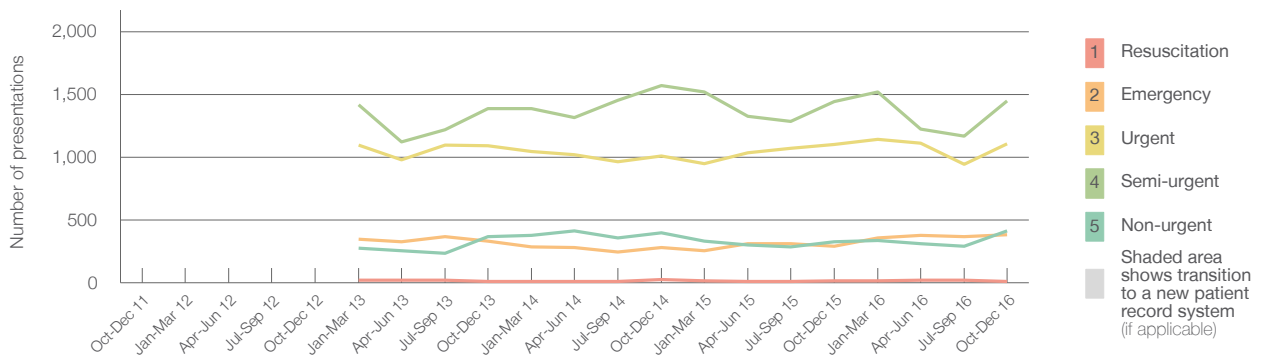
Macksville District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 3,587 patients

Emergency presentations² by triage category: 3,361 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{† §}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	11	24	17	11	11	11
Emergency	329	281	290	384	384	384
Urgent	1,089	1,011	1,102	1,104	1,104	1,104
Semi-urgent	1,386	1,569	1,444	1,447	1,447	1,447
Non-urgent	366	399	325	415	415	415
All emergency presentations	3,181	3,284	3,178	3,361	3,361	3,361

Macksville District Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 515 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 trans 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.

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Macksville District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

