

Macksville District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,888 patients
Emergency presentations:² 3,737 patients

Same period last year	Change since one year ago
3,003	29.5%
2,806	33.2%

Macksville District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 392 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,124 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,677 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 533 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
370	
9 minutes	9 minutes
20 minutes	29 minutes
948	
20 minutes	23 minutes
53 minutes	83 minutes
1,178	
25 minutes	30 minutes
99 minutes	121 minutes
291	
24 minutes	26 minutes
100 minutes	118 minutes

Macksville District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,887 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,003	29.4%
86.2%	

* 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.

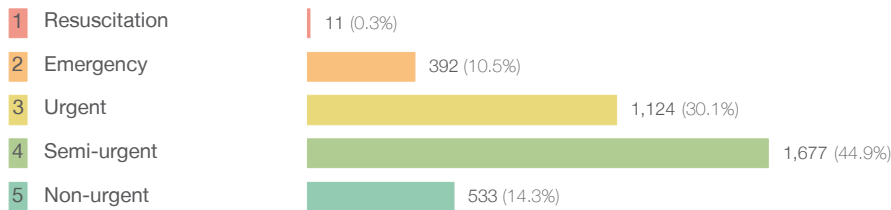
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Macksville District Hospital: Patients presenting to the emergency department July to September 2017

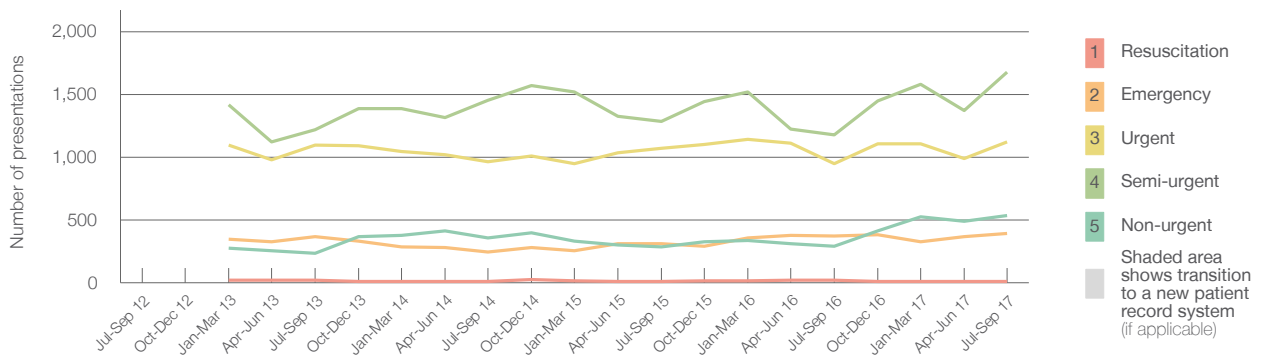
All presentations:¹ 3,888 patients

Emergency presentations² by triage category: 3,737 patients



Same period last year	Change since one year ago
3,003	29.5%
2,806	33.2%
19	-42.1%
370	5.9%
948	18.6%
1,178	42.4%
291	83.2%

Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		21	7	11	19	11
Emergency		365	244	309	370	392
Urgent		1,094	965	1,072	948	1,124
Semi-urgent		1,218	1,454	1,287	1,178	1,677
Non-urgent		232	356	287	291	533
All emergency presentations		2,930	3,026	2,966	2,806	3,737

Macksville District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 552 patients

ED Transfer of care time



Same period last year	Change since one year ago
491	
13 minutes	-2 minutes
29 minutes	0 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 July to September 2017

