

Maclean District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,128 patients
Emergency attendances:² 2,965 patients

Same period last year	Change since one year ago
3,225	-3%
3,028	-2%

Maclean District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 350 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 49 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,175 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,249 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
329	
13 minutes	8 minutes
58 minutes	35 minutes
1,117	
29 minutes	20 minutes
112 minutes	99 minutes
1,283	
41 minutes	26 minutes
168 minutes	137 minutes
287	
41 minutes	23 minutes
163 minutes	135 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,125 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
3,224	-3%
82%	

* 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.

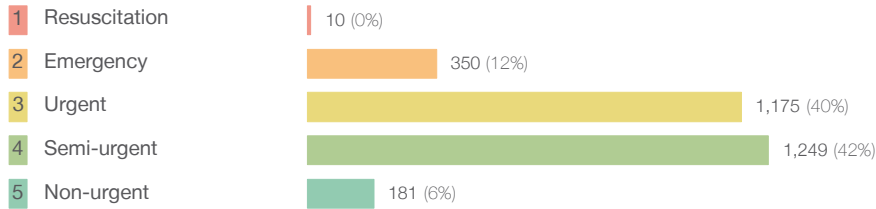
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

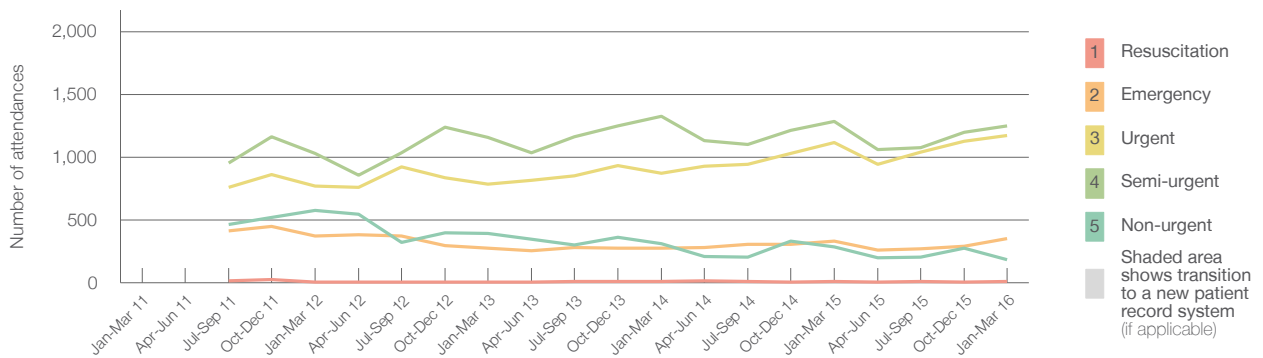
All attendances:¹ 3,128 patients

Emergency attendances² by triage category: 2,965 patients



Same period last year	Change since one year ago
3,225	-3%
3,028	-2%
12	-17%
329	6%
1,117	5%
1,283	-3%
287	-37%

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation		5	< 5	12	12	10
Emergency		374	278	275	329	350
Urgent		769	787	870	1,117	1,175
Semi-urgent		1,030	1,157	1,323	1,283	1,249
Non-urgent		578	392	312	287	181
All emergency attendances		2,756	2,614	2,792	3,028	2,965

Maclean District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 373 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
473	
14 minutes	-1 minute
54 minutes	3 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.

Maclean 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: 350

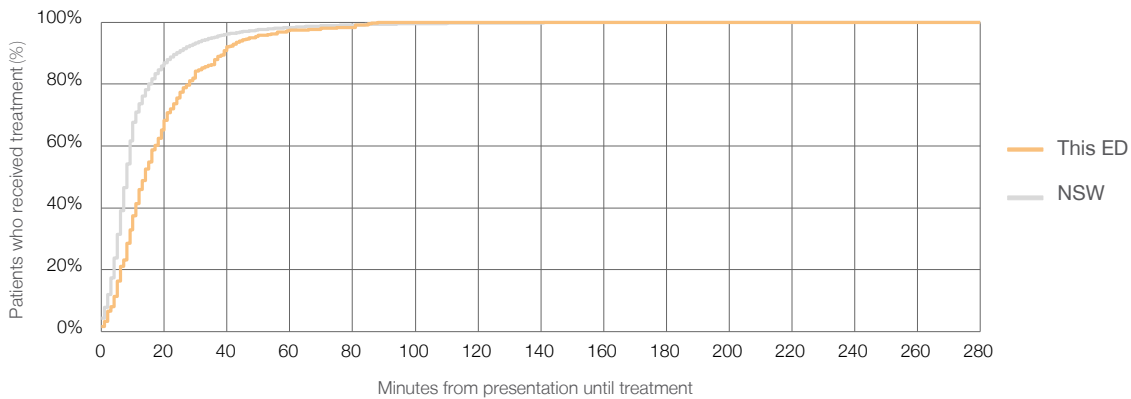
Number of triage 2 patients used to calculate waiting time:³ 350

