

Maclean District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,069 patients
Emergency presentations:² 2,967 patients

Same period last year	Change since one year ago
2,948	4.1%
2,753	7.8%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 938 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,254 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 446 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
396	
13 minutes	9 minutes
38 minutes	29 minutes
1,055	
26 minutes	23 minutes
84 minutes	83 minutes
1,148	
39 minutes	30 minutes
129 minutes	121 minutes
145	
24 minutes	26 minutes
84 minutes	118 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,069 patients

Percentage of patients who spent four hours or less in the ED 80.6%

Same period last year	Change since one year ago
2,948	4.1%
81.2%	

* 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.

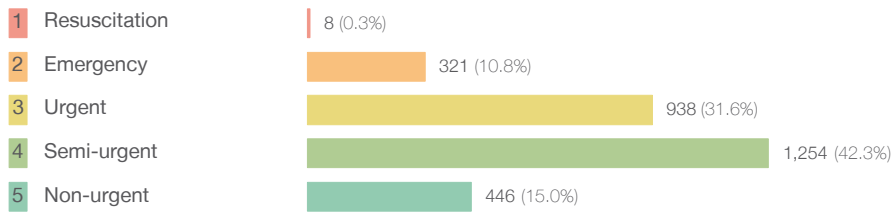
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

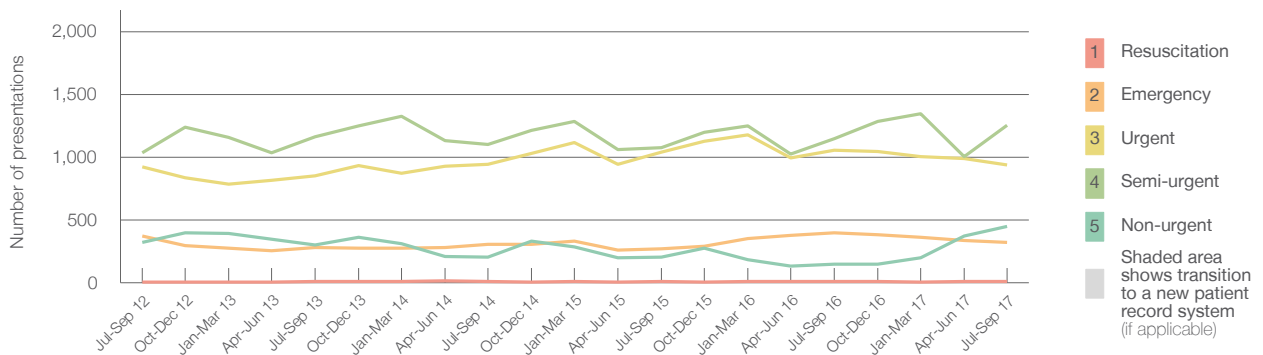
All presentations:¹ 3,069 patients

Emergency presentations² by triage category: 2,967 patients



Same period last year	Change since one year ago
2,948	4.1%
2,753	7.8%
9	-11.1%
396	-18.9%
1,055	-11.1%
1,148	9.2%
145	207.6%

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	< 5	8	8	8	9	8
Emergency	374	280	307	268	396	321
Urgent	922	851	942	1,040	1,055	938
Semi-urgent	1,033	1,164	1,099	1,077	1,148	1,254
Non-urgent	320	302	201	202	145	446
All emergency presentations	2,649	2,605	2,557	2,595	2,753	2,967

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

Arrivals used to calculate transfer of care time:⁷ 400 patients

ED Transfer of care time



Same period last year	Change since one year ago
450	
12 minutes	2 minutes
35 minutes	2 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 July to September 2017

