

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

Maclean District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,066 patients
Emergency presentations:² 2,871 patients

Same period last year	Change since one year ago
3,084	-0.6%
2,897	-0.9%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 380 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,045 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,287 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 149 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
295	
15 minutes	8 minutes
39 minutes	26 minutes
1,128	
27 minutes	20 minutes
72 minutes	67 minutes
1,200	
31 minutes	25 minutes
109 minutes	97 minutes
274	
34 minutes	24 minutes
137 minutes	103 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,065 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,083	-0.6%
83.9%	

* 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.

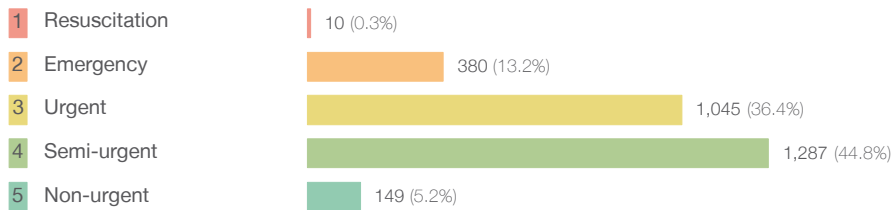
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

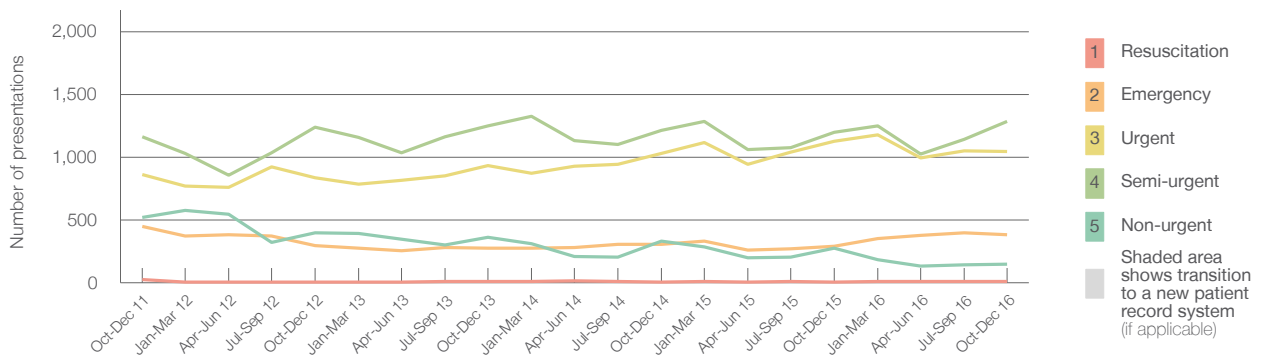
All presentations:¹ 3,066 patients

Emergency presentations² by triage category: 2,871 patients



	Same period last year	Change since one year ago
All presentations	3,084	-0.6%
Emergency presentations	2,897	-0.9%
1 Resuscitation	< 5	*
2 Emergency	295	30.6%
3 Urgent	1,128	-7.4%
4 Semi-urgent	1,200	7.3%
5 Non-urgent	274	-45.6%

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	23	6	9	< 5	< 5	10
Emergency	450	296	273	310	295	380
Urgent	863	835	931	1,028	1,128	1,045
Semi-urgent	1,160	1,237	1,247	1,211	1,200	1,287
Non-urgent	520	399	361	330	274	149
All emergency presentations	3,016	2,773	2,821	2,879	2,897	2,871

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

Arrivals used to calculate transfer of care time:⁷ 380 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	420	
ED Transfer of care time	12 minutes	0 minutes
90th percentile time	38 minutes	-9 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