Median time to start treatment⁴ 14 minutes

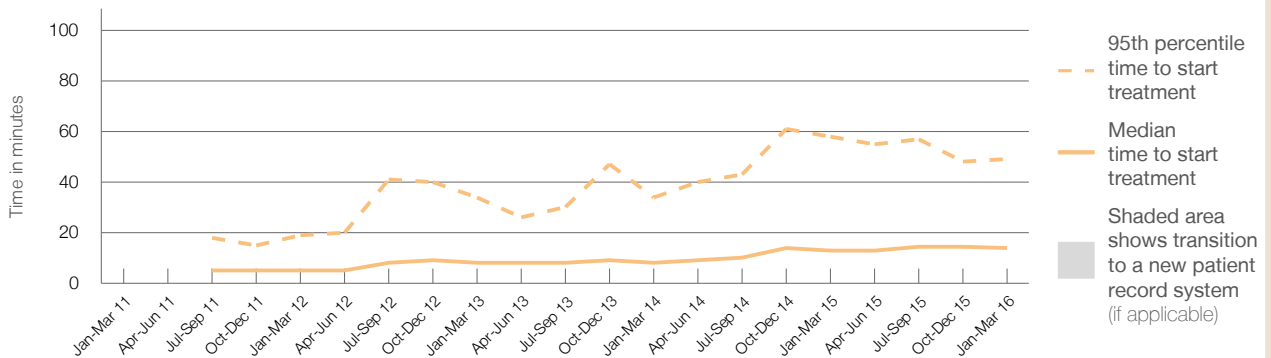
95th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
329	
326	
13 minutes	8 minutes
58 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		5	8	8	13	14
95th percentile time to start treatment ⁵ (minutes)		19	34	34	58	49

(†) 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.

Maclean 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: 1,175

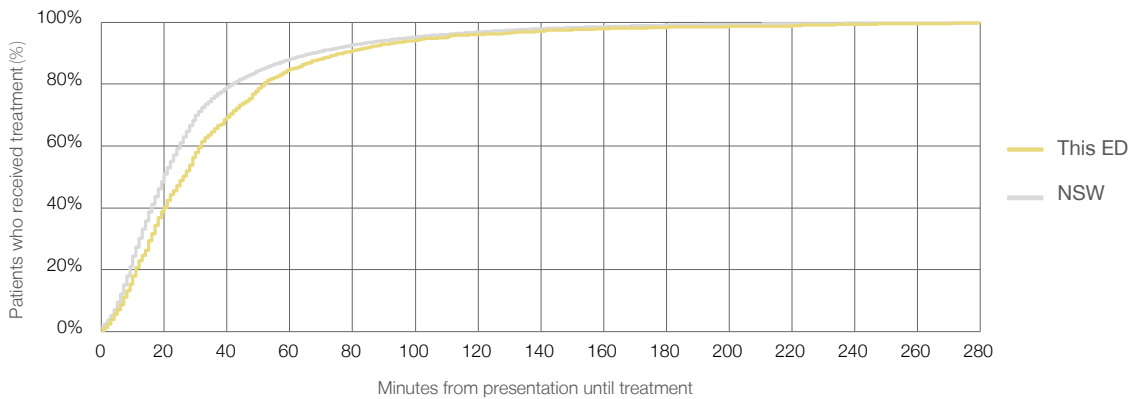
Number of triage 3 patients used to calculate waiting time:³ 1,136

