

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

January to March 2016

All attendances:<sup>1</sup> 3,662 patients  
Emergency attendances:<sup>2</sup> 3,370 patients

Same period last year	Change since one year ago
3,216	14%
3,068	10%

## Macksville District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 357 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,142 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,518 patients

Median time to start treatment<sup>4</sup> 29 minutes  
95th percentile time to start treatment<sup>5</sup> 145 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 151 minutes

Same period last year	NSW (this period)
254	
10 minutes	8 minutes
40 minutes	35 minutes
950	
23 minutes	20 minutes
88 minutes	99 minutes
1,517	
32 minutes	26 minutes
161 minutes	137 minutes
332	
26 minutes	23 minutes
150 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,657 patients

Percentage of patients who left the ED within four hours 87%

Same period last year	Change since one year ago
3,215	14%
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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

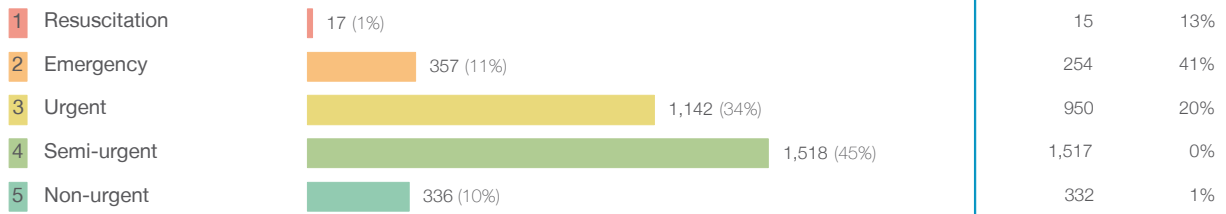
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Macksville District Hospital: Patients attending the emergency department January to March 2016

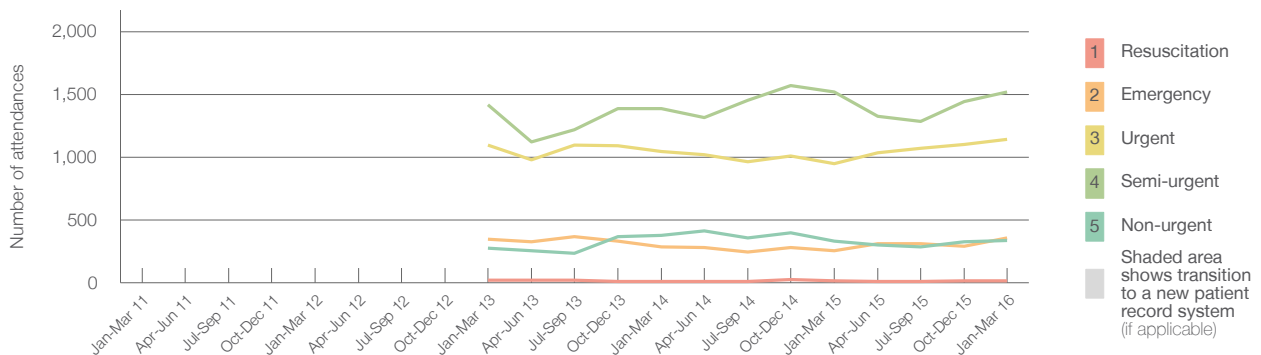
All attendances:<sup>1</sup> 3,662 patients

Emergency attendances<sup>2</sup> by triage category: 3,370 patients



Same period last year	Change since one year ago
3,216	14%
3,068	10%
15	13%
254	41%
950	20%
1,517	0%
332	1%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			20	10	15	17
Emergency			347	285	254	357
Urgent			1,098	1,047	950	1,142
Semi-urgent			1,417	1,386	1,517	1,518
Non-urgent			275	377	332	336
All emergency attendances			3,157	3,105	3,068	3,370

## Macksville District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 470 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
485	
14 minutes	2 minutes
48 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Macksville District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 357