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

Number of triage 2 patients: 392

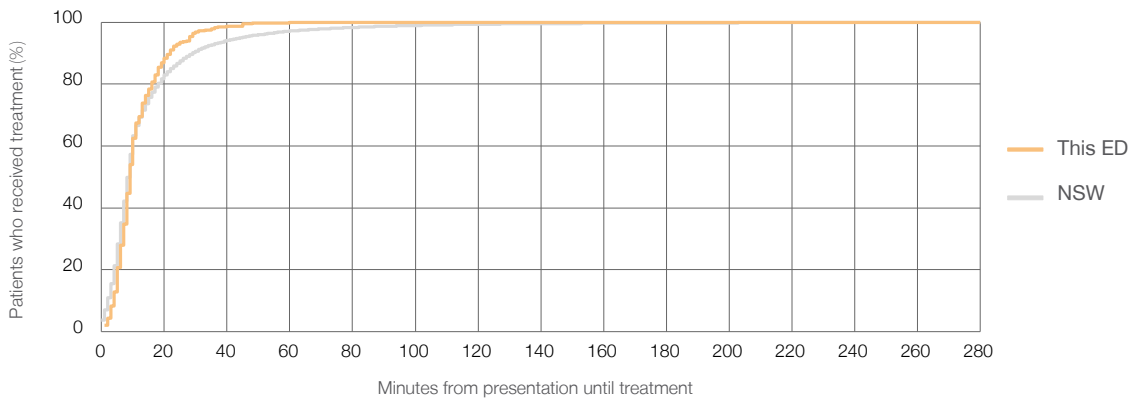
Number of triage 2 patients used to calculate waiting time:³ 383

Median time to start treatment⁴ 9 minutes

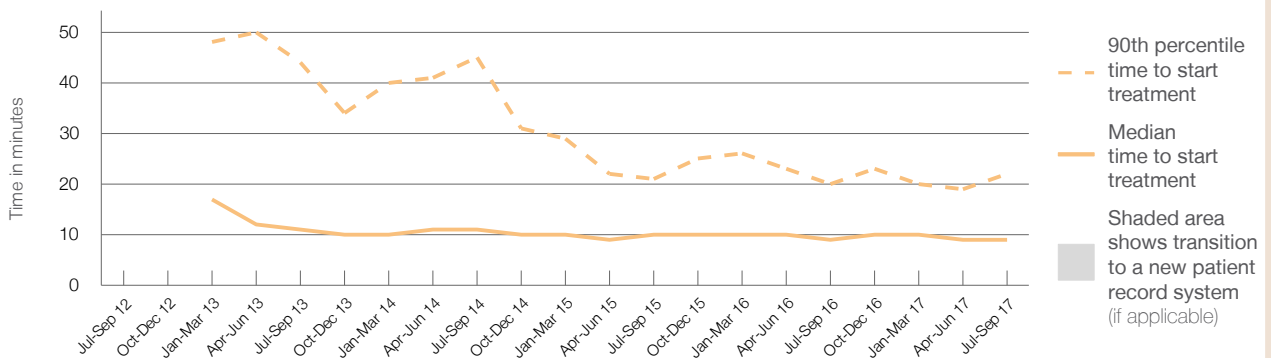
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
370	
362	
9 minutes	9 minutes
20 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		11	11	10	9	9
90th percentile time to start treatment ⁵ (minutes)		44	45	21	20	22

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Macksville District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,124

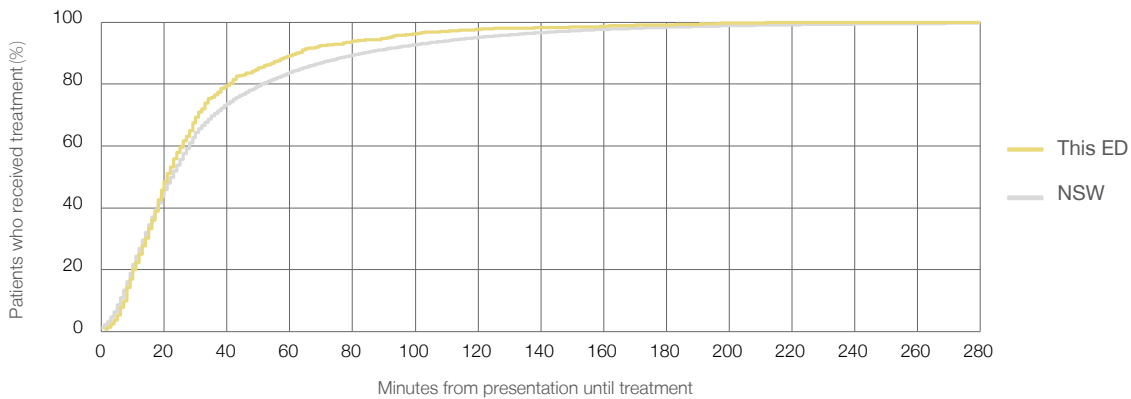
Number of triage 3 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴ 21 minutes

