

Maitland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations:² 12,774 patients

Same period last year	Change since one year ago
12,136	6%
12,056	6%

Maitland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,109 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,707 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴ 44 minutes
 90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴ 57 minutes
 90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
2,109	
8 minutes	8 minutes
33 minutes	26 minutes
3,181	
25 minutes	20 minutes
99 minutes	72 minutes
5,458	
45 minutes	26 minutes
146 minutes	104 minutes
1,283	
57 minutes	23 minutes
167 minutes	104 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 12,841 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
12,136	6%
68%	

* 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: October to December 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 22 January 2019).

Maitland Hospital: Patients presenting to the emergency department October to December 2018

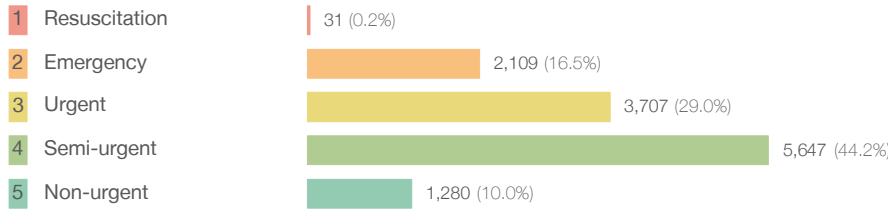
All presentations:¹ 12,841 patients

Same period last year Change since one year ago

12,136 6%

Emergency presentations² by triage category: 12,774 patients

12,056 6%



25 24.0%

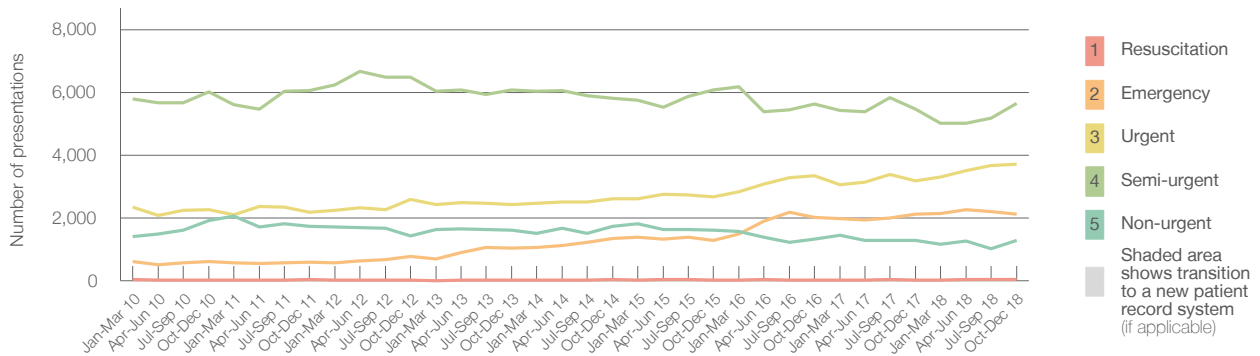
2,109 0.0%

3,181 16.5%

5,458 3.5%

1,283 -0.2%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	24	34	22	23	30	18	19	25	31
Emergency	619	579	765	1,040	1,334	1,279	2,021	2,109	2,109
Urgent	2,263	2,175	2,583	2,434	2,610	2,679	3,349	3,181	3,707
Semi-urgent	6,016	6,059	6,485	6,069	5,816	6,070	5,623	5,458	5,647
Non-urgent	1,905	1,722	1,426	1,607	1,737	1,618	1,332	1,283	1,280
All emergency presentations	10,827	10,569	11,281	11,173	11,527	11,664	12,344	12,056	12,774