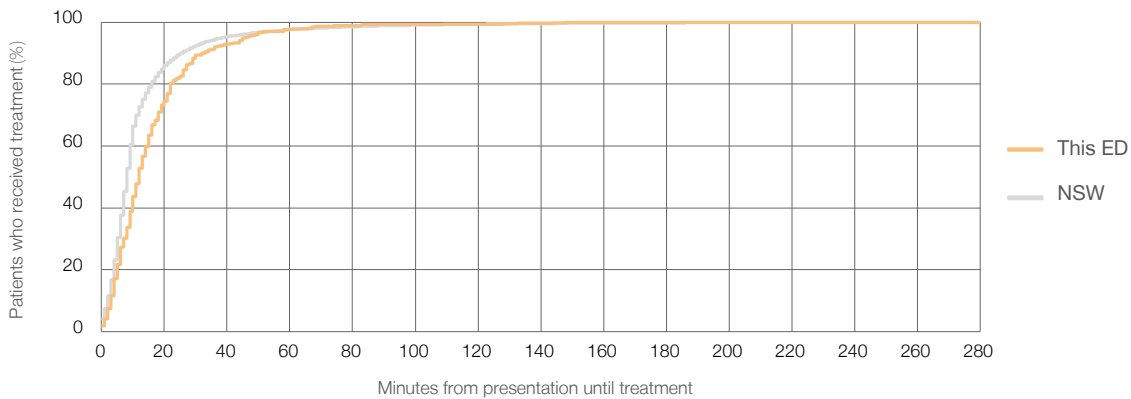
Number of triage 2 patients: 380

Number of triage 2 patients used to calculate waiting time:³ 376

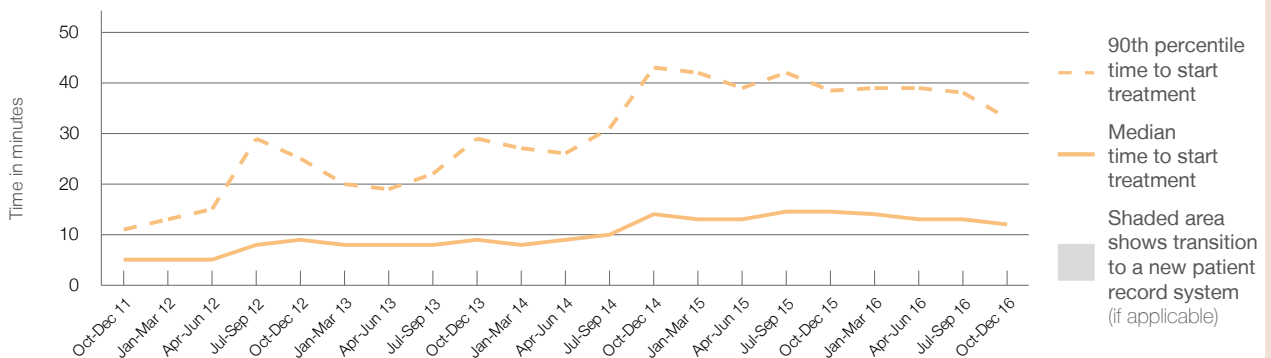
Median time to start treatment⁴ ■ 12 minutes
90th percentile time to start treatment⁵ ■ 33 minutes

Same period last year	NSW (this period)
295	
290	
15 minutes	8 minutes
39 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)	5	9	9	14	15	12
90th percentile time to start treatment ⁵ (minutes)	11	25	29	43	39	33

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

Maclean 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: 1,045

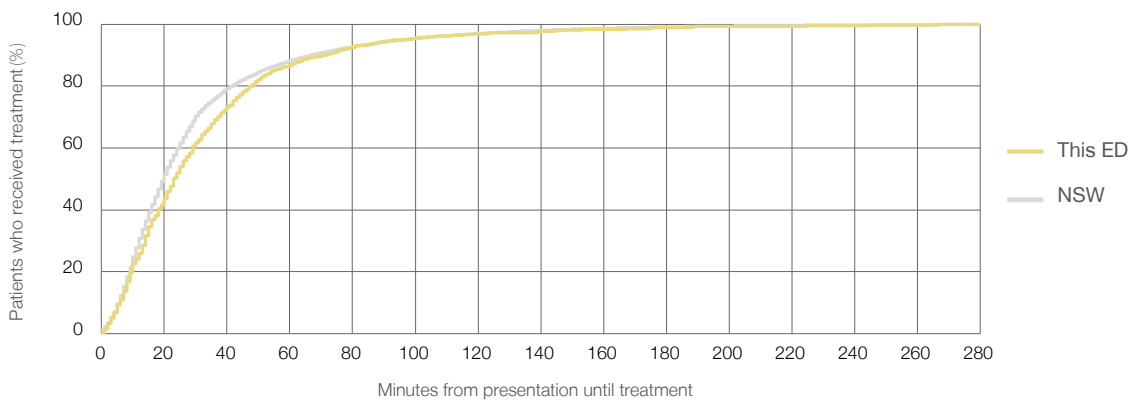
Number of triage 3 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 23 minutes