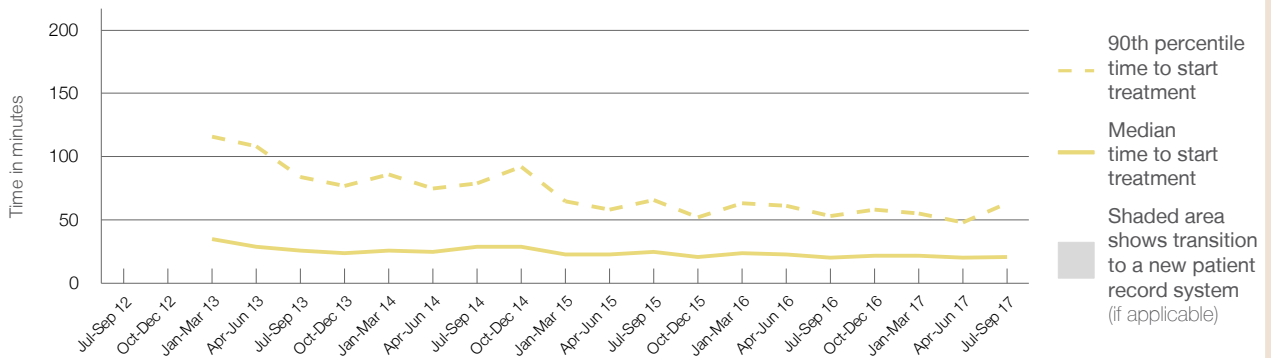
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
948	915
20 minutes	23 minutes
53 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		26	29	25	20	21
90th percentile time to start treatment ⁵ (minutes)		84	79	66	53	63

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Macksville District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,677

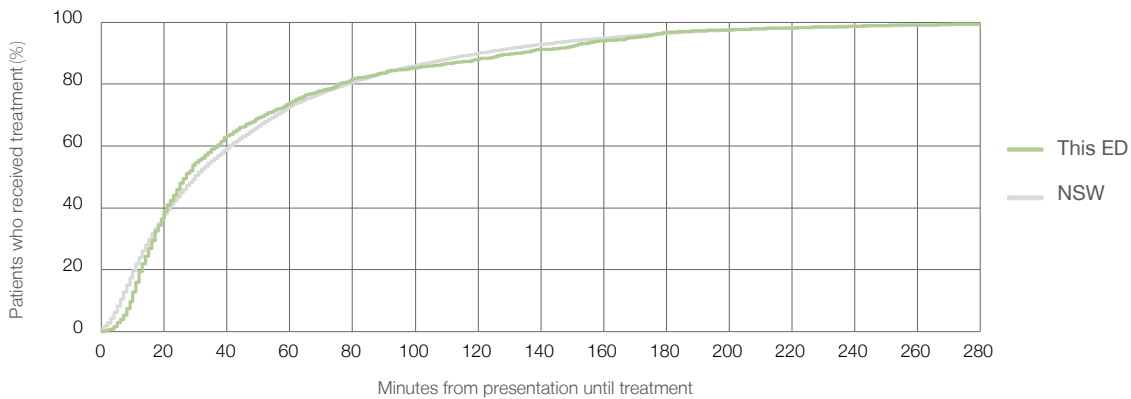
Number of triage 4 patients used to calculate waiting time:³ 1,556

Median time to start treatment⁴ 27 minutes

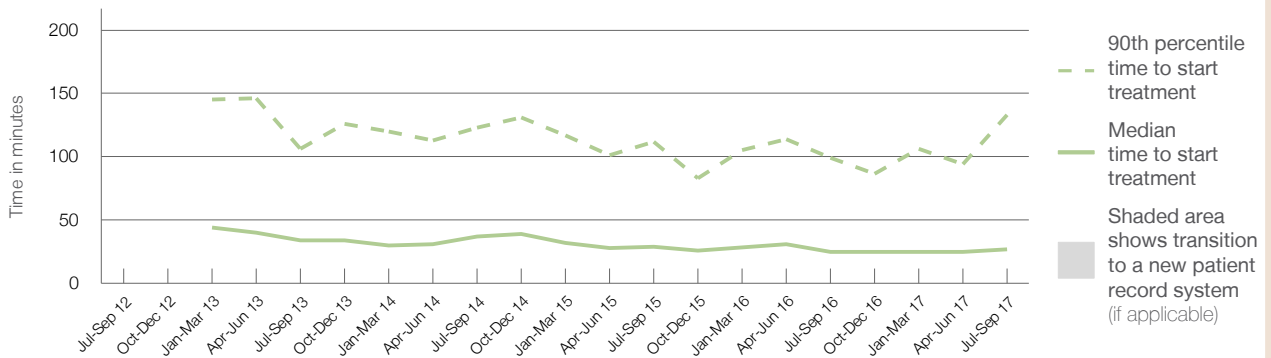
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
1,178	1,115
25 minutes	30 minutes
99 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		34	37	29	25	27
90th percentile time to start treatment ⁵ (minutes)		106	123	112	99	133

