

Maitland Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 12,164 patients

Emergency presentations:² 12,065 patients

Same period last year	Change since one year ago
11,850	3%
11,760	3%

Maitland Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,266 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,502 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,007 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,258 patients

Median time to start treatment⁴ 54 minutes
 90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
1,927	
8 minutes	8 minutes
31 minutes	24 minutes
3,142	
24 minutes	19 minutes
91 minutes	63 minutes
5,393	
43 minutes	24 minutes
147 minutes	95 minutes
1,278	
42 minutes	21 minutes
146 minutes	96 minutes

Maitland Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 12,164 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
11,850	3%
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: 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 18 July 2018).

Maitland Hospital: Patients presenting to the emergency department

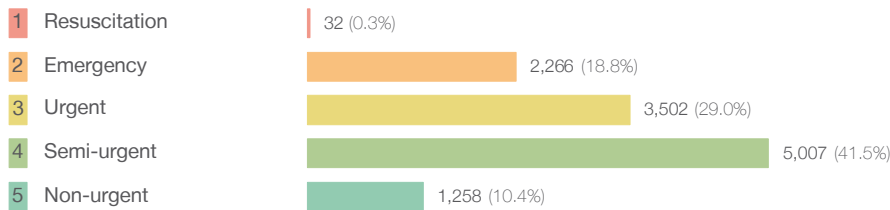
April to June 2018

All presentations:¹ 12,164 patients

Same period last year	Change since one year ago
11,850	3%

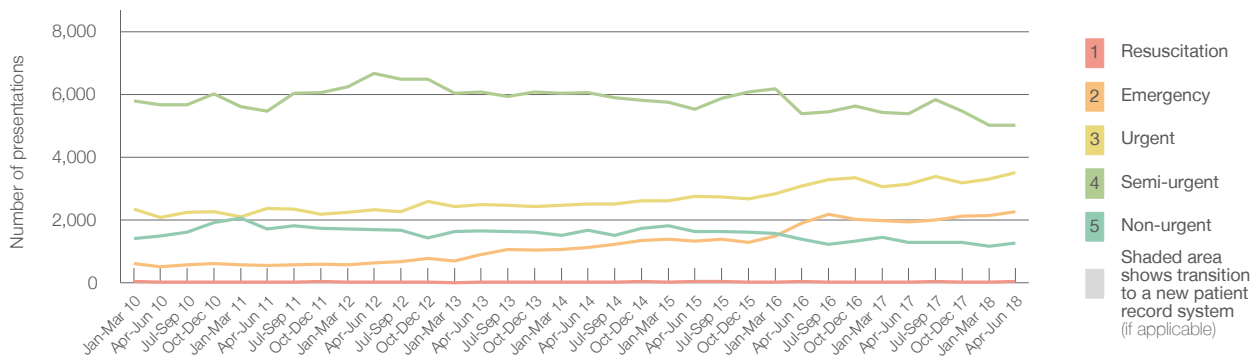
Emergency presentations² by triage category: 12,065 patients

Same period last year	Change since one year ago
11,760	3%



Same period last year	Change since one year ago
20	60.0%
1,927	17.6%
3,142	11.5%
5,393	-7.2%
1,278	-1.6%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	24	21	18	23	22	28	40	20	32
Emergency	504	539	621	900	1,115	1,330	1,892	1,927	2,266
Urgent	2,087	2,354	2,314	2,492	2,505	2,743	3,084	3,142	3,502
Semi-urgent	5,662	5,475	6,676	6,073	6,064	5,528	5,378	5,393	5,007
Non-urgent	1,490	1,704	1,700	1,656	1,679	1,631	1,378	1,278	1,258
All emergency presentations	9,767	10,093	11,329	11,144	11,385	11,260	11,772	11,760	12,065

Maitland Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,208 patients

Same period last year	Change since one year ago
2,002	

ED Transfer of care time



Same period last year	Change since one year ago
8 minutes	2 minutes
18 minutes	4 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.