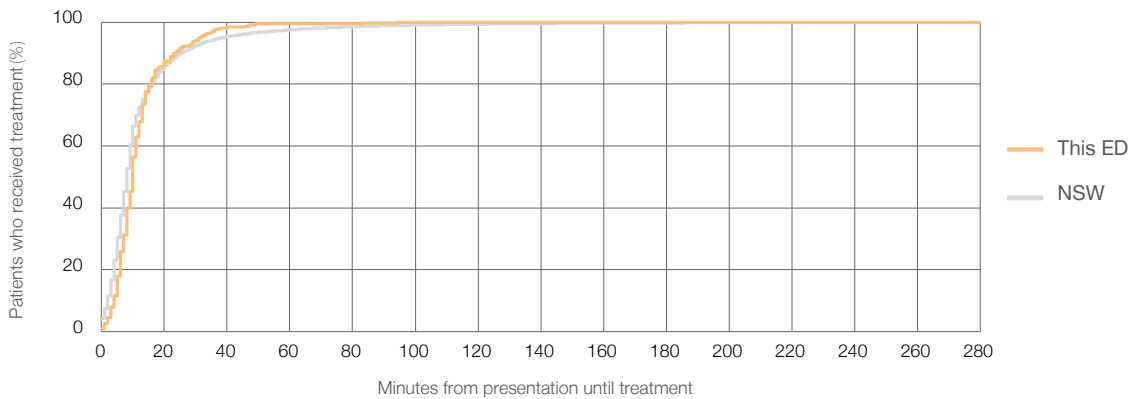
Number of triage 2 patients: 384

Number of triage 2 patients used to calculate waiting time:³ 370

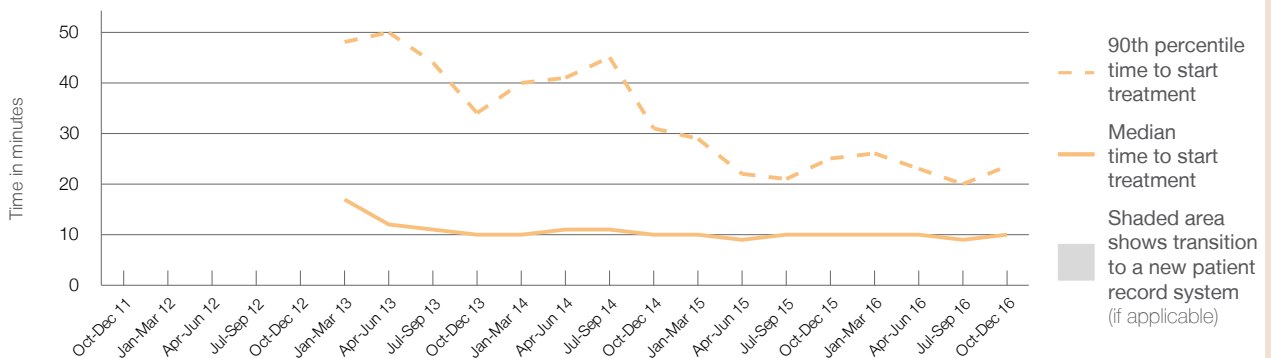
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year	NSW (this period)
290	283
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			10	10	10	10
90th percentile time to start treatment ⁵ (minutes)			34	31	25	24

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Macksville District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,104

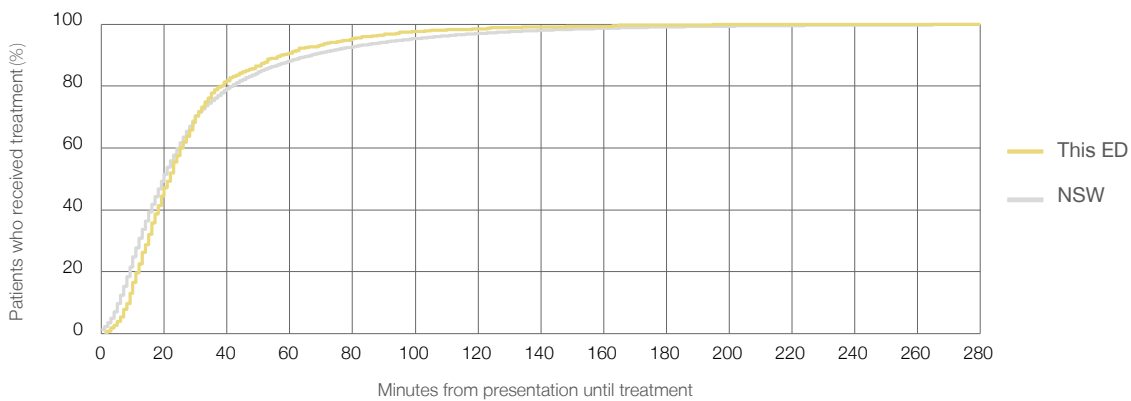
Number of triage 3 patients used to calculate waiting time:³ 1,050

Median time to start treatment⁴ 22 minutes

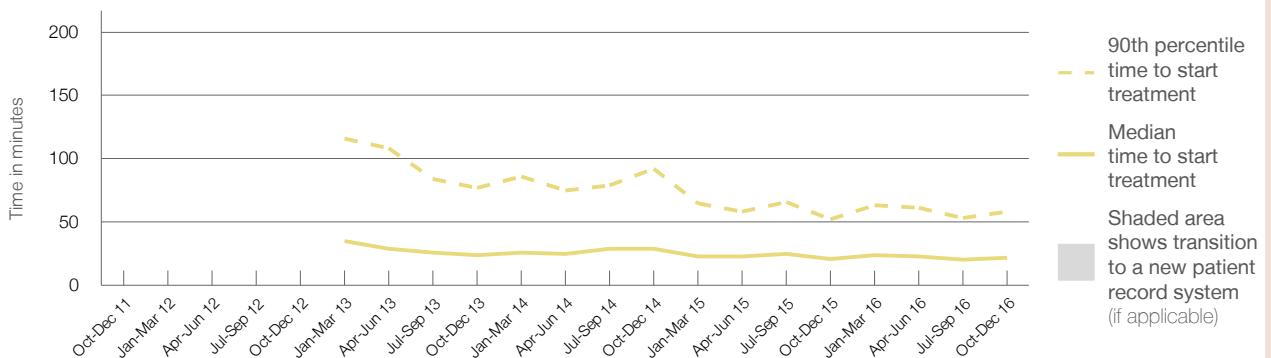
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,102	
1,071	
21 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			24	29	21	22
90th percentile time to start treatment ⁵ (minutes)			77	92	52	58

