

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

July to September 2018

All presentations:<sup>1</sup> 3,431 patients  
 Emergency presentations:<sup>2</sup> 3,287 patients

Same period last year	Change since one year ago
3,884	-12%
3,738	-12%

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 387 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,028 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,312 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
392	
9 minutes	8 minutes
22 minutes	28 minutes
1,124	
21 minutes	21 minutes
63 minutes	72 minutes
1,677	
27 minutes	26 minutes
133 minutes	105 minutes
534	
31 minutes	22 minutes
129 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,431 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,884	-12%
86%	

\* 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 2018*.
- 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 16 October 2018).

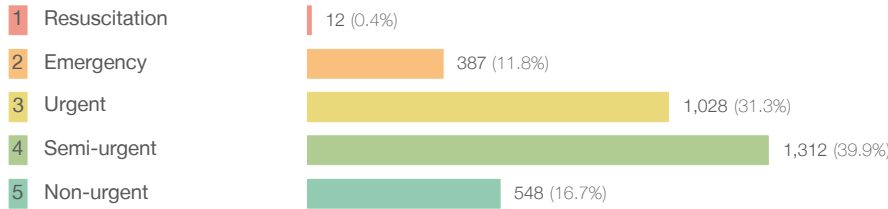
## Macksville District Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 3,431 patients

Same period last year	Change since one year ago
3,884	-12%

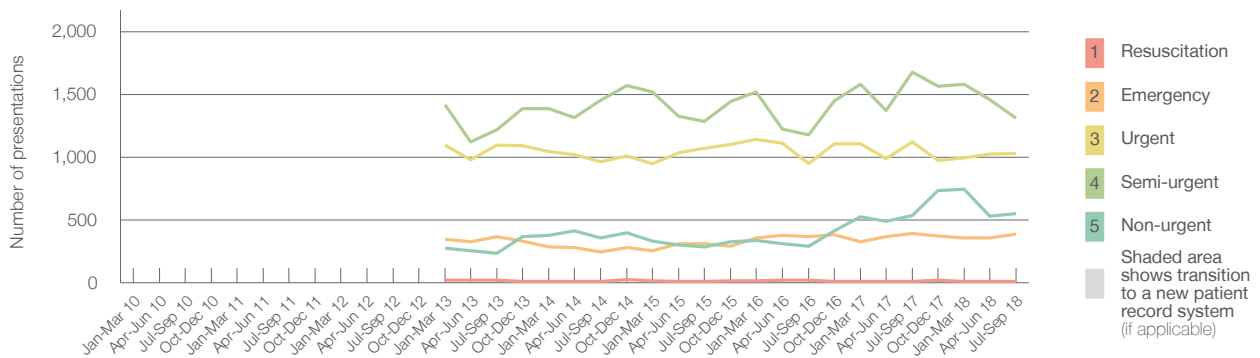
Emergency presentations<sup>2</sup> by triage category: 3,287 patients

3,738	-12%
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11	9.1%
392	-1.3%
1,124	-8.5%
1,677	-21.8%
534	2.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 <sup>† §</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation				21	7	11	19	11	12
Emergency				365	244	309	369	392	387
Urgent				1,094	965	1,072	948	1,124	1,028
Semi-urgent				1,218	1,454	1,287	1,178	1,677	1,312
Non-urgent				232	356	287	289	534	548
All emergency presentations				2,930	3,026	2,966	2,803	3,738	3,287

## Macksville District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 495 patients

535	
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ED Transfer of care time



11 minutes	0 minutes
29 minutes	-6 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 2018

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

Number of triage 2 patients: 387

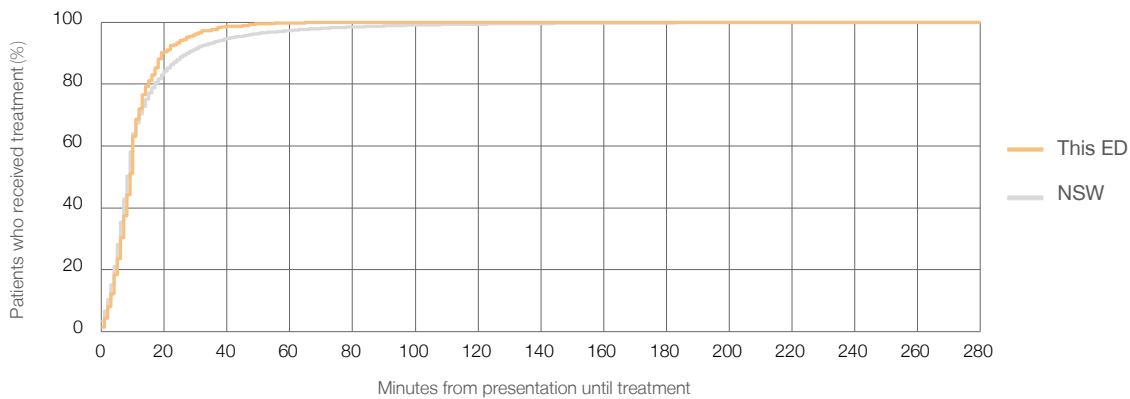
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 387