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

April to June 2018

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

Number of triage 2 patients: 2,266

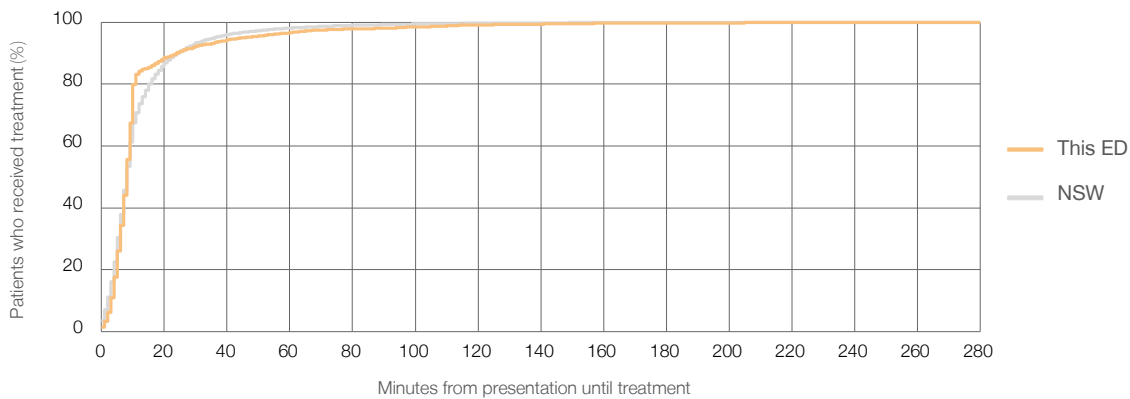
Number of triage 2 patients used to calculate waiting time:³ 2,220

Median time to start treatment⁴ 8 minutes

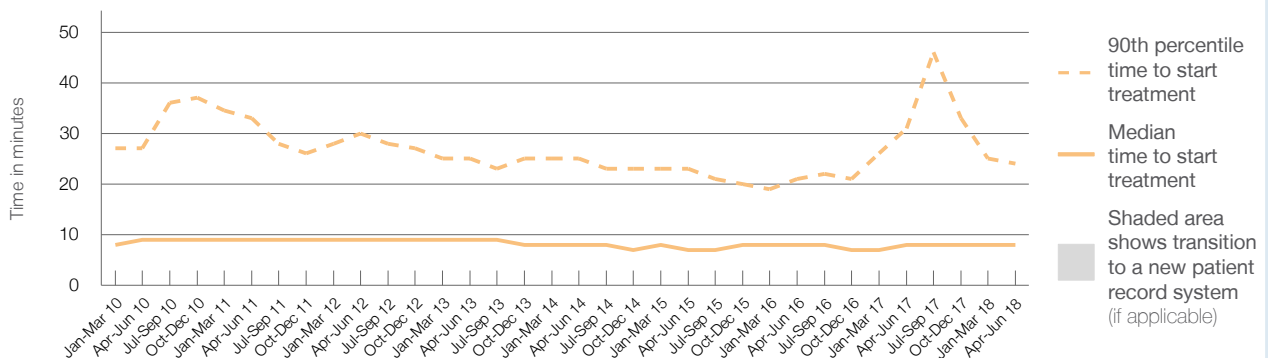
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,927	
1,898	
8 minutes	8 minutes
31 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	9	9	9	9	8	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	27	33	30	25	25	23	21	31	24

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

April to June 2018

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

Number of triage 3 patients: 3,502

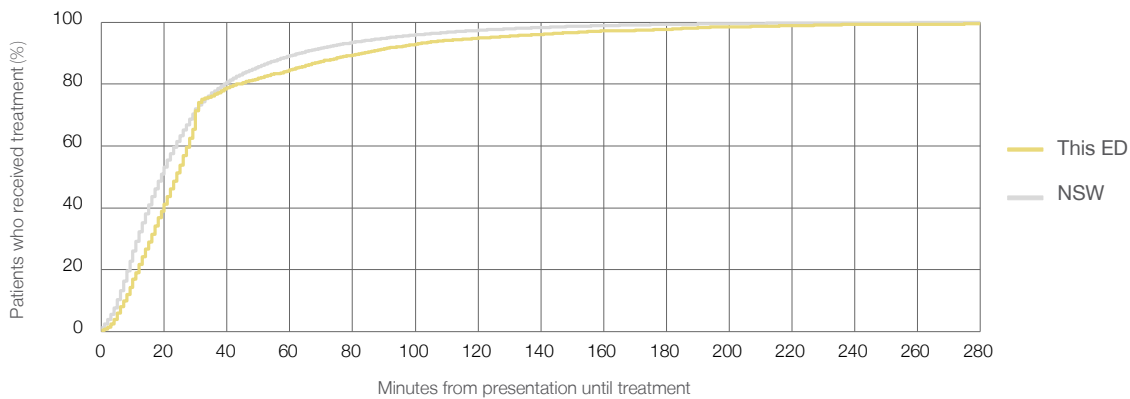
Number of triage 3 patients used to calculate waiting time:³ 3,292