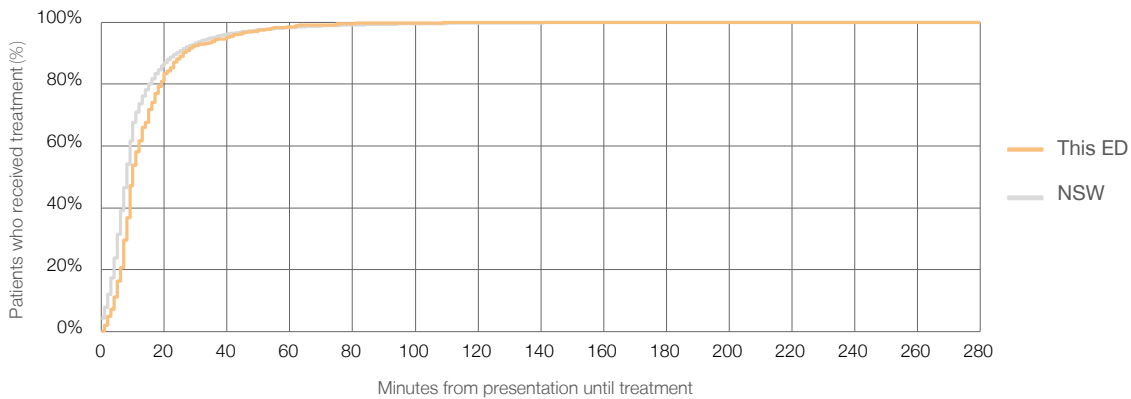
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 347

Median time to start treatment<sup>4</sup> 10 minutes

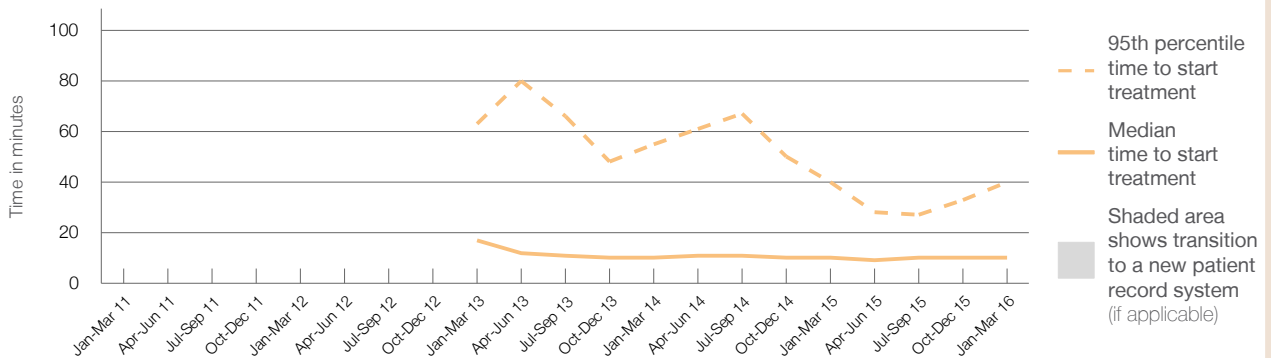
95th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
254	240
10 minutes	8 minutes
40 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			17	10	10	10
95th percentile time to start treatment <sup>5</sup> (minutes)			63	55	40	40

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## Macksville District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,142

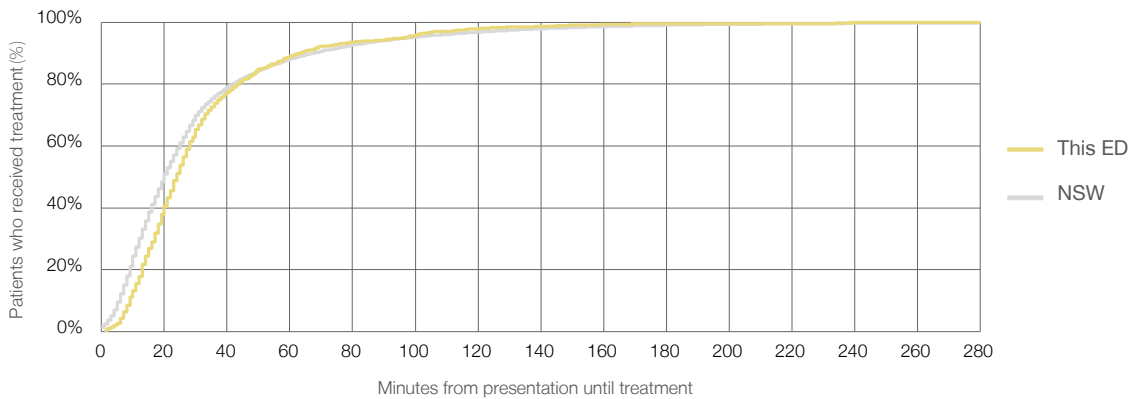
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,087