Maitland Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,420 patients

Same period last year Change since one year ago

2,144

ED Transfer of care time

Median time 8 minutes

9 minutes -1 minute

90th percentile time 19 minutes

18 minutes 1 minute

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 2,109

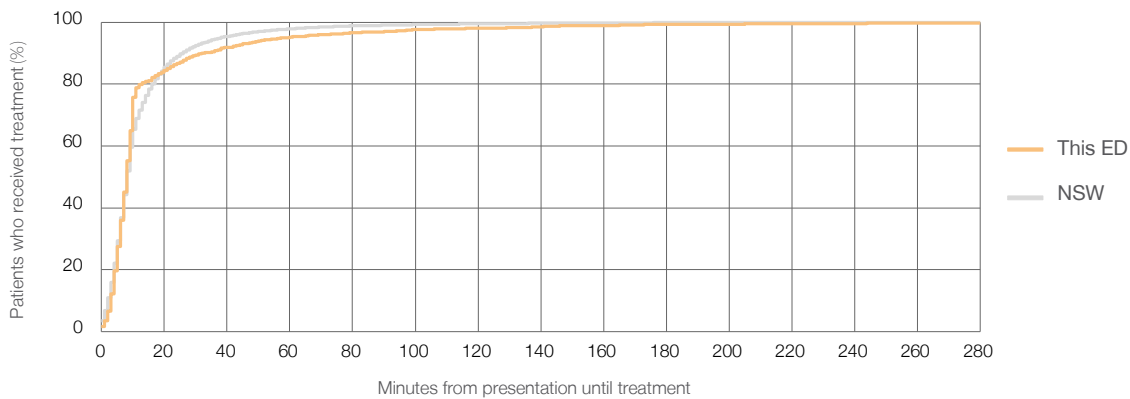
Number of triage 2 patients used to calculate waiting time:³ 2,069

Median time to start treatment⁴ 8 minutes

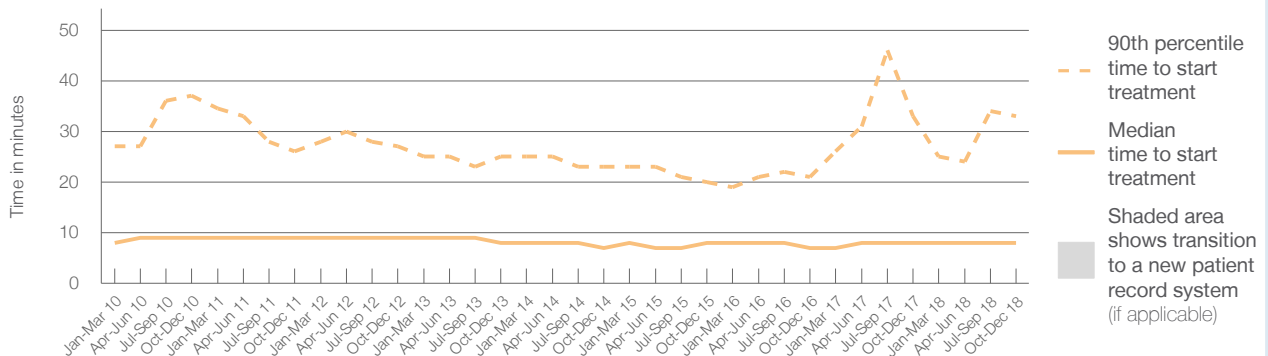
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
2,109	2,054
8 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	37	26	27	25	23	20	21	33	33

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Maitland Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 3,707

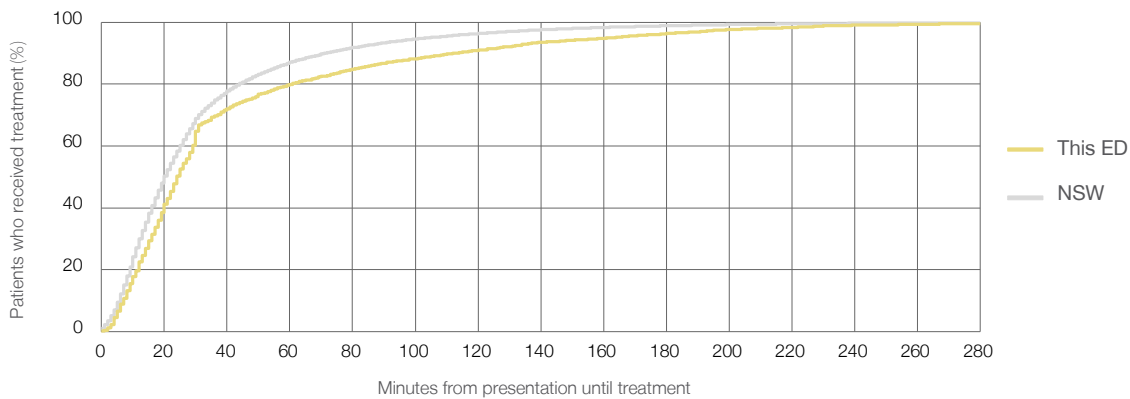
Number of triage 3 patients used to calculate waiting time:³ 3,501