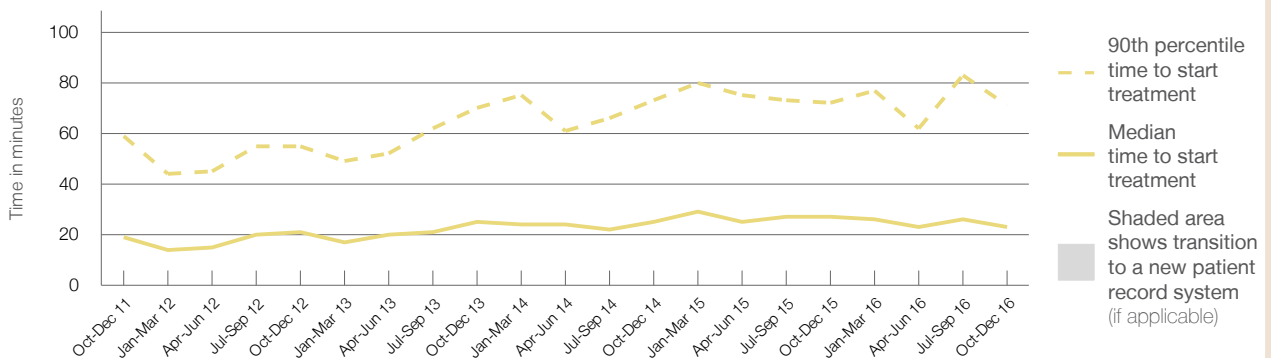
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,128	
1,101	
27 minutes	20 minutes
72 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)	19	21	25	25	27	23
90th percentile time to start treatment ⁵ (minutes)	59	55	70	73	72	71

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

Maclean 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: 1,287

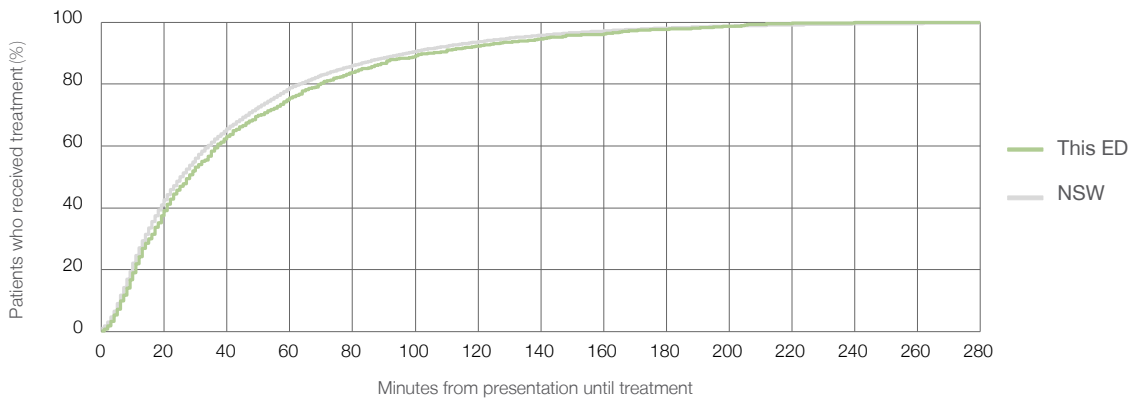
Number of triage 4 patients used to calculate waiting time:³ 1,201

Median time to start treatment⁴ 28 minutes

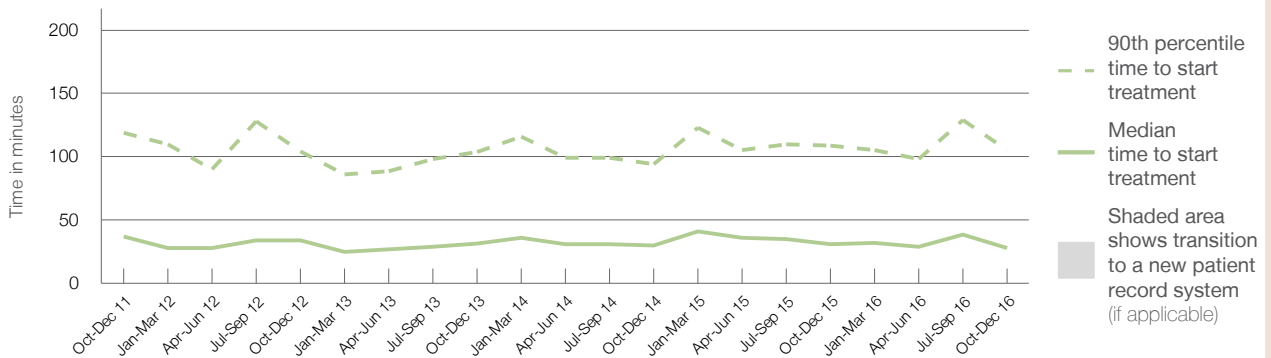
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,200	1,113
31 minutes	25 minutes
109 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)	37	34	32	30	31	28
90th percentile time to start treatment ⁵ (minutes)	119	104	104	94	109	105