Median time to start treatment⁴ 26 minutes

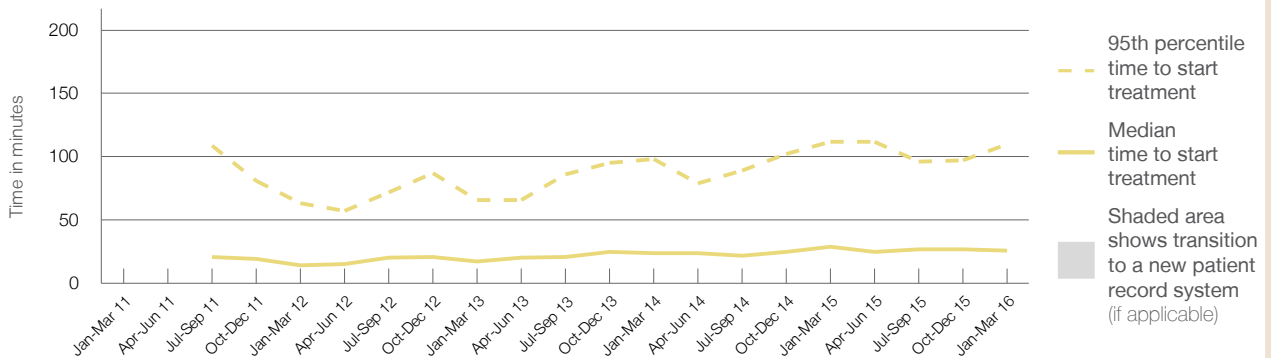
95th percentile time to start treatment⁵ 110 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,117	
Number of triage 3 patients used to calculate waiting time: ³	1,087	
Median time to start treatment ⁴	29 minutes	20 minutes
95th percentile time to start treatment ⁵	112 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		14	17	24	29	26
95th percentile time to start treatment ⁵ (minutes)		63	66	98	112	110

(†) 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.

Maclean 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: 1,249

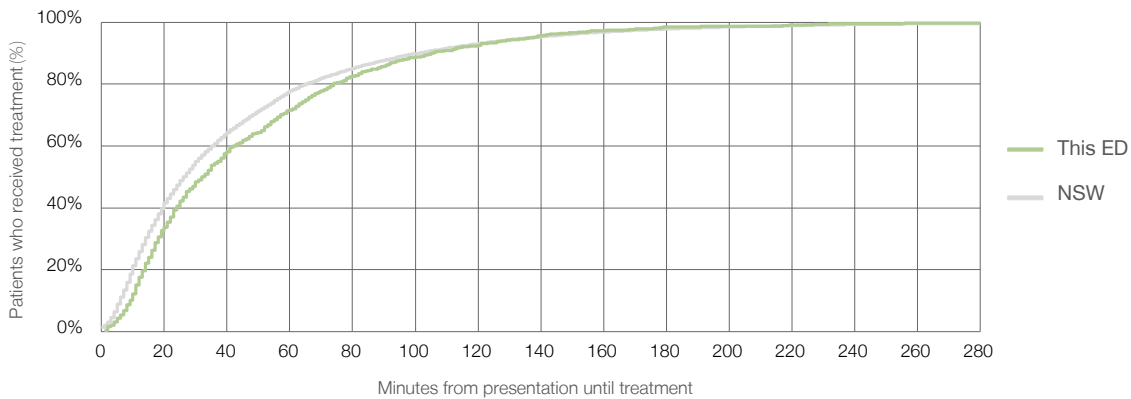
Number of triage 4 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴ 32 minutes

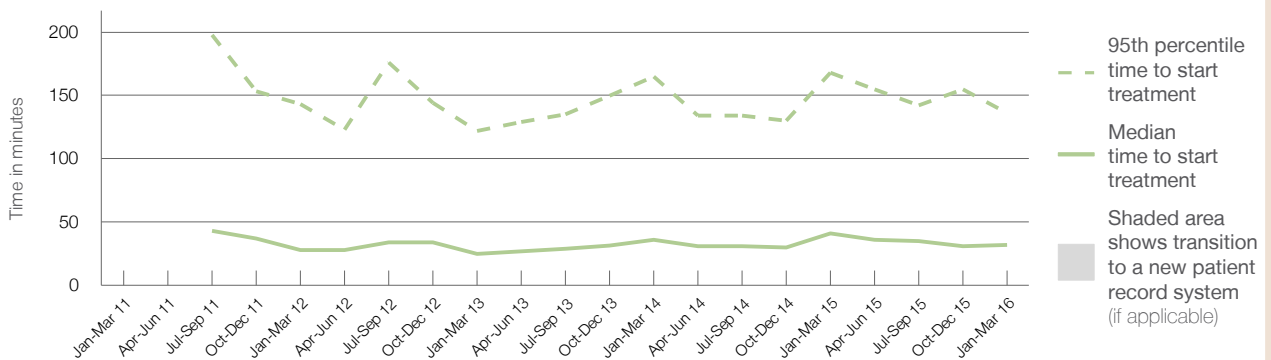
95th percentile time to start treatment⁵ 136 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,283	1,149
Median time to start treatment ⁴	41 minutes	26 minutes
95th percentile time to start treatment ⁵	168 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		28	25	36	41	32
95th percentile time to start treatment ⁵ (minutes)		143	122	165	168	136

(†) 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.