Median time to start treatment<sup>4</sup> 24 minutes

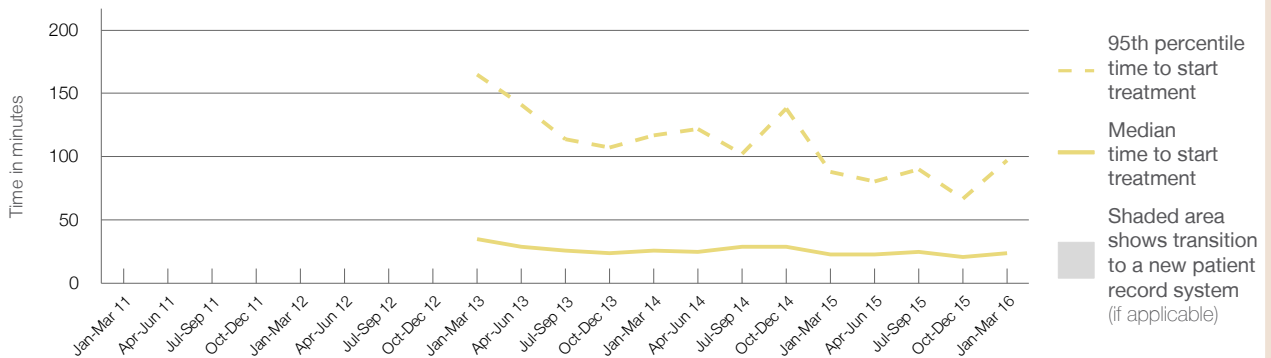
95th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
950	908
23 minutes	20 minutes
88 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			35	26	23	24
95th percentile time to start treatment <sup>5</sup> (minutes)			165	117	88	97

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## Macksville District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,518

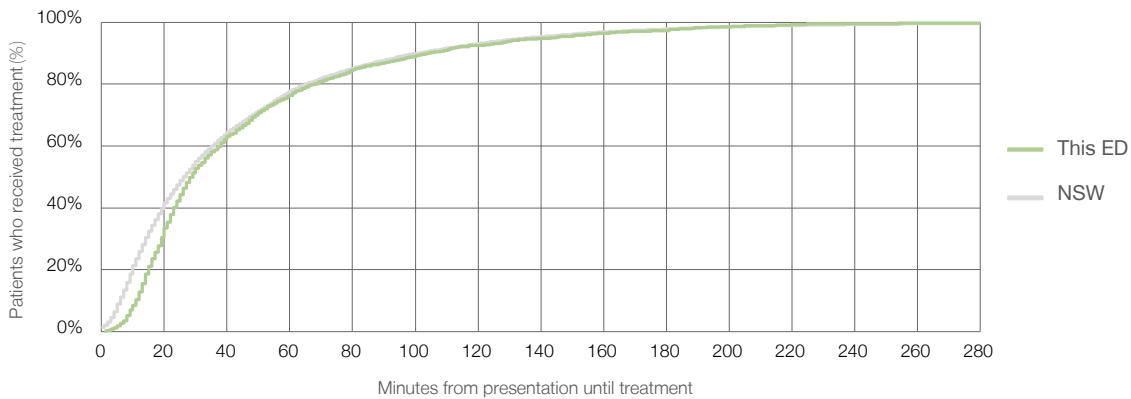
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,440