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

Macksville District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,447

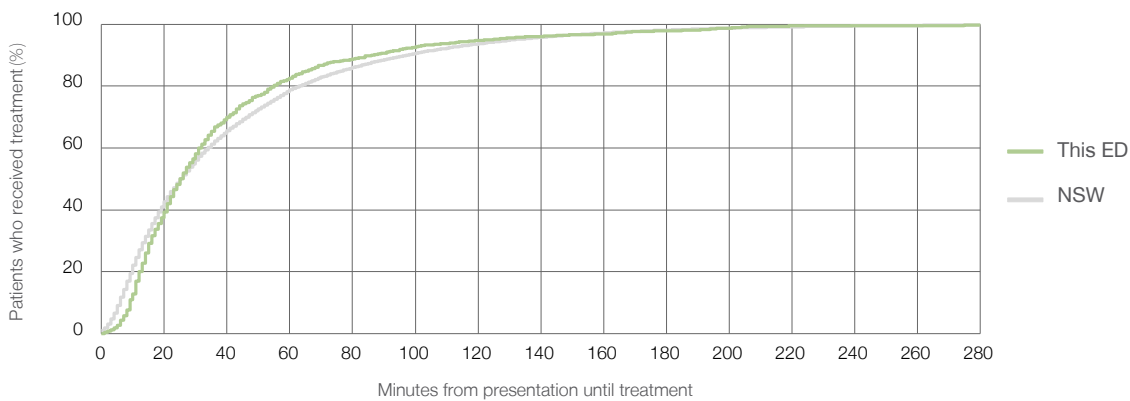
Number of triage 4 patients used to calculate waiting time:³ 1,369

Median time to start treatment⁴ 25 minutes

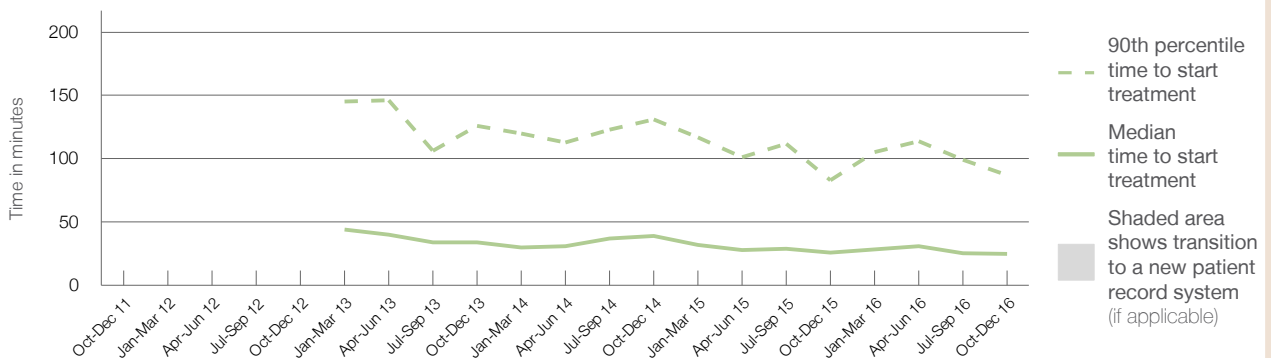
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,444	
1,393	
26 minutes	25 minutes
83 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			34	39	26	25
90th percentile time to start treatment ⁵ (minutes)			126	131	83	87