Maclean 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: 181

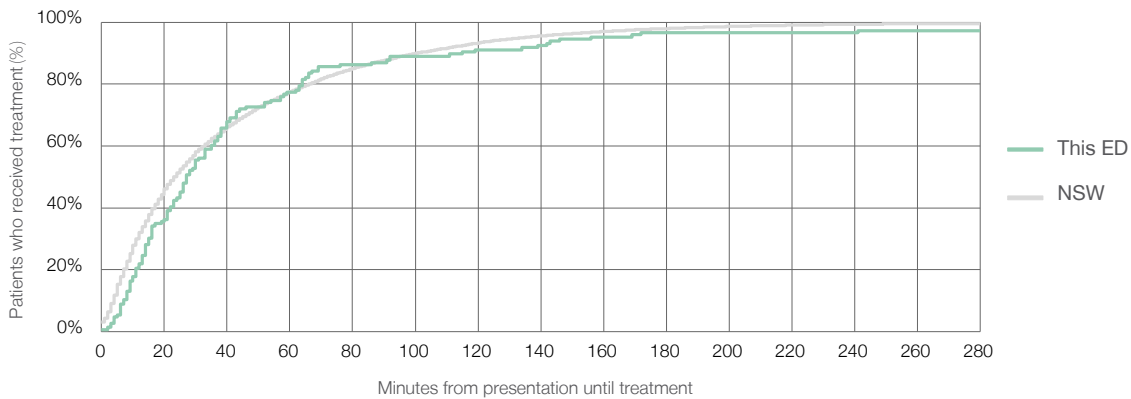
Number of triage 5 patients used to calculate waiting time:³ 146

Median time to start treatment⁴ 27 minutes

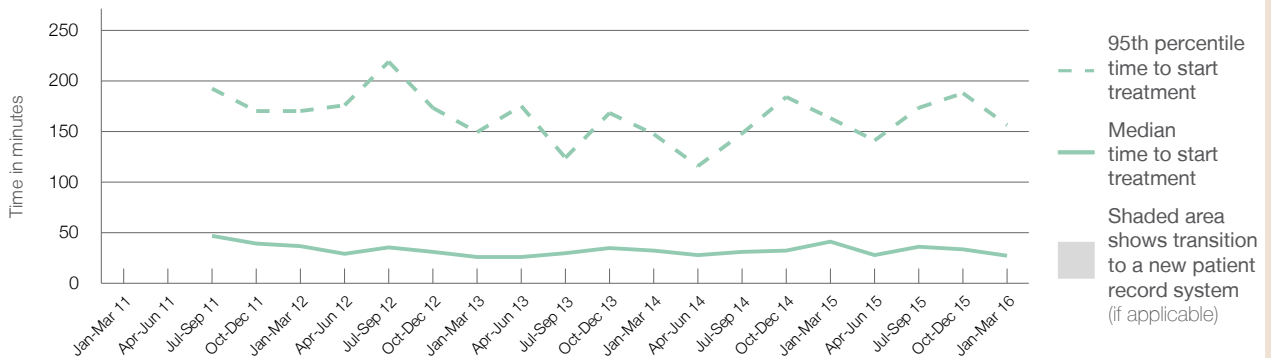
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
287	199
41 minutes	23 minutes
163 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		37	26	32	41	27
95th percentile time to start treatment ⁵ (minutes)		170	149	147	163	156

(†) 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.