Median time to start treatment<sup>4</sup>  9 minutes

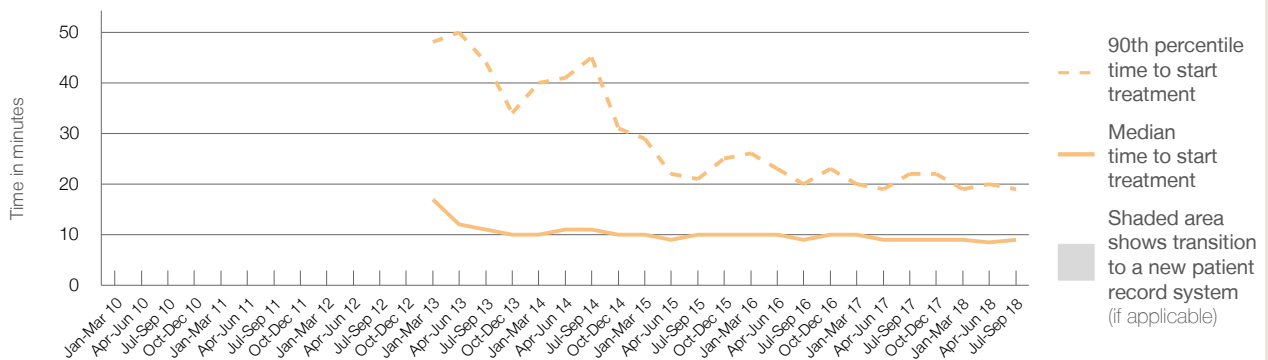
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
392	383
9 minutes	8 minutes
22 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)				11	11	10	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)				44	45	21	20	22	19

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(§) 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 3 July to September 2018

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

Number of triage 3 patients: 1,028

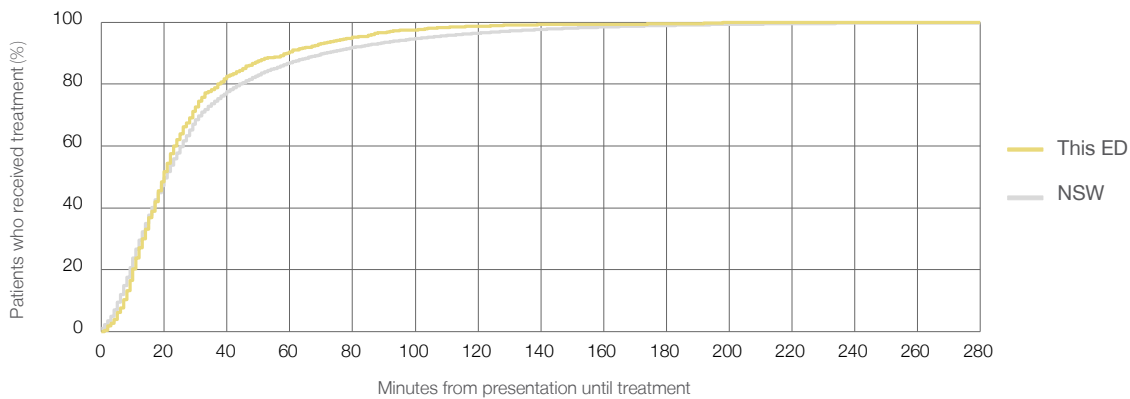
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,013