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Macksville District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 533

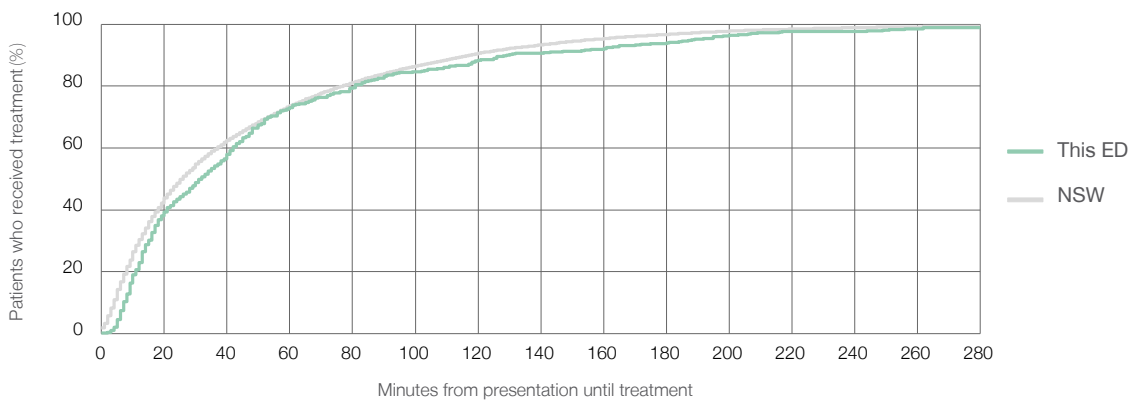
Number of triage 5 patients used to calculate waiting time:³ 479

Median time to start treatment⁴ 32 minutes

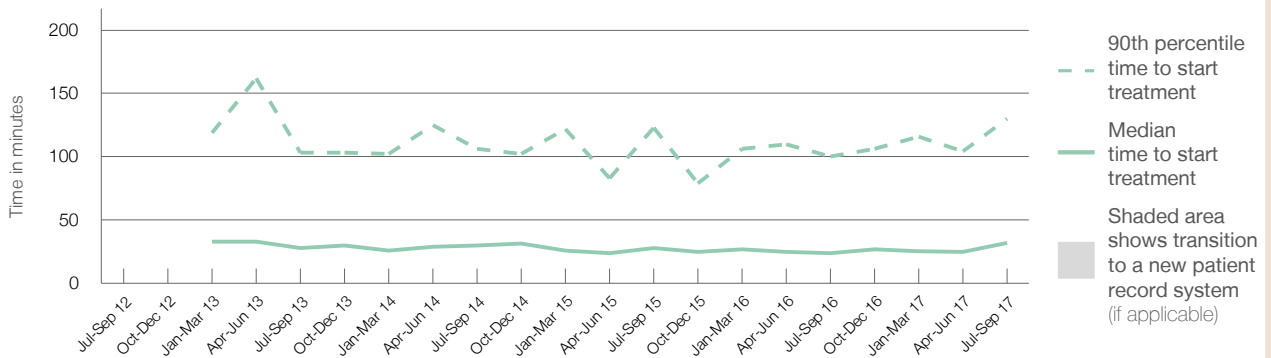
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
291	
273	
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		28	30	28	24	32
90th percentile time to start treatment ⁵ (minutes)		103	106	123	100	130

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Macksville District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 3,888 patients