Median time to start treatment⁴ 24 minutes

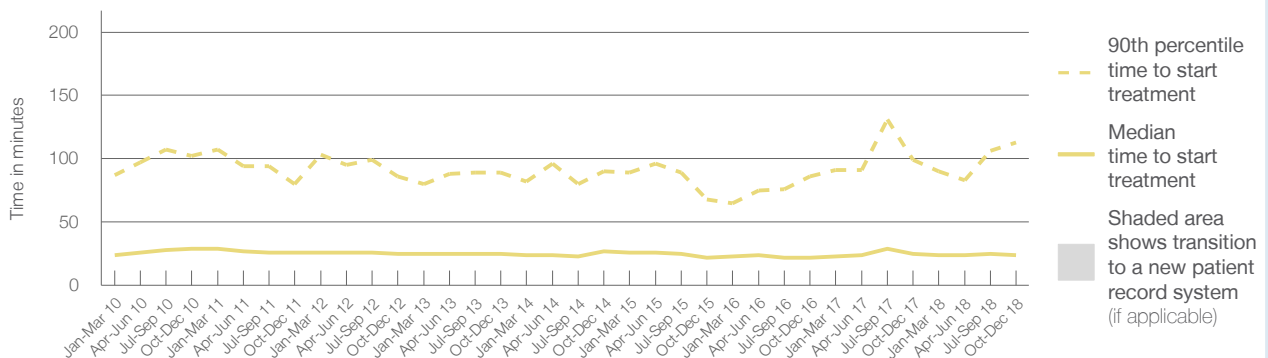
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,181	
3,012	
25 minutes	20 minutes
99 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	25	25	27	22	22	25	24
90th percentile time to start treatment ⁵ (minutes)	102	80	86	89	90	68	86	99	113

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Maitland Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 5,647

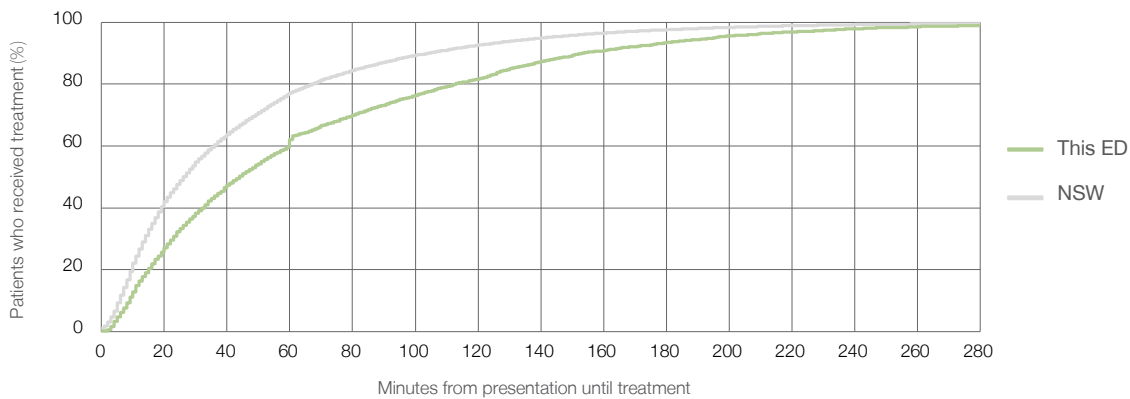
Number of triage 4 patients used to calculate waiting time:³ 4,520

Median time to start treatment⁴ 44 minutes

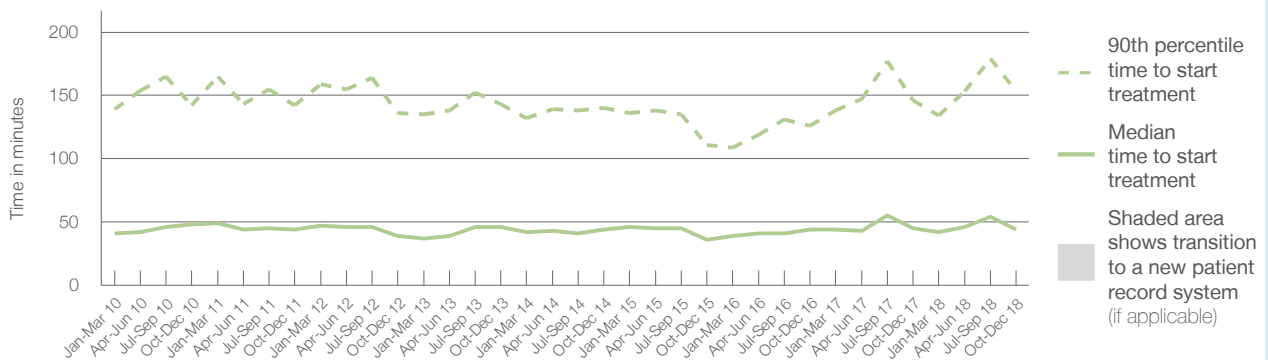
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
5,458	4,411
45 minutes	26 minutes
146 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	44	39	46	44	36	44	45	44
90th percentile time to start treatment ⁵ (minutes)	142	142	136	143	140	111	126	146	153