Median time to start treatment<sup>4</sup>  20 minutes

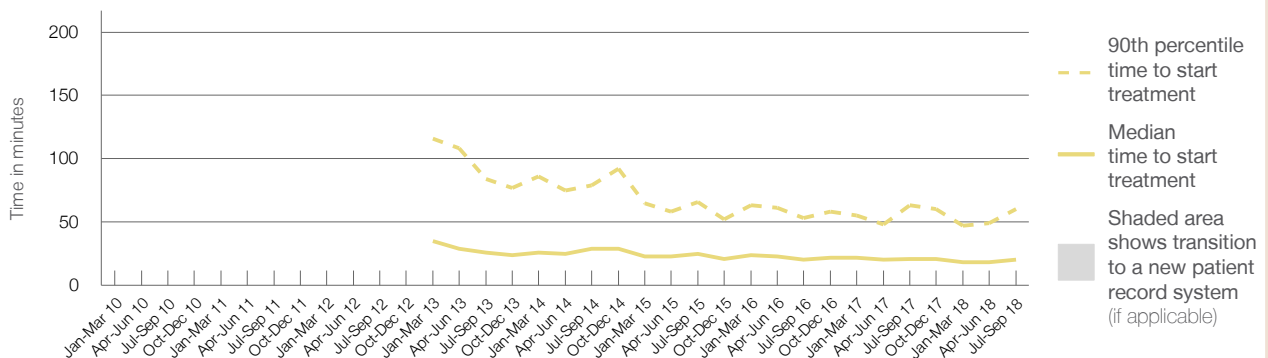
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
1,124	
1,078	
21 minutes	21 minutes
63 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)				26	29	25	20	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)				84	79	66	53	63	60

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## Macksville District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,312

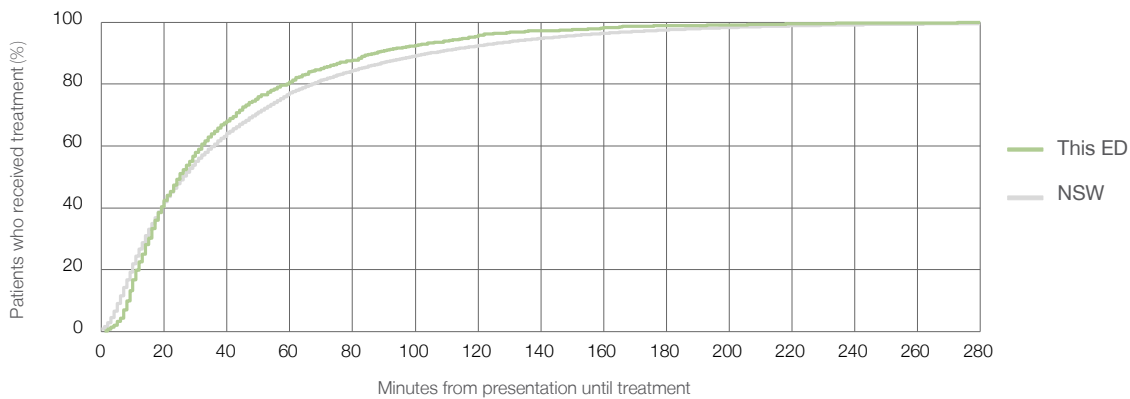
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,254

Median time to start treatment<sup>4</sup>  25 minutes

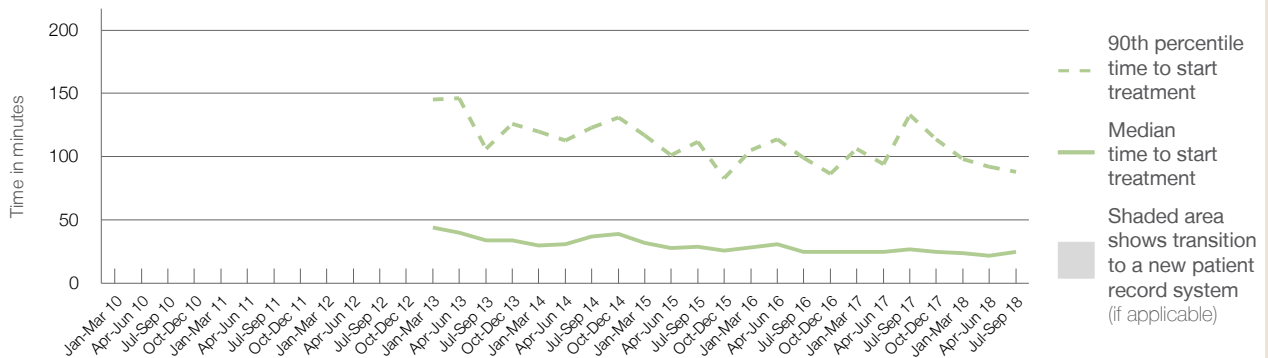
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
1,677	1,557
27 minutes	26 minutes
133 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)				34	37	29	25	27	25
90th percentile time to start treatment <sup>5</sup> (minutes)				106	123	112	99	133	88