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

Number of triage 2 patients: 321

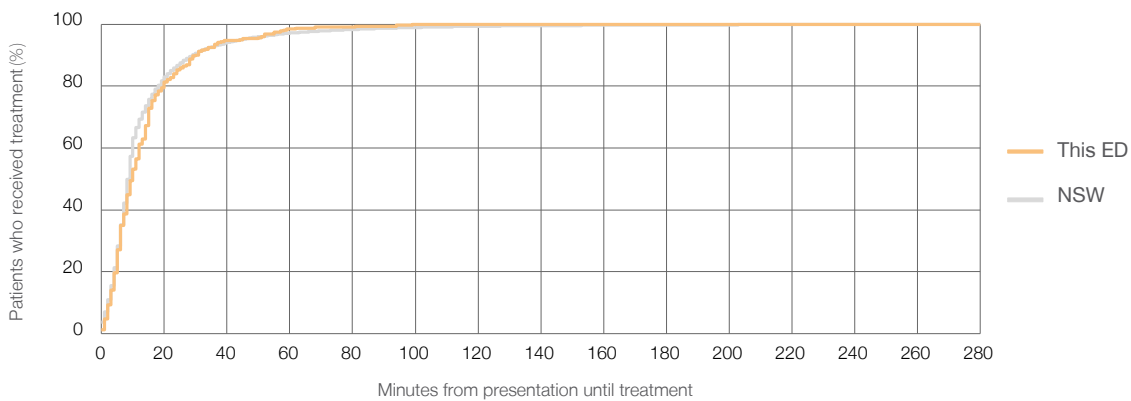
Number of triage 2 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 10 minutes

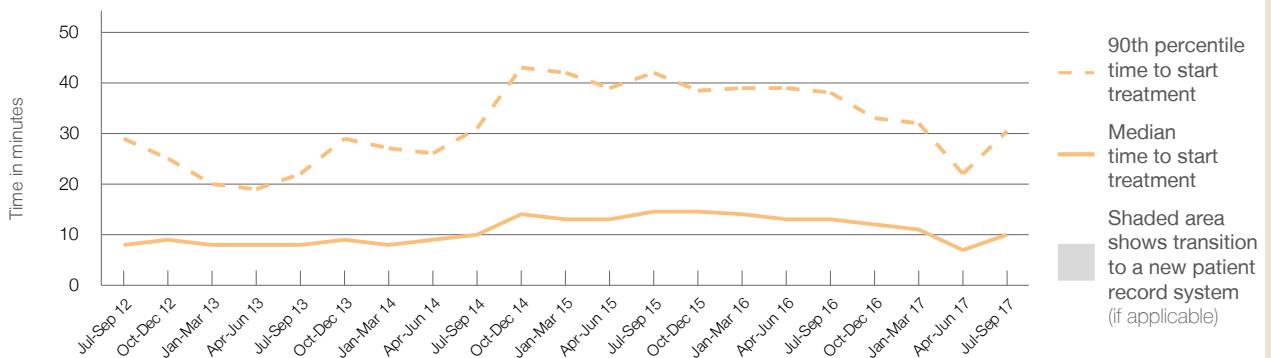
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
396	
394	
13 minutes	9 minutes
38 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)	8	8	10	15	13	10
90th percentile time to start treatment ⁵ (minutes)	29	22	31	42	38	31

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Maclean 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: 938

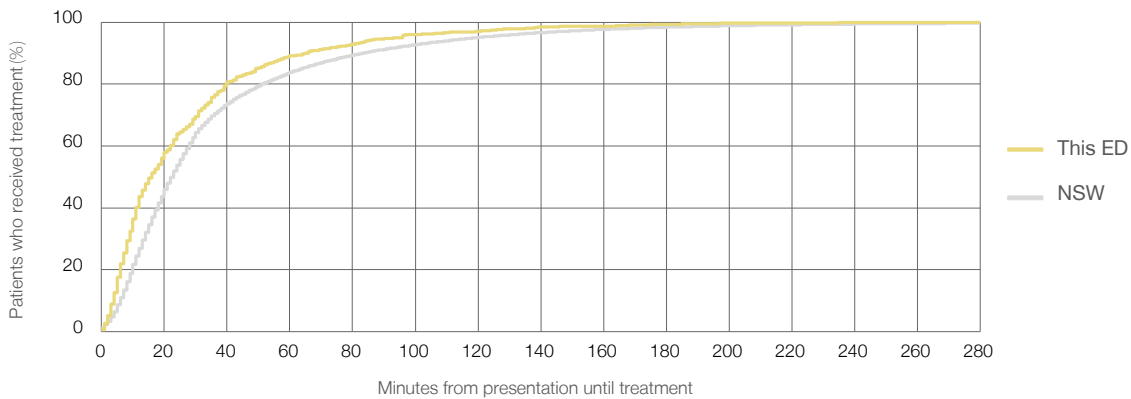
Number of triage 3 patients used to calculate waiting time:³ 930