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

Maclean 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: 149

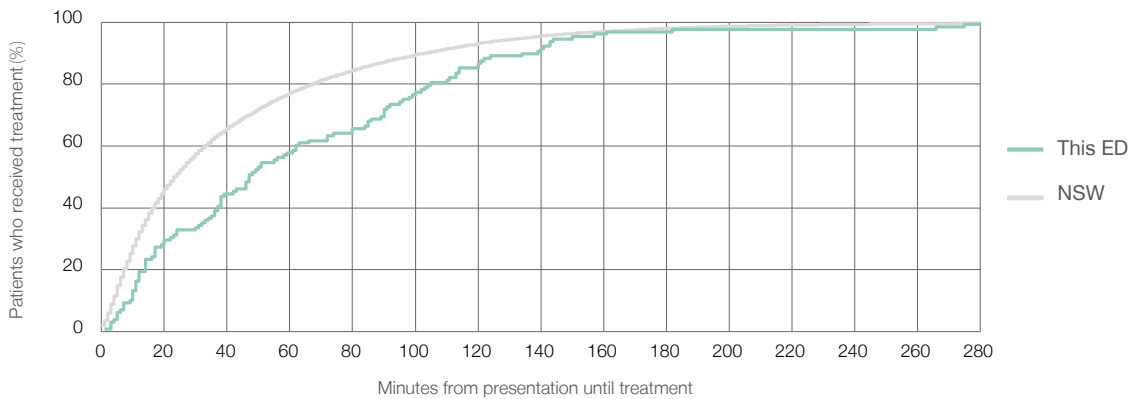
Number of triage 5 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 47 minutes

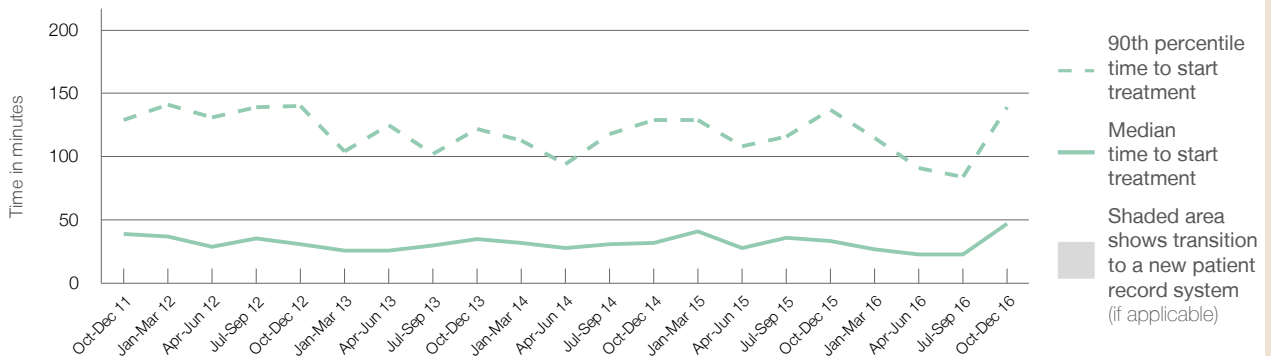
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
274	218
34 minutes	24 minutes
137 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)	39	31	35	32	34	47
90th percentile time to start treatment ⁵ (minutes)	129	140	122	129	137	139

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

Maclean District Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 3,066 patients