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(§) 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 5 July to September 2018

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

Number of triage 5 patients: 548

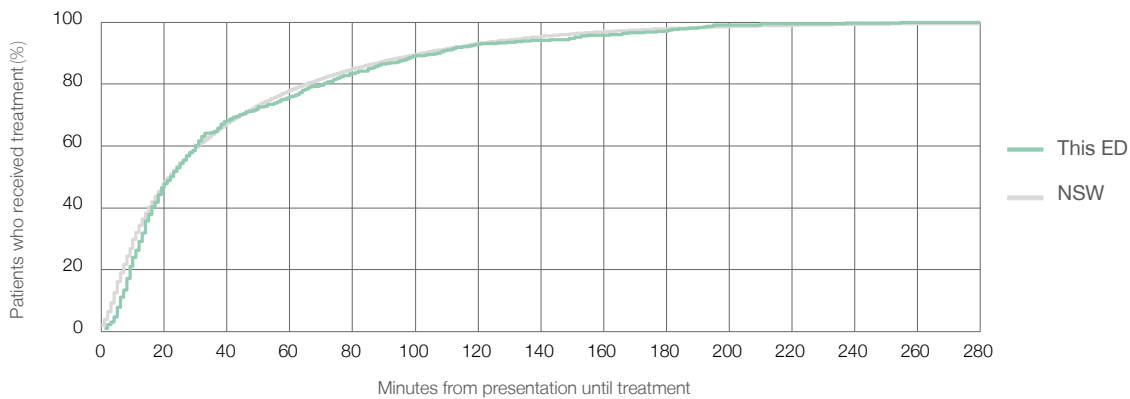
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 503

Median time to start treatment<sup>4</sup>  22 minutes

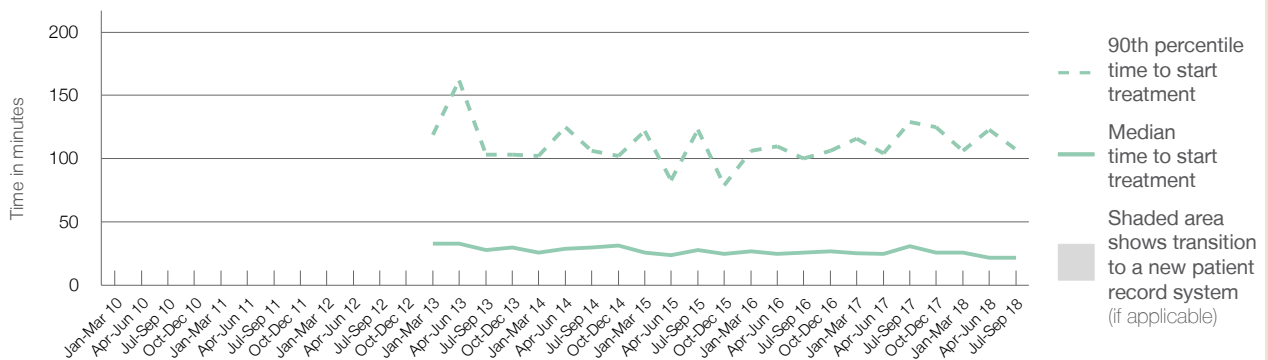
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
534	
483	
31 minutes	22 minutes
129 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)				28	30	28	26	31	22
90th percentile time to start treatment <sup>5</sup> (minutes)				103	106	123	100	129	107