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Maitland Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,280

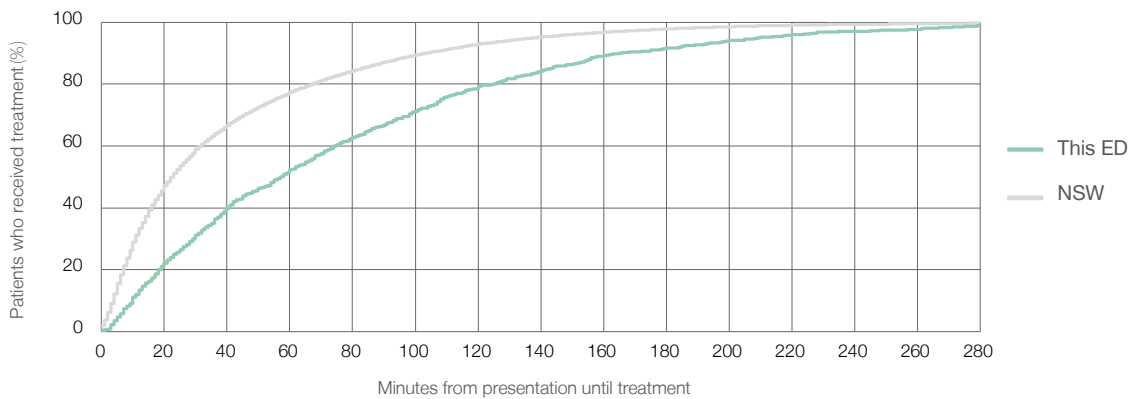
Number of triage 5 patients used to calculate waiting time:³ 882

Median time to start treatment⁴ 57 minutes

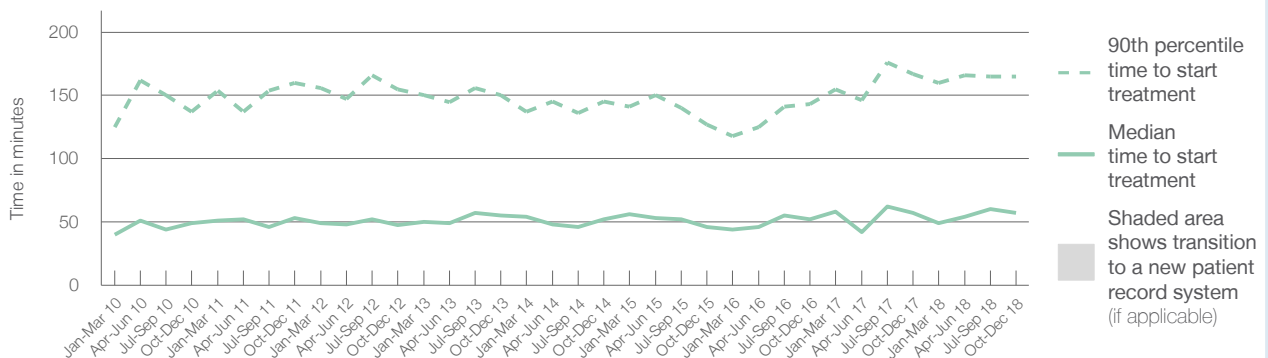
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
1,283	872
57 minutes	23 minutes
167 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	53	48	55	52	46	52	57	57
90th percentile time to start treatment ⁵ (minutes)	137	160	155	150	145	127	143	167	165

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Maitland Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 12,841 patients