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,128 patients

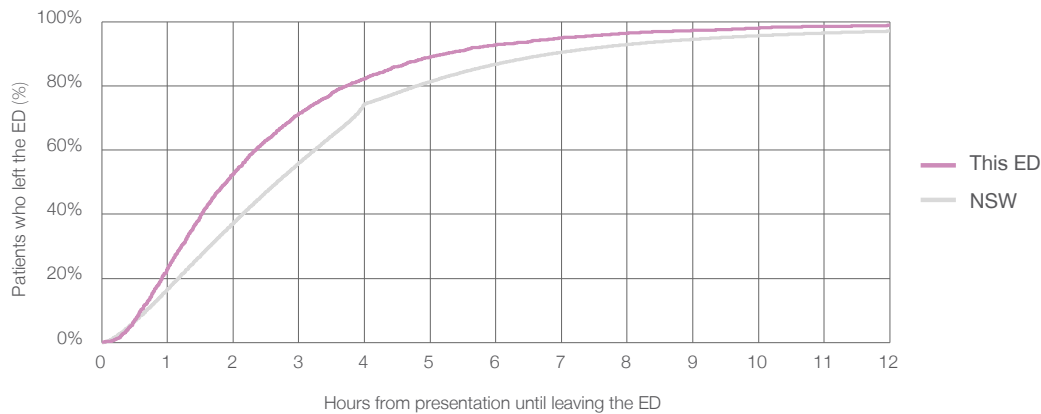
Attendances used to calculate time to leaving the ED:⁶ 3,125 patients

Median time to leaving the ED⁸ 1 hours and 54 minutes

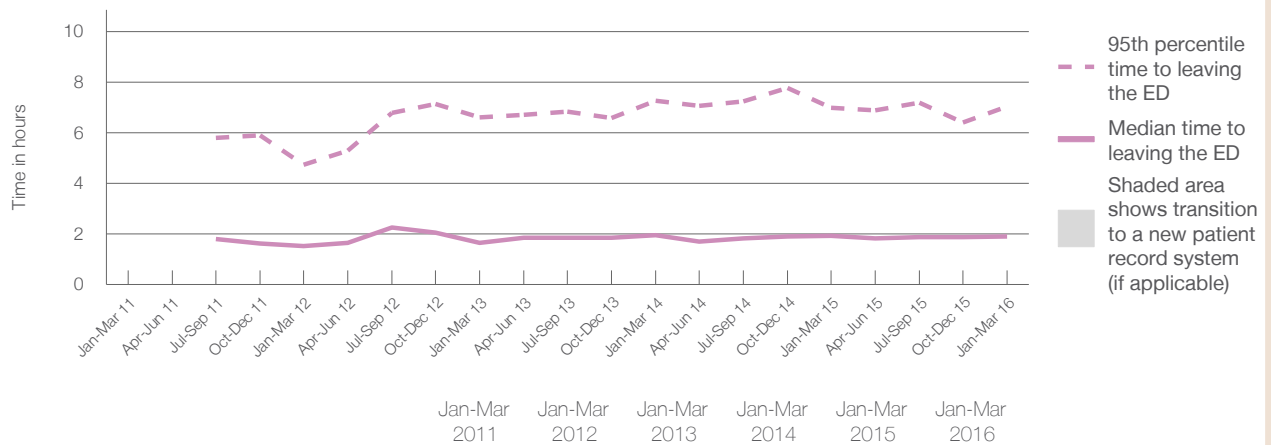
95th percentile time to leaving the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
3,225	3,224
1 hours and 56 minutes	2 hours and 40 minutes
7 hours and 0 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)		1h 31m	1h 40m	1h 57m	1h 56m	1h 54m
95th percentile time to leaving the ED ⁹ (hours, minutes)		4h 44m	6h 37m	7h 16m	7h 0m	7h 2m

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

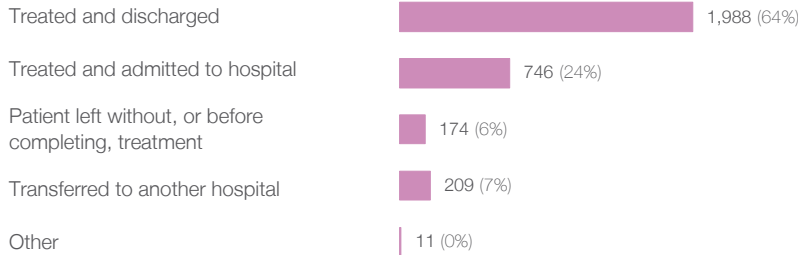
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department 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.