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

July to September 2018

All presentations:<sup>1</sup> 3,431 patients

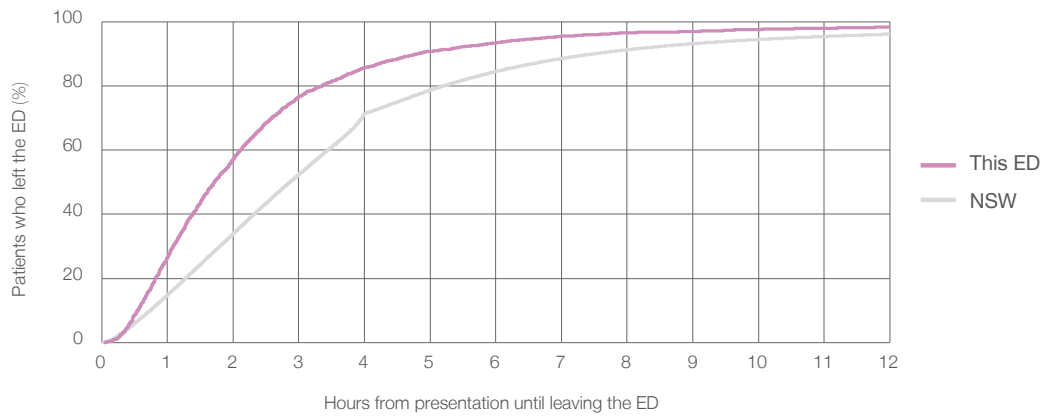
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,431 patients

Median time spent in the ED<sup>8</sup> ■ 1 hours and 43 minutes

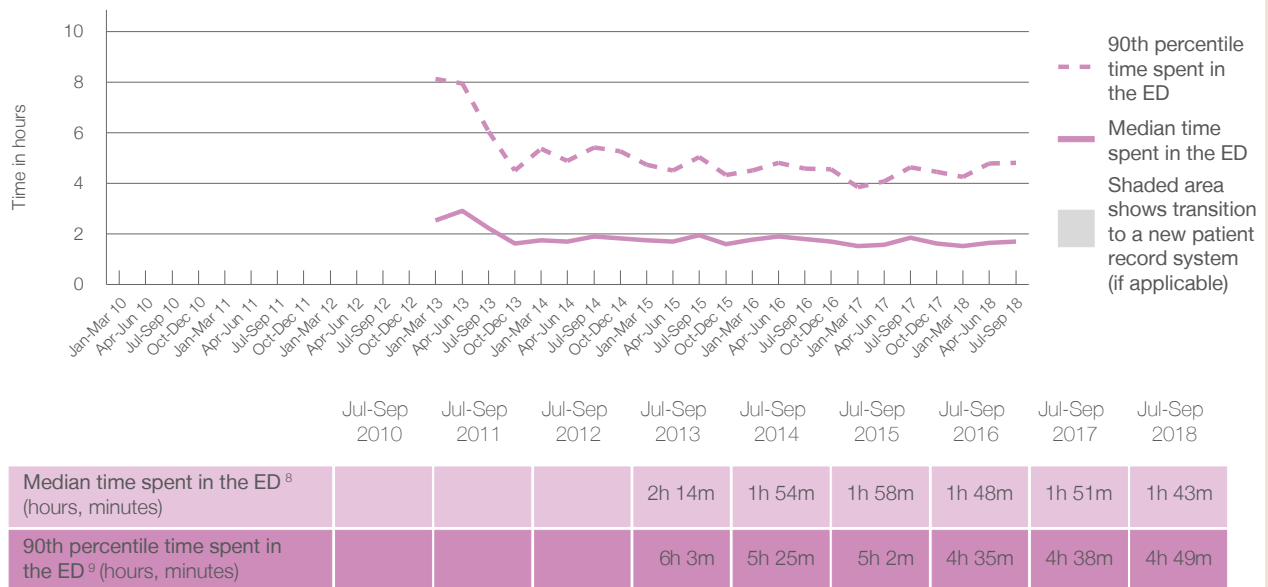
90th percentile time spent in the ED<sup>9</sup> ■ 4 hours and 49 minutes

Same period last year	NSW (this period)
3,884	3,884
1 hours and 51 minutes	2 hours and 52 minutes
4 hours and 38 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>††§</sup>



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**Macksville District Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