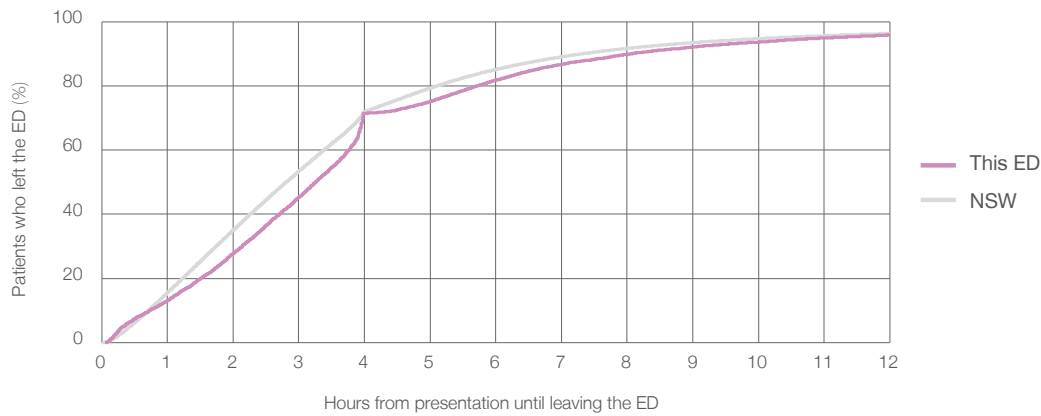
Presentations used to calculate time to leaving the ED:⁶ 12,841 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

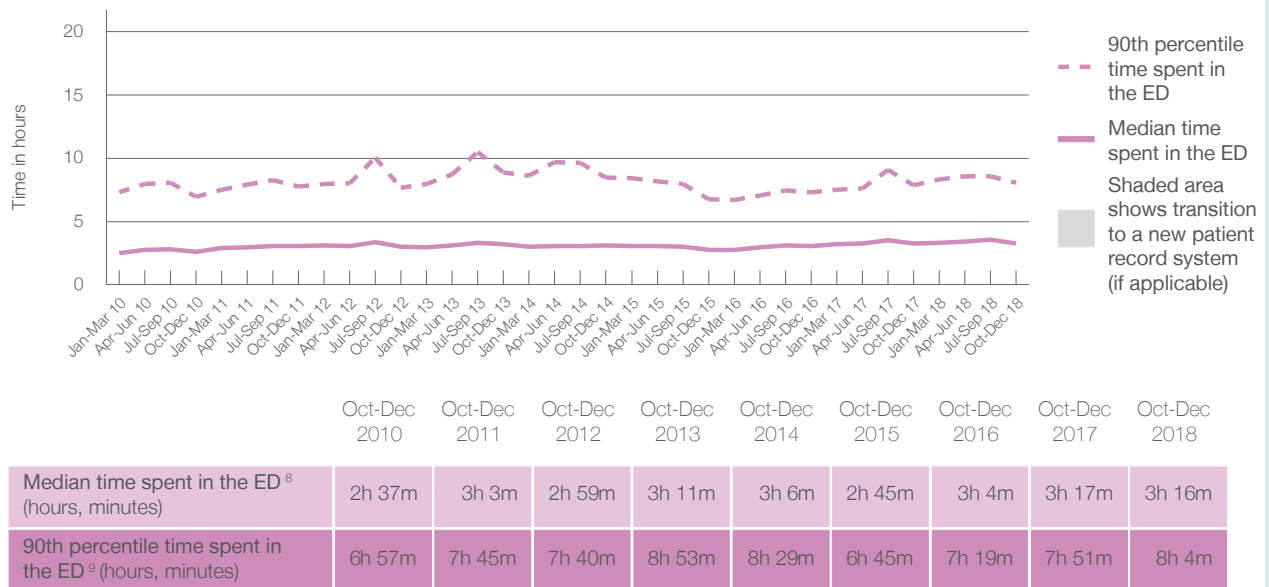
90th percentile time spent in the ED⁹ 8 hours and 4 minutes

Same period last year	NSW (this period)
12,136	12,136
3 hours and 17 minutes	2 hours and 49 minutes
7 hours and 51 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



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Maitland Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