Median time to start treatment⁴ 16 minutes

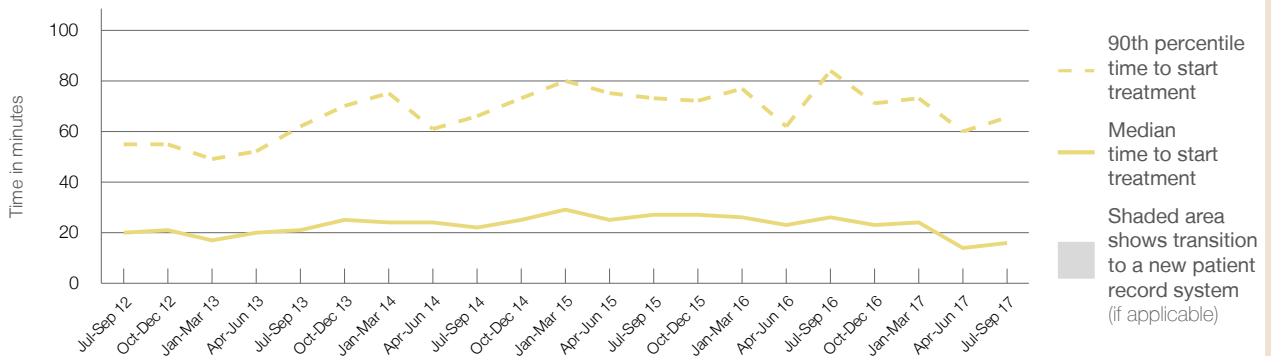
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,055	
1,028	
26 minutes	23 minutes
84 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)	20	21	22	27	26	16
90th percentile time to start treatment ⁵ (minutes)	55	62	66	73	84	66

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Maclean 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: 1,254

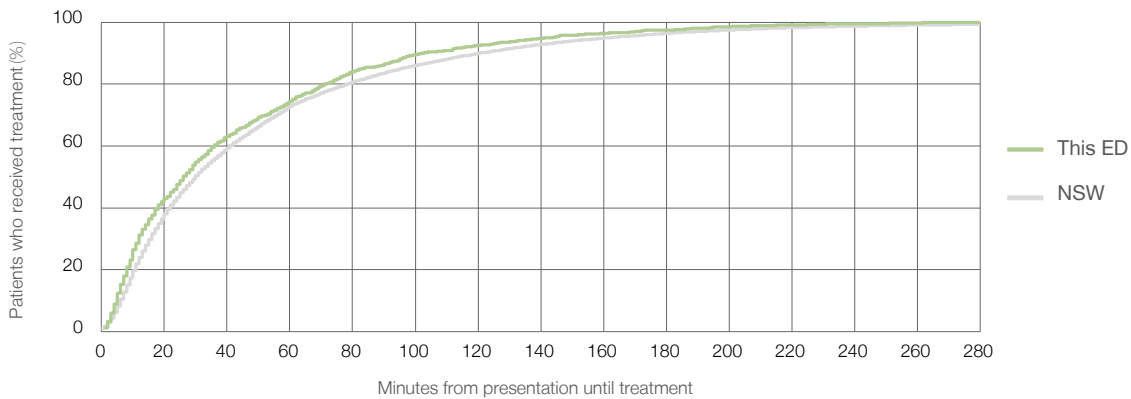
Number of triage 4 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 26 minutes

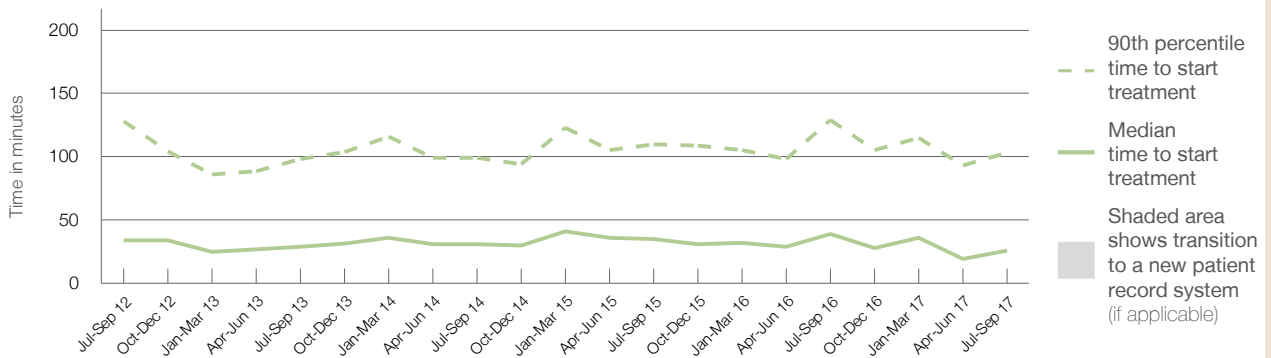
90th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,148	1,043
Median time to start treatment ⁴	39 minutes	30 minutes
90th percentile time to start treatment ⁵	129 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	29	31	35	39	26
90th percentile time to start treatment ⁵ (minutes)	128	98	99	110	129	103