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

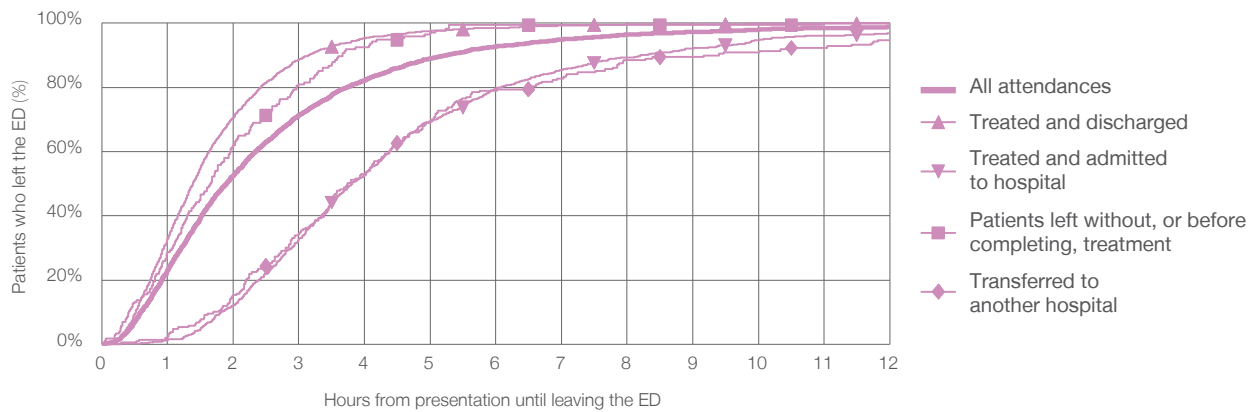
All attendances:¹ 3,128 patients

Attendances used to calculate time to leaving the ED:⁶ 3,125 patients



	Same period last year	Change since one year ago
	3,224	-3%
Treated and discharged	2,085	-5%
Treated and admitted to hospital	849	-12%
Patient left without, or before completing, treatment	213	-18%
Transferred to another hospital	70	199%
Other	8	38%

Percentage of patients who left the ED by time and mode of separation, January to March 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	33%	71%	89%	95%	99%	100%	100%	100%
Treated and admitted to hospital	1%	12%	33%	53%	80%	89%	95%	97%
Patient left without, or before completing, treatment	29%	62%	81%	93%	99%	99%	99%	100%
Transferred to another hospital	2%	15%	34%	53%	79%	89%	91%	95%
All attendances	23%	53%	71%	82%	93%	96%	98%	99%

(†) 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.

Maclean 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: ¹ 3,128 patients

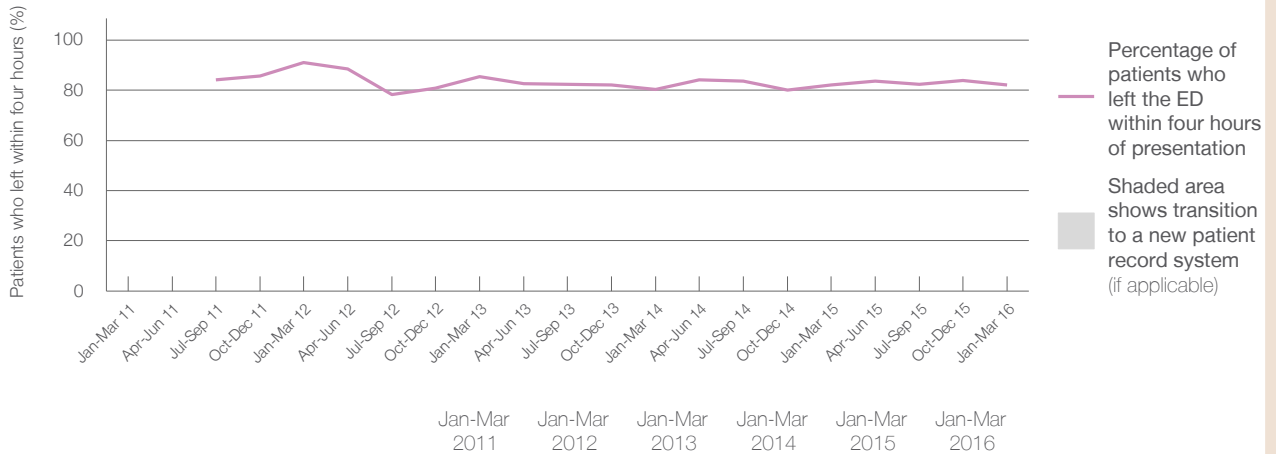
Attendances used to calculate time to leaving the ED: ⁶ 3,125 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
3,225	-3%
3,224	-3%
82%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	91%	85%	80%	82%	82%	82%

* 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).