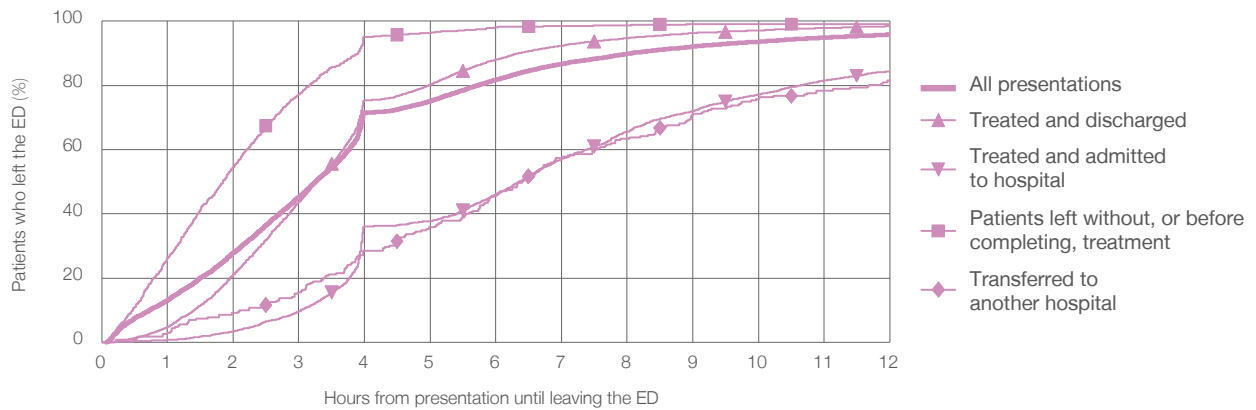
All presentations:¹ 12,841 patients

Presentations used to calculate time to leaving the ED:⁶ 12,841 patients

Treated and discharged	7,960 (62.0%)
Treated and admitted to hospital	2,294 (17.9%)
Patient left without, or before completing, treatment	1,068 (8.3%)
Transferred to another hospital	232 (1.8%)
Other	1,287 (10.0%)

Same period last year	Change since one year ago
12,136	6%
7,403	7.5%
2,363	-2.9%
945	13.0%
229	1.3%
1,196	7.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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	4.7%	21.1%	43.7%	75.3%	88.1%	94.8%	97.1%	98.5%
Treated and admitted to hospital	0.7%	3.4%	9.6%	36.1%	46.2%	65.6%	77.2%	84.4%
Patient left without, or before completing, treatment	26.3%	54.6%	77.2%	95.0%	98.1%	98.8%	99.2%	99.2%
Transferred to another hospital	3.0%	9.1%	15.5%	28.4%	45.7%	63.4%	75.9%	81.9%
All presentations	13.2%	27.9%	45.3%	71.5%	81.8%	89.8%	93.6%	95.9%

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Maitland Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 12,841 patients

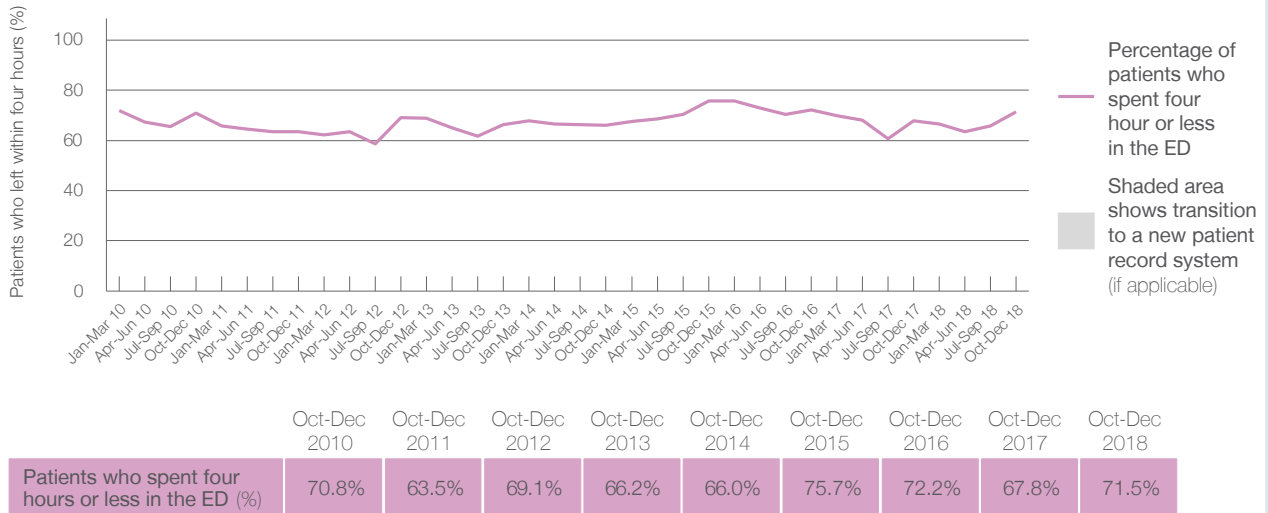
Presentations used to calculate time to leaving the ED: ⁶ 12,841 patients

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



Same period last year	Change since one year ago
12,136	6%
12,136	6%
67.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).