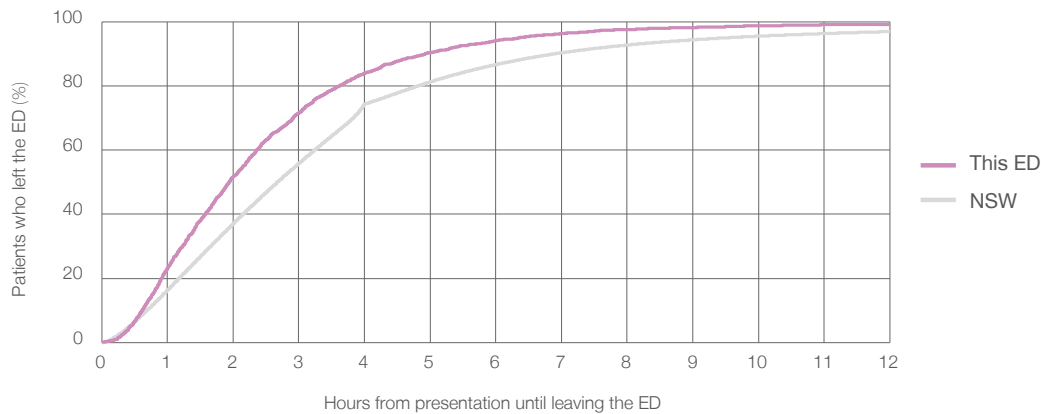
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

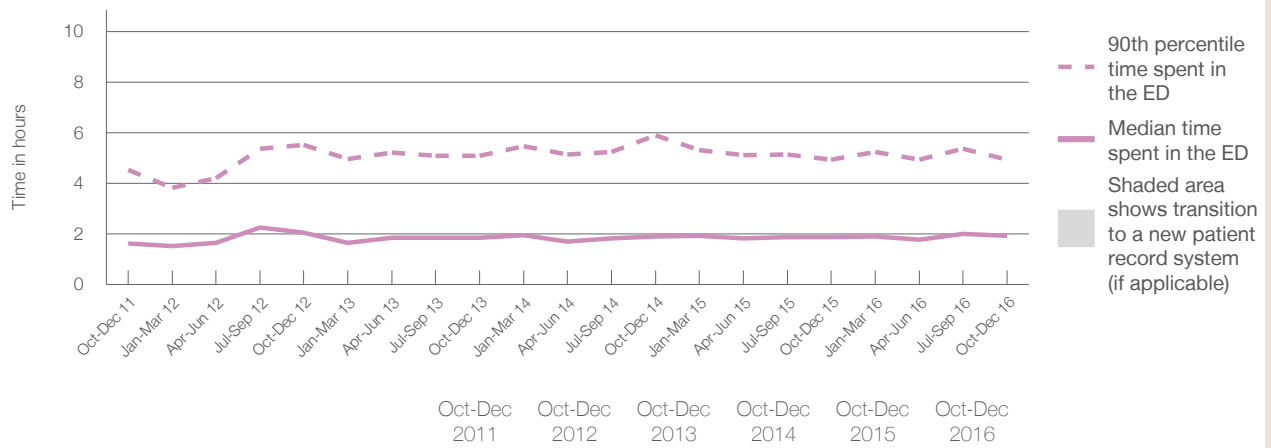
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
3,084	
3,083	
1 hours and 53 minutes	2 hours and 41 minutes
4 hours and 57 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m

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

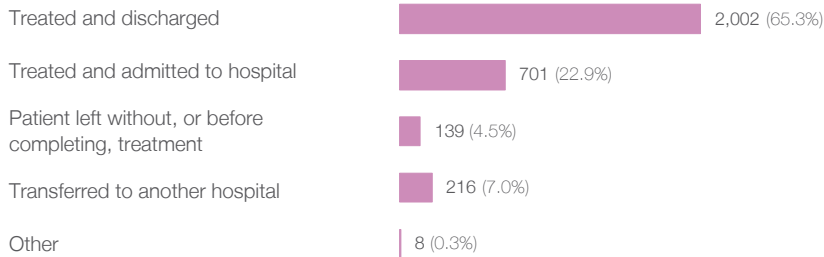
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Maclean District Hospital: Time patients spent in the ED By mode of separation October to December 2016