Median time to start treatment<sup>4</sup> 29 minutes

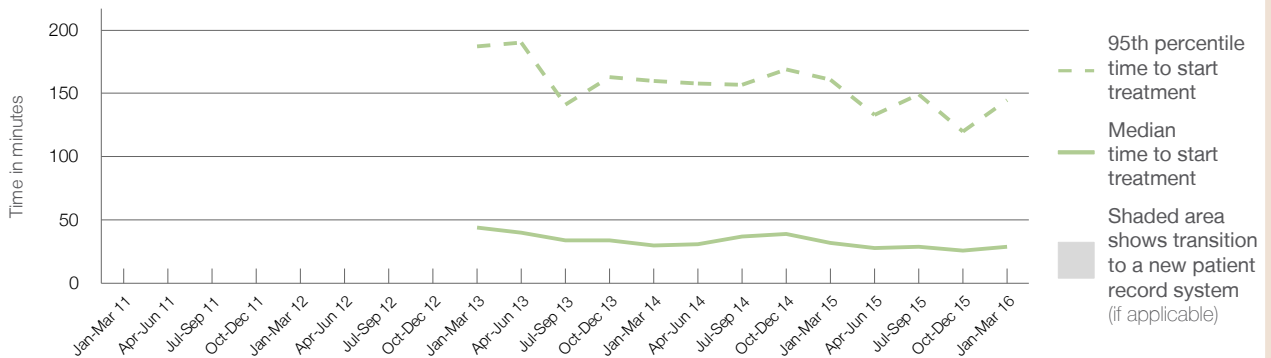
95th percentile time to start treatment<sup>5</sup> 145 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,517	
Number of triage 4 patients used to calculate waiting time: <sup>3</sup>	1,387	
Median time to start treatment <sup>4</sup>	32 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	161 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			44	30	32	29
95th percentile time to start treatment <sup>5</sup> (minutes)			187	160	161	145

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## Macksville District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 336

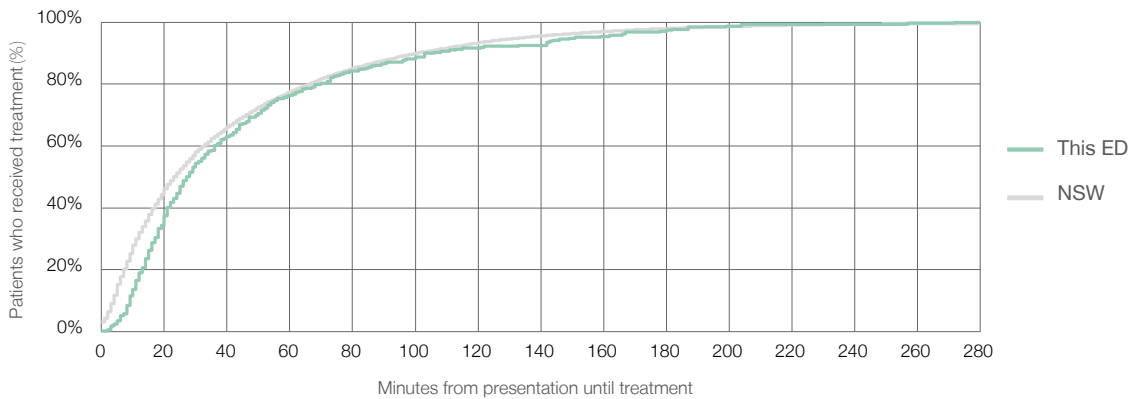
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 309