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Macksville District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 415

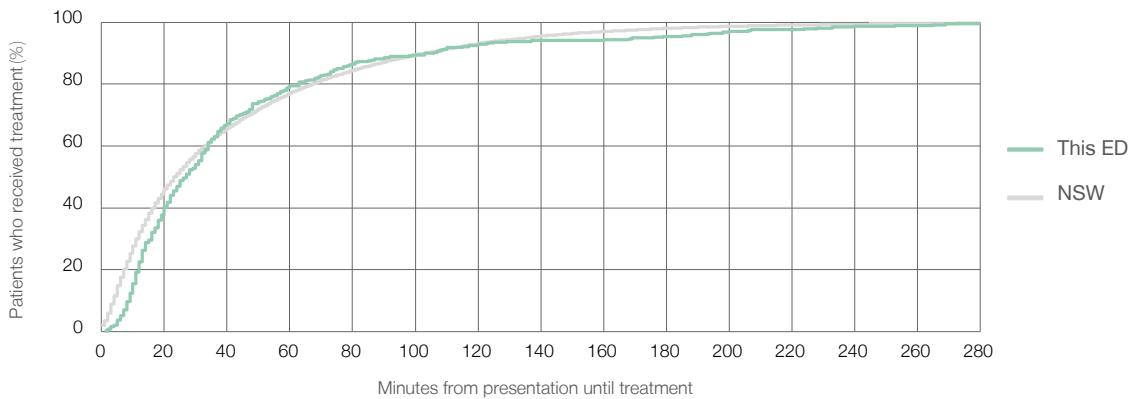
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 27 minutes

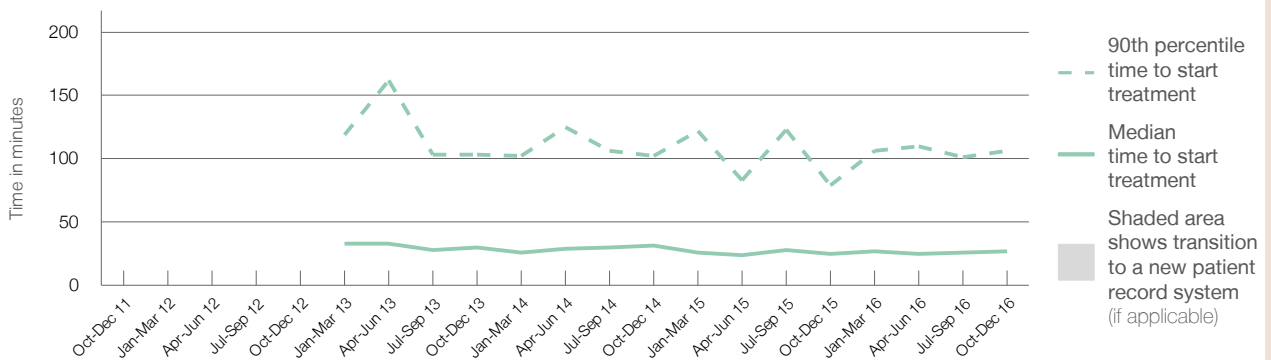
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
325	309
25 minutes	24 minutes
79 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			30	32	25	27
90th percentile time to start treatment ⁵ (minutes)			103	102	79	106

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Macksville District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,587 patients