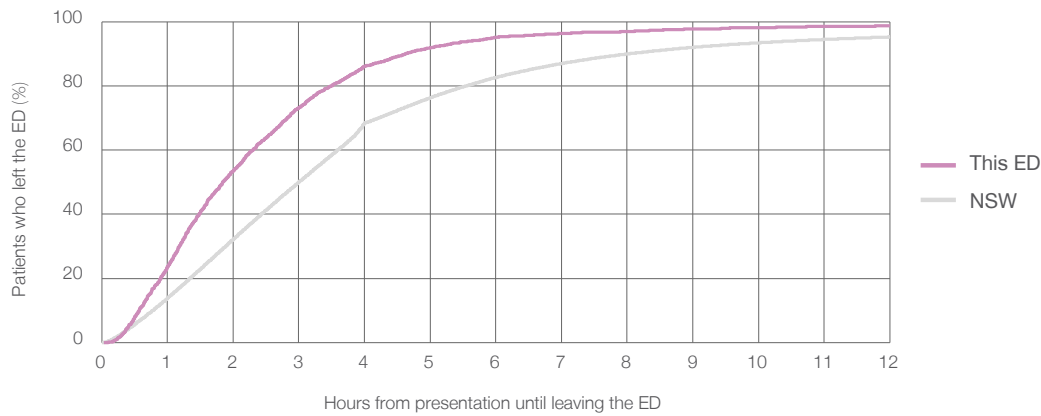
Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

Median time spent in the ED⁸ 1 hours and 51 minutes

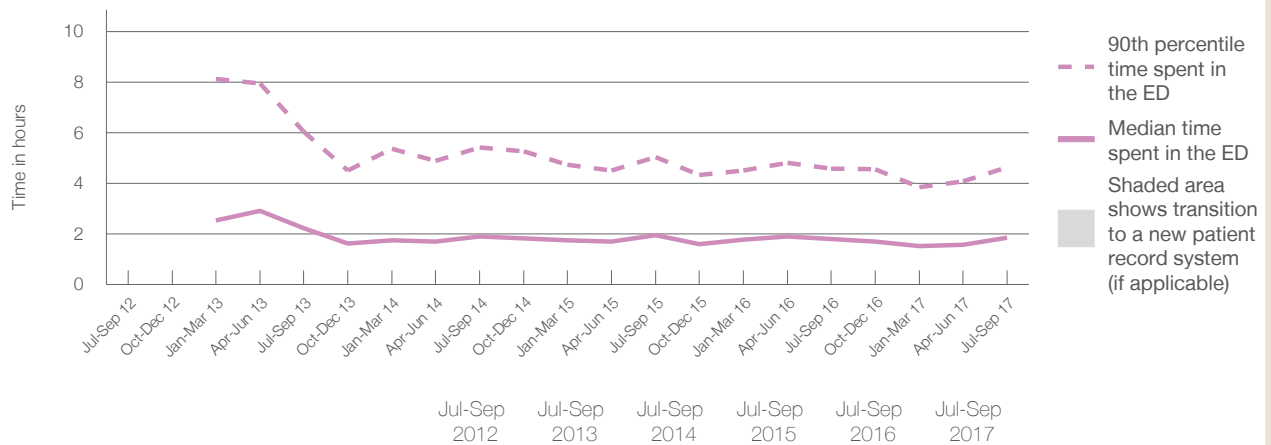
90th percentile time spent in the ED⁹ 4 hours and 38 minutes

Same period last year	NSW (this period)
3,003	3,003
1 hours and 48 minutes	3 hours and 0 minutes
4 hours and 35 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 14m	1h 54m	1h 58m	1h 48m	1h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 25m	5h 2m	4h 35m	4h 38m