Median time to start treatment<sup>4</sup> 27 minutes

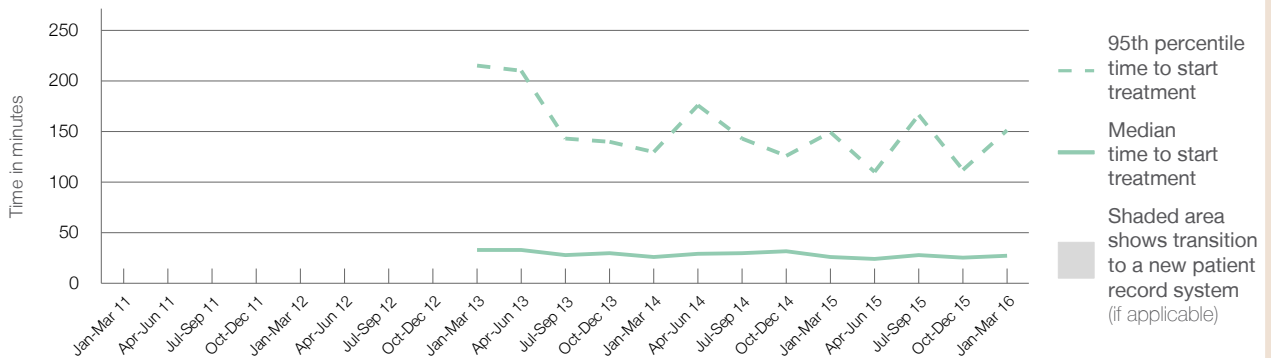
95th percentile time to start treatment<sup>5</sup> 151 minutes

Same period last year	NSW (this period)
332	
260	
26 minutes	23 minutes
150 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			33	26	26	27
95th percentile time to start treatment <sup>5</sup> (minutes)			215	130	150	151

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## Macksville District Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:<sup>1</sup> 3,662 patients

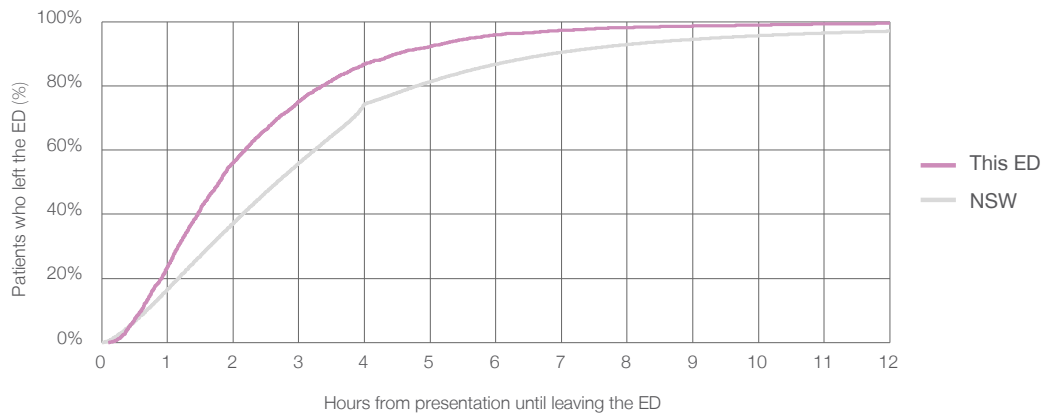
Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,657 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 47 minutes

95th percentile time to leaving the ED<sup>9</sup> 5 hours and 42 minutes

Same period last year	NSW (this period)
3,216	
3,215	
1 hours and 45 minutes	2 hours and 40 minutes
6 hours and 17 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			2h 33m	1h 46m	1h 45m	1h 47m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			10h 52m	7h 20m	6h 17m	5h 42m

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**Macksville District Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