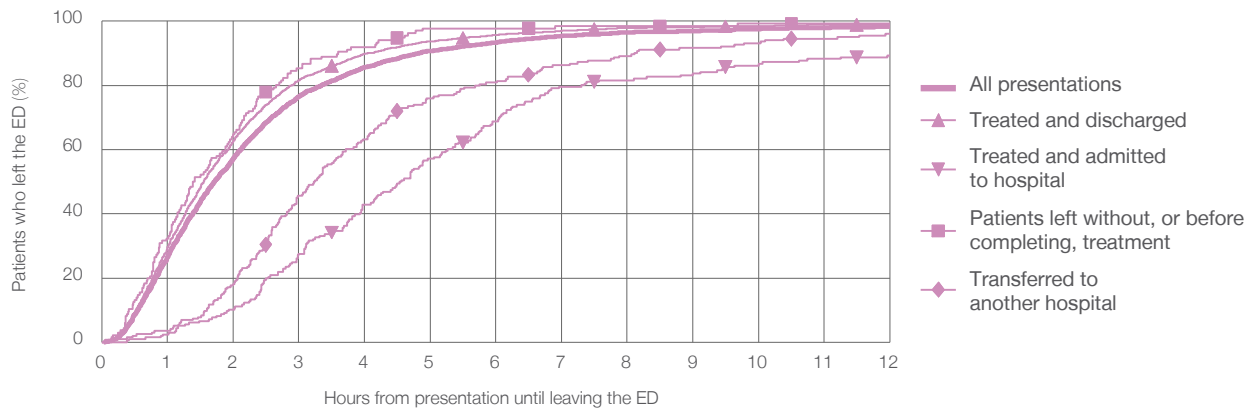
All presentations:<sup>1</sup> 3,431 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,431 patients

Treated and discharged	2,885 (84.1%)
Treated and admitted to hospital	196 (5.7%)
Patient left without, or before completing, treatment	136 (4.0%)
Transferred to another hospital	204 (5.9%)
Other	10 (0.3%)

Same period last year	Change since one year ago
3,884	-12%
3,088	-6.6%
282	-30.5%
238	-42.9%
205	-0.5%
71	-85.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	29.6%	62.8%	81.6%	89.9%	95.7%	97.9%	98.5%	99.1%
Treated and admitted to hospital	3.6%	10.2%	27.6%	42.9%	68.9%	81.6%	86.7%	89.3%
Patient left without, or before completing, treatment	32.4%	64.7%	85.3%	91.9%	97.8%	98.5%	99.3%	99.3%
Transferred to another hospital	2.5%	18.1%	45.6%	63.2%	80.9%	89.2%	93.1%	96.1%
All presentations	26.8%	57.3%	76.6%	85.7%	93.4%	96.5%	97.6%	98.3%

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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 2018

All presentations at the emergency department: <sup>1</sup> 3,431 patients

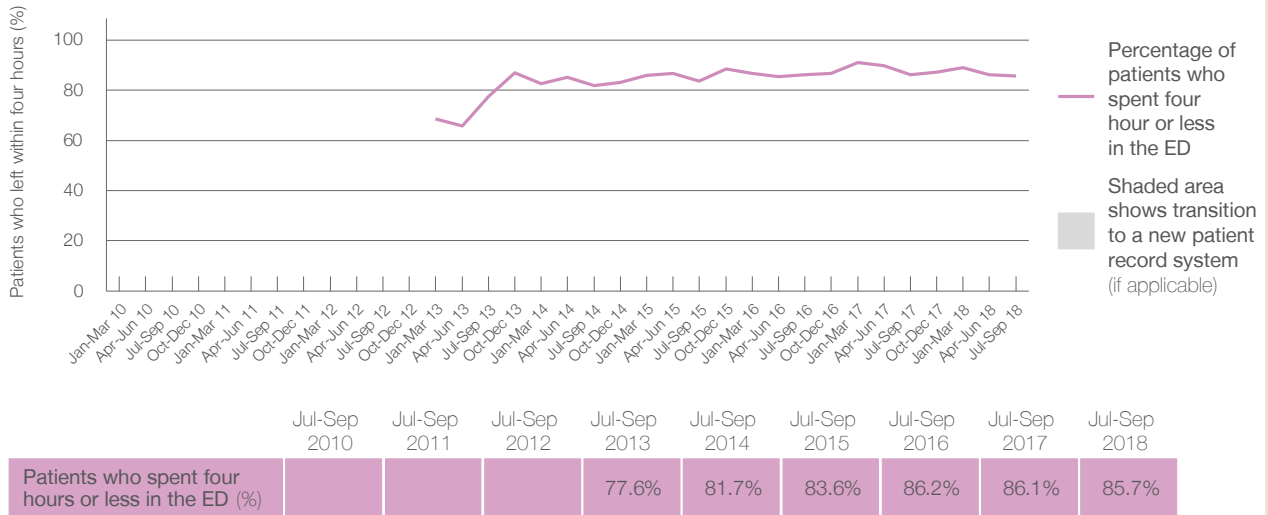
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,431 patients

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	3,884	-12%
Presentations used to calculate time to leaving the ED	3,884	-12%
Percentage of patients who spent four hours or less in the ED	86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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*.  
 § 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 2018*.
- 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 16 October 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).