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Maclean 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: 446

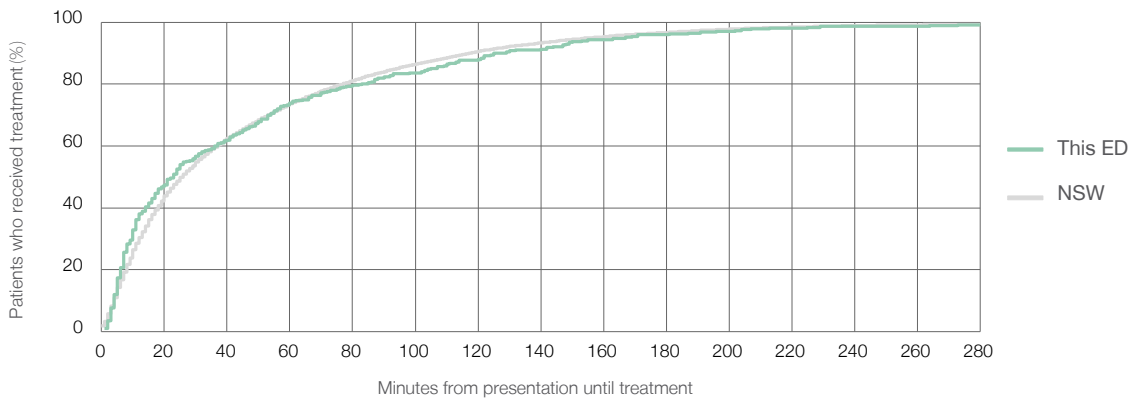
Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴ 23 minutes

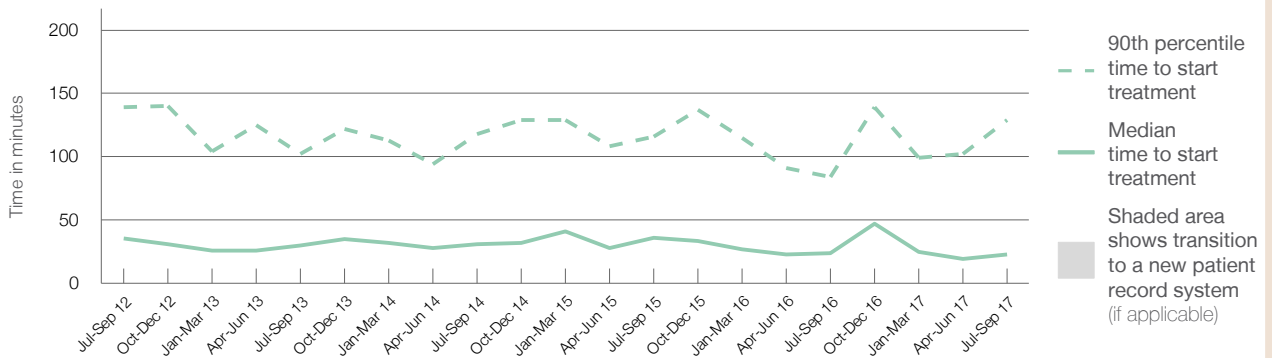
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
145	112
24 minutes	26 minutes
84 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)	36	30	31	36	24	23
90th percentile time to start treatment ⁵ (minutes)	139	102	118	116	84	129