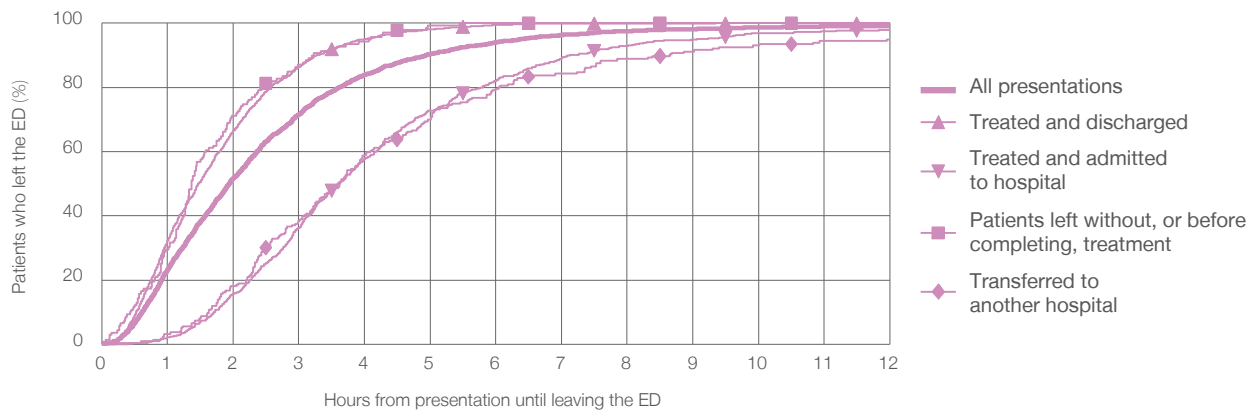
All presentations:¹ 3,066 patients

Presentations used to calculate time to leaving the ED:⁶ 3,065 patients



	Same period last year	Change since one year ago
	3,083	-0.6%
Treated and discharged	2,001	0.0%
Treated and admitted to hospital	719	-2.5%
Patient left without, or before completing, treatment	139	0.0%
Transferred to another hospital	219	-1.4%
Other	6	33.3%

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	32.3%	66.6%	86.3%	95.1%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.1%	15.7%	36.2%	57.8%	82.2%	93.0%	96.9%	97.9%
Patient left without, or before completing, treatment	29.5%	71.2%	87.1%	94.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	18.1%	38.4%	58.8%	79.6%	88.9%	93.1%	94.9%
All presentations	23.3%	51.8%	71.5%	83.9%	94.1%	97.6%	98.8%	99.2%

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

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

Maclean 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 3,066 patients

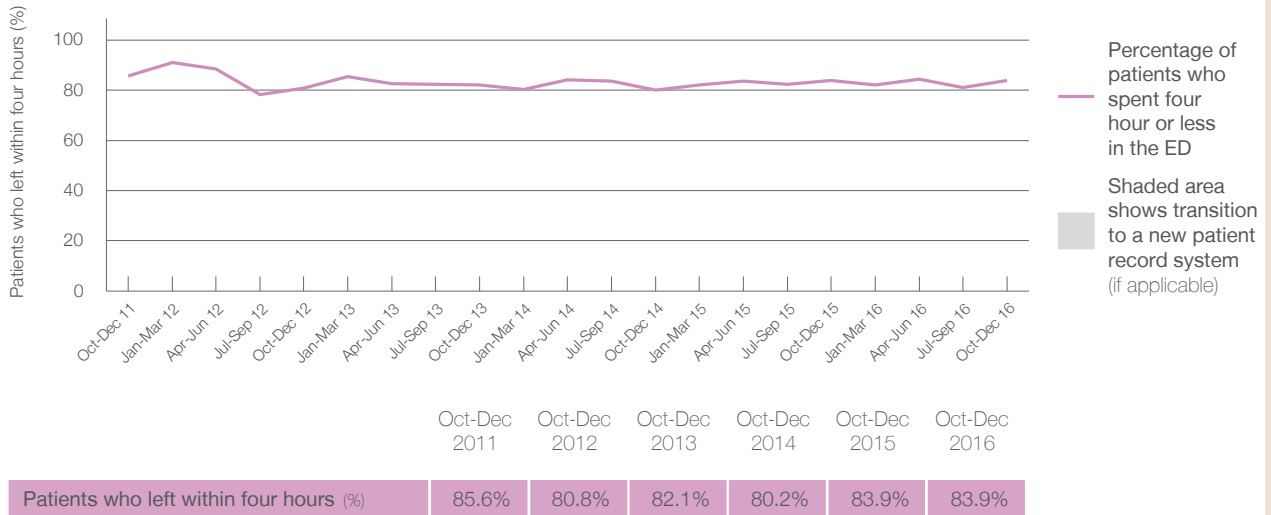
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

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	3,084	-0.6%
Presentations used to calculate time to leaving the ED	3,083	-0.6%
Percentage of patients who spent four hours or less in the ED	83.9%	

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



* 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*.

- 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).