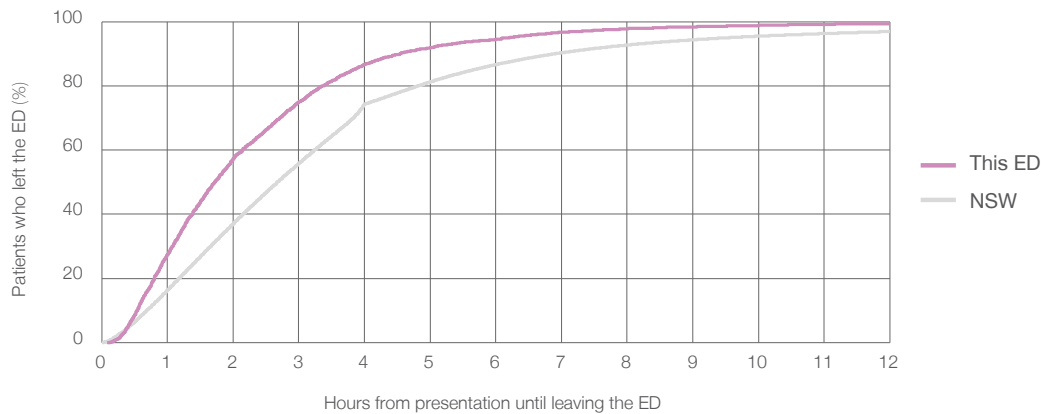
Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Median time spent in the ED⁸ 1 hours and 43 minutes

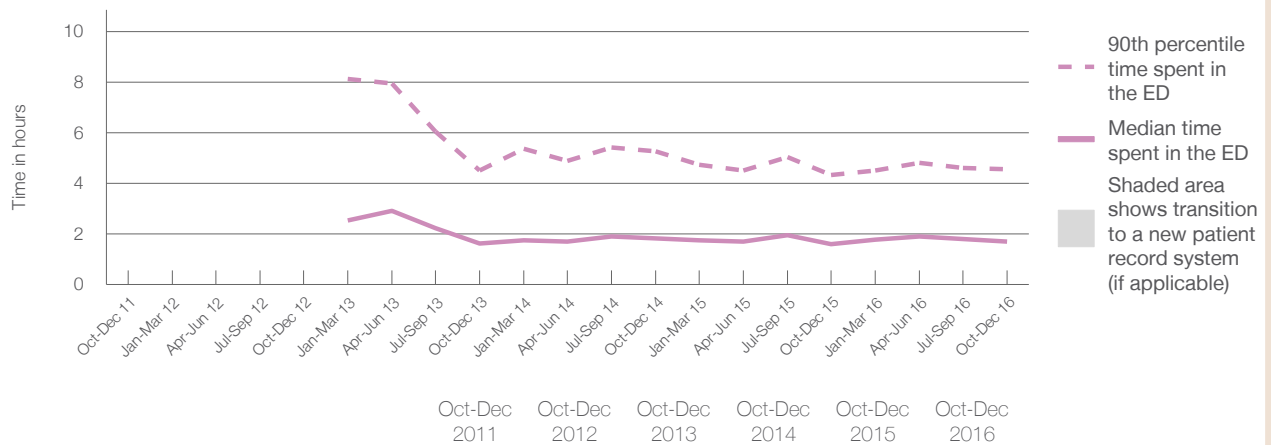
90th percentile time spent in the ED⁹ 4 hours and 33 minutes

Same period last year	NSW (this period)
3,440	3,440
1 hours and 37 minutes	2 hours and 41 minutes
4 hours and 20 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 38m	1h 50m	1h 37m	1h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 31m	5h 16m	4h 20m	4h 33m

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Macksville District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