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

All presentations:¹ 3,069 patients

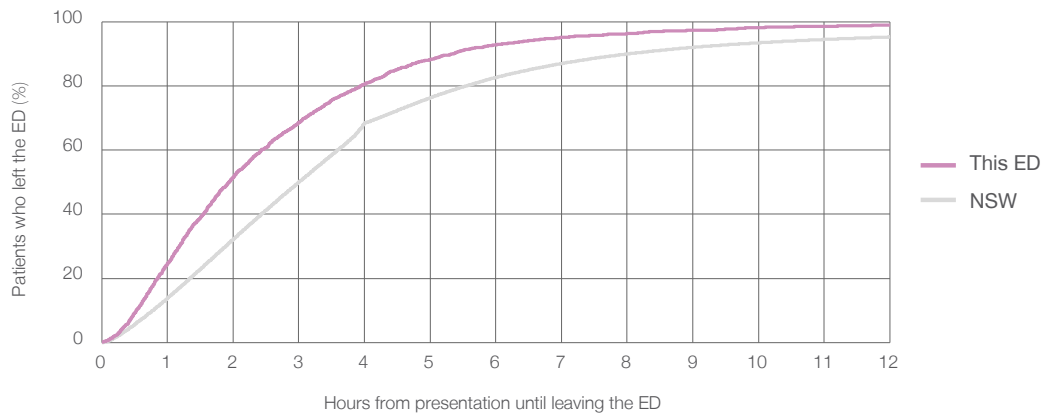
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

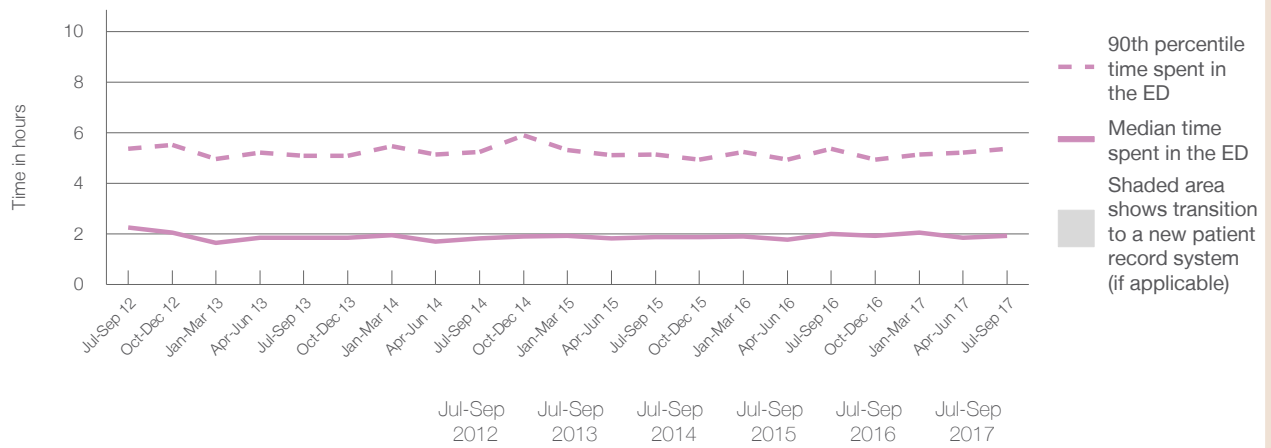
90th percentile time spent in the ED⁹ 5 hours and 22 minutes

Same period last year	NSW (this period)
2,948	2,948
2 hours and 0 minutes	3 hours and 0 minutes
5 hours and 22 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 16m	1h 51m	1h 50m	1h 53m	2h 0m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 23m	5h 5m	5h 15m	5h 8m	5h 22m	5h 22m

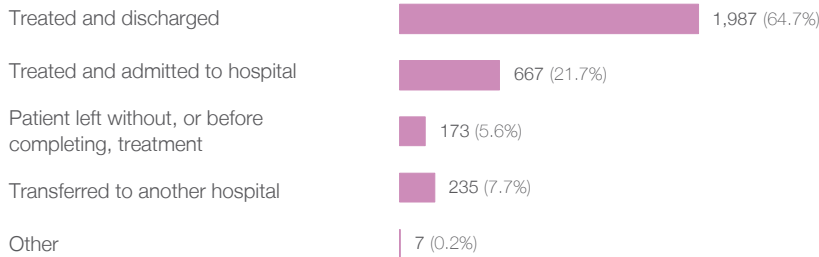
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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 spent in the ED
By mode of separation
July to September 2017