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

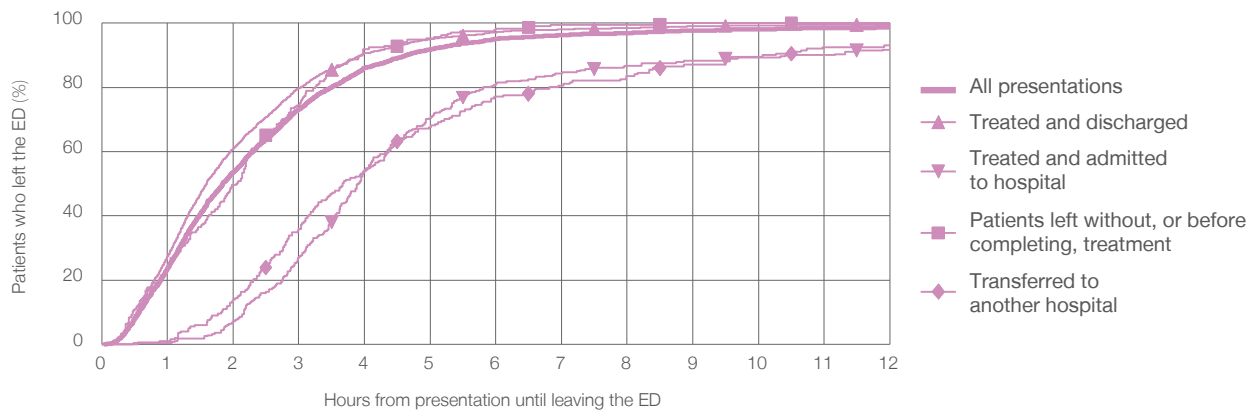
All presentations:¹ 3,888 patients

Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

Treated and discharged	3,093 (79.6%)
Treated and admitted to hospital	281 (7.2%)
Patient left without, or before completing, treatment	238 (6.1%)
Transferred to another hospital	201 (5.2%)
Other	75 (1.9%)

	Same period last year	Change since one year ago
	3,003	29.4%
	2,353	31.4%
	208	35.1%
	115	107.0%
	260	-22.7%
	67	11.9%

Percentage of patients who left the ED by time and mode of separation, July to September 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	27.5%	61.0%	79.8%	90.7%	97.2%	98.5%	99.3%	99.5%
Treated and admitted to hospital	0.4%	7.1%	27.0%	54.1%	81.1%	86.8%	89.3%	91.8%
Patient left without, or before completing, treatment	24.4%	49.6%	74.4%	92.0%	98.3%	99.6%	100%	100%
Transferred to another hospital	1.0%	13.9%	35.8%	54.2%	77.1%	83.6%	89.6%	93.0%
All presentations	23.8%	53.7%	73.2%	86.1%	95.1%	97.0%	98.1%	98.7%

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

All presentations at the emergency department:¹ 3,888 patients

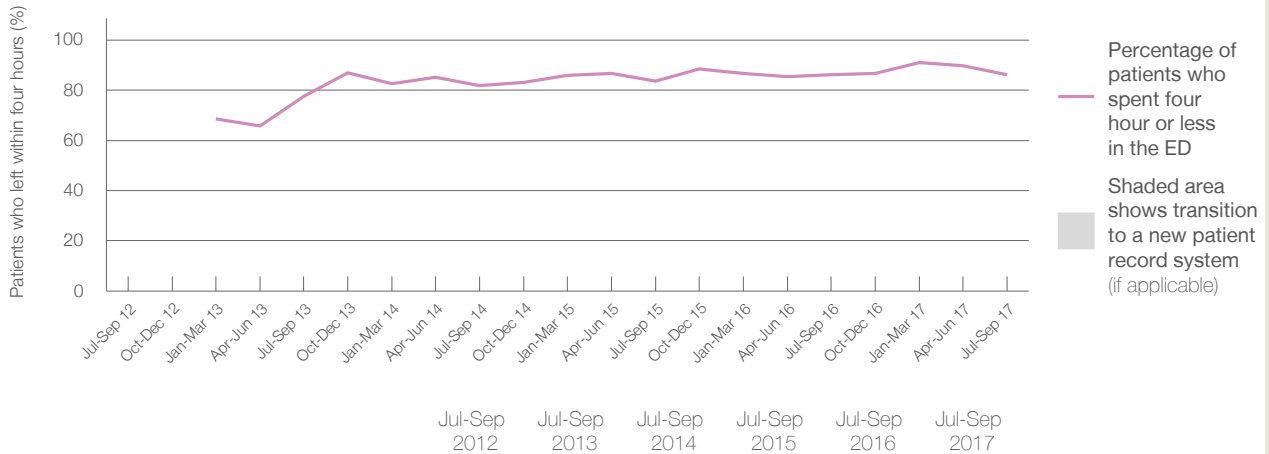
Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

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	3,003	29.5%
Presentations used to calculate time to leaving the ED: ⁶	3,003	29.4%
Percentage of patients who spent four hours or less in the ED	86.2%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	77.6%	81.7%	83.6%	86.2%	86.2%	86.1%

* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).