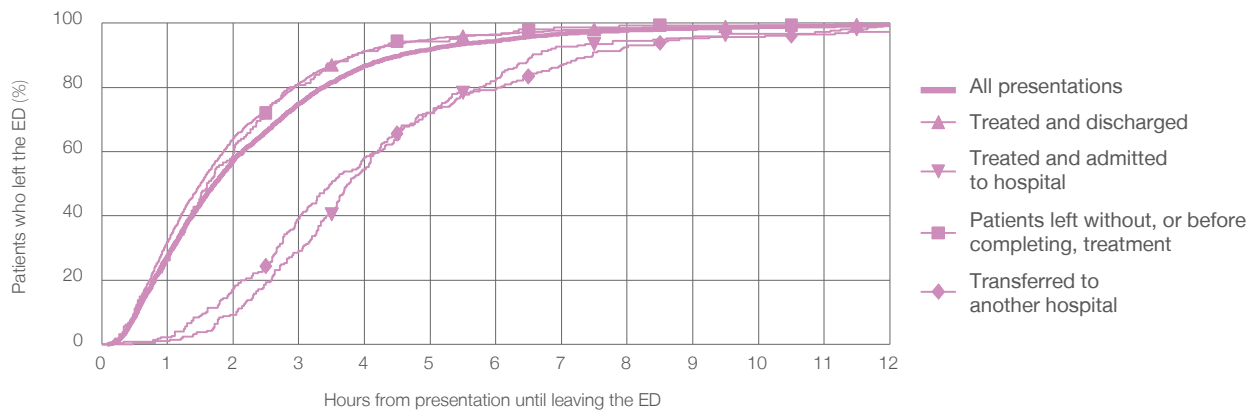
All presentations:¹ 3,587 patients

Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Mode of separation	Count	Percentage
Treated and discharged	2,887	(80.5%)
Treated and admitted to hospital	217	(6.0%)
Patient left without, or before completing, treatment	161	(4.5%)
Transferred to another hospital	230	(6.4%)
Other	92	(2.6%)

Same period last year	Change since one year ago
3,440	4.2%
2,876	0.4%
245	-11.4%
108	49.1%
153	50.3%
58	58.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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	31.9%	64.2%	81.3%	91.2%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	0.9%	9.2%	29.0%	54.4%	82.5%	94.5%	96.8%	99.1%
Patient left without, or before completing, treatment	26.1%	59.6%	80.7%	91.3%	96.3%	99.4%	99.4%	99.4%
Transferred to another hospital	2.2%	17.4%	39.1%	58.3%	79.6%	92.6%	95.7%	97.4%
All presentations	27.5%	57.3%	75.0%	86.7%	94.5%	97.8%	98.8%	99.4%

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Macksville District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,587 patients

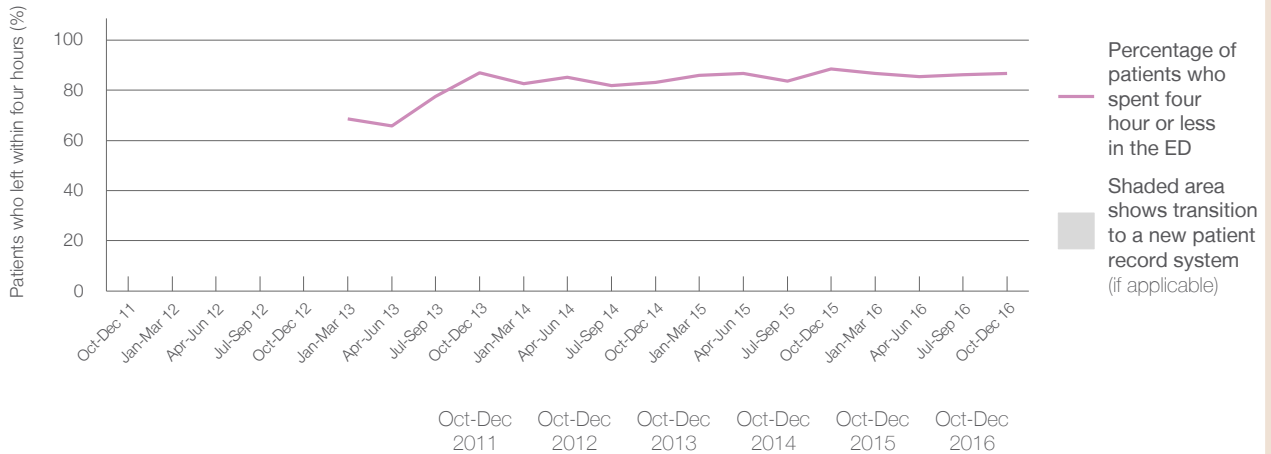
Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

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: ¹ 3,587 patients	3,440	4.3%
Presentations used to calculate time to leaving the ED: ⁶ 3,586 patients	3,440	4.2%
Percentage of patients who spent four hours or less in the ED	88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
			86.9%	83.2%	88.4%	86.7%

* 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).