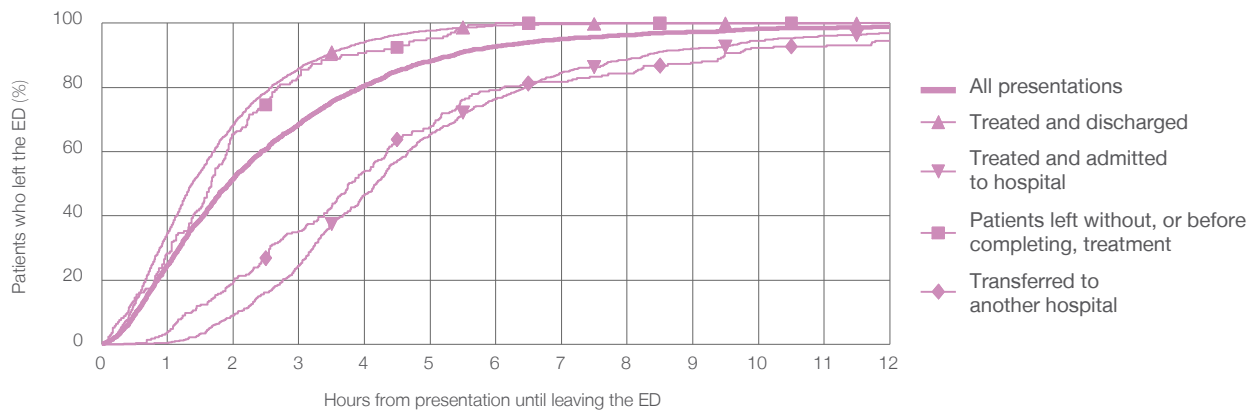
All presentations:¹ 3,069 patients

Presentations used to calculate time to leaving the ED:⁶ 3,069 patients



	Same period last year	Change since one year ago
	2,948	4.1%
Treated and discharged	1,797	10.6%
Treated and admitted to hospital	794	-16.0%
Patient left without, or before completing, treatment	159	8.8%
Transferred to another hospital	195	20.5%
Other	3	133.3%

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

Treated and discharged	34.7%	68.3%	86.0%	94.2%	99.2%	99.9%	99.9%	100%
Treated and admitted to hospital	0.4%	9.0%	24.4%	46.6%	76.5%	88.8%	94.6%	97.0%
Patient left without, or before completing, treatment	28.3%	65.3%	83.8%	90.8%	100%	100%	100%	100%
Transferred to another hospital	3.8%	19.6%	35.3%	54.0%	79.1%	84.3%	92.3%	94.5%
All presentations	24.7%	51.6%	68.6%	80.6%	92.8%	96.3%	98.2%	98.9%

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Maclean 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 3,069 patients

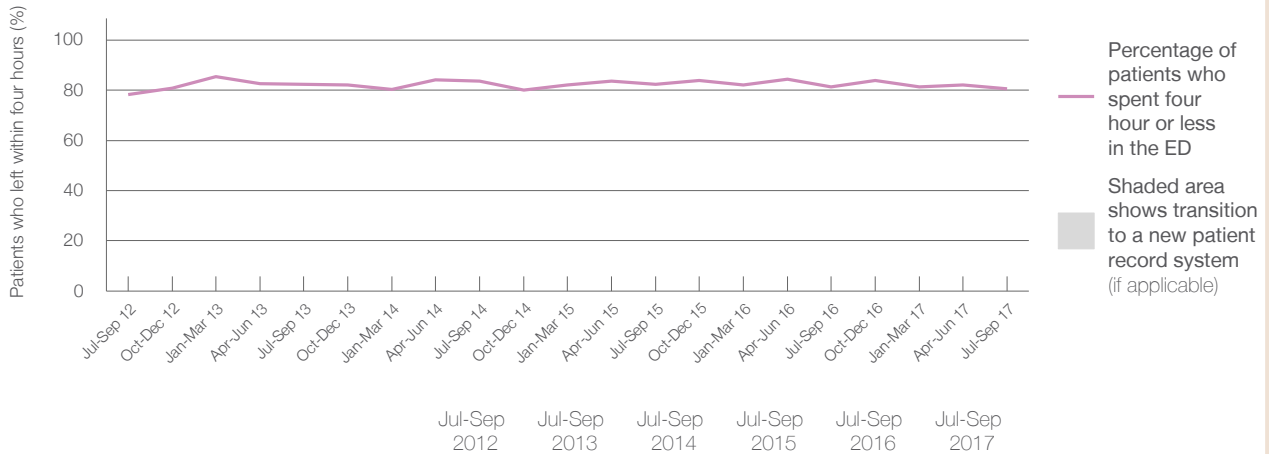
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

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 3,069 patients	2,948	4.1%
Presentations used to calculate time to leaving the ED: ⁶ 3,069 patients	2,948	4.1%
Percentage of patients who spent four hours or less in the ED	81.2%	

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
	78.1%	82.4%	83.5%	82.4%	81.2%	80.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).