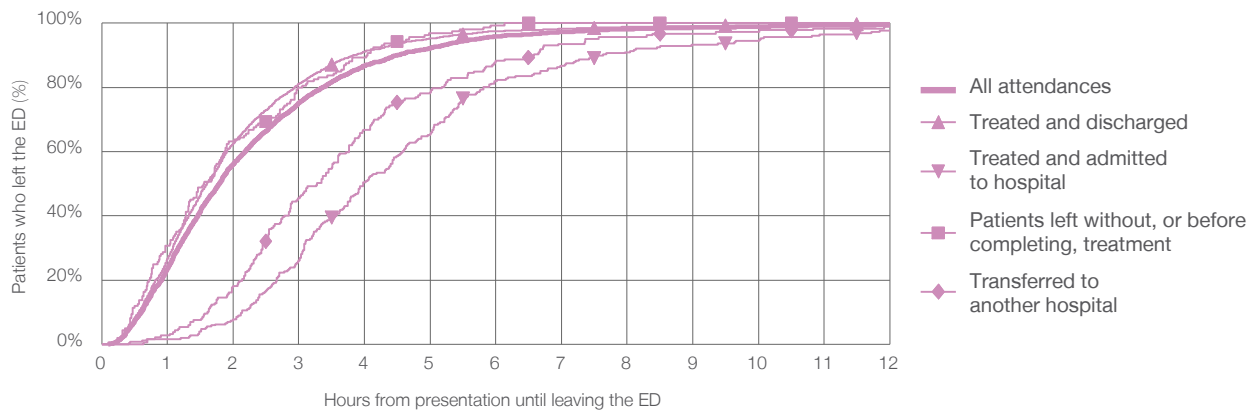
All attendances:<sup>1</sup> 3,662 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,657 patients

Treated and discharged	2,973 (81%)
Treated and admitted to hospital	256 (7%)
Patient left without, or before completing, treatment	160 (4%)
Transferred to another hospital	187 (5%)
Other	86 (2%)

Same period last year	Change since one year ago
3,215	14%
2,583	15%
264	-3%
130	23%
204	-8%
35	146%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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	27%	63%	81%	91%	98%	99%	99%	100%
Treated and admitted to hospital	2%	8%	26%	50%	82%	91%	95%	98%
Patient left without, or before completing, treatment	31%	63%	80%	89%	99%	100%	100%	100%
Transferred to another hospital	3%	18%	45%	67%	88%	96%	97%	99%
All attendances	24%	56%	75%	87%	96%	98%	99%	100%

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## Macksville District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: <sup>1</sup> 3,662 patients

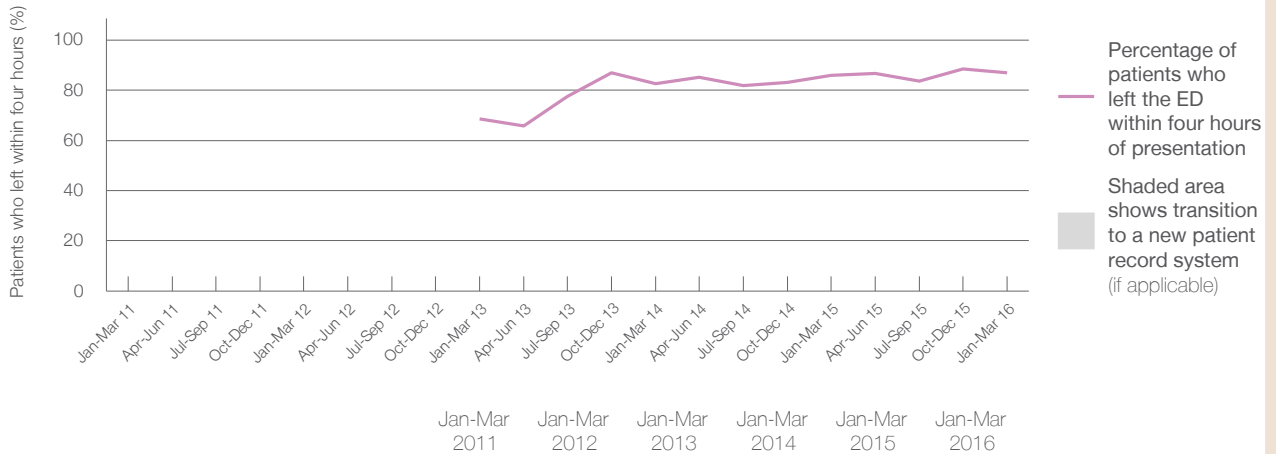
Attendances used to calculate time to leaving the ED: <sup>6</sup> 3,657 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,216	14%
Attendances used to calculate time to leaving the ED	3,215	14%
Percentage of patients who left the ED within four hours	86%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 <sup>†‡§</sup>



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
			69%	83%	86%	87%

\* 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 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 took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).