Median time to start treatment⁴ 24 minutes

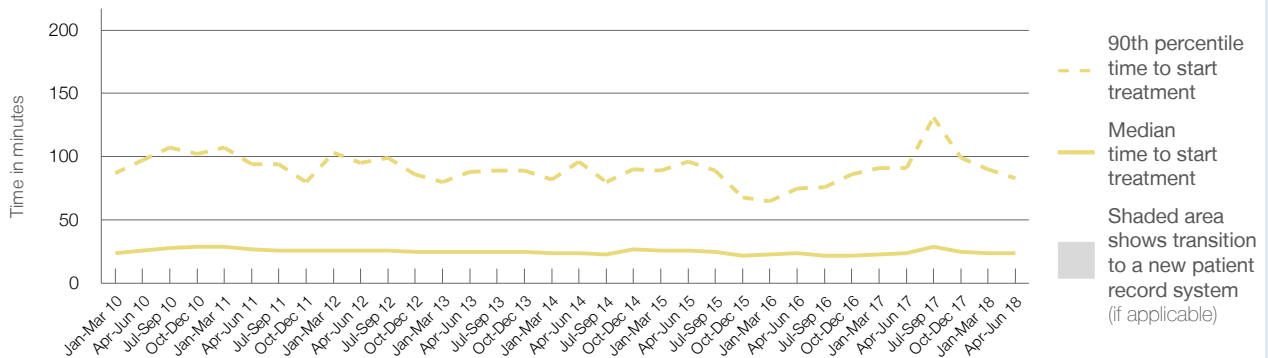
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
3,142	3,021
24 minutes	19 minutes
91 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	26	27	26	25	24	26	24	24	24
90th percentile time to start treatment ⁵ (minutes)	97	94	95	88	96	96	75	91	83

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

April to June 2018

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

Number of triage 4 patients: 5,007

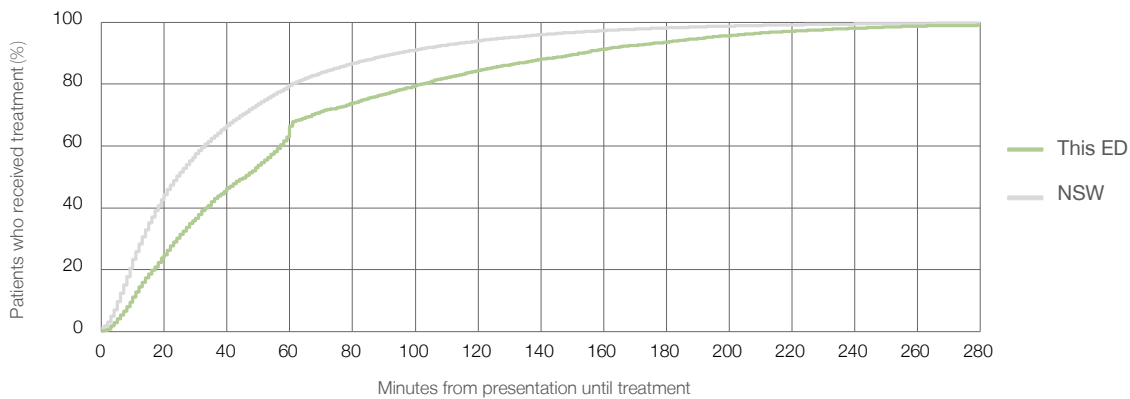
Number of triage 4 patients used to calculate waiting time:³ 3,978

Median time to start treatment⁴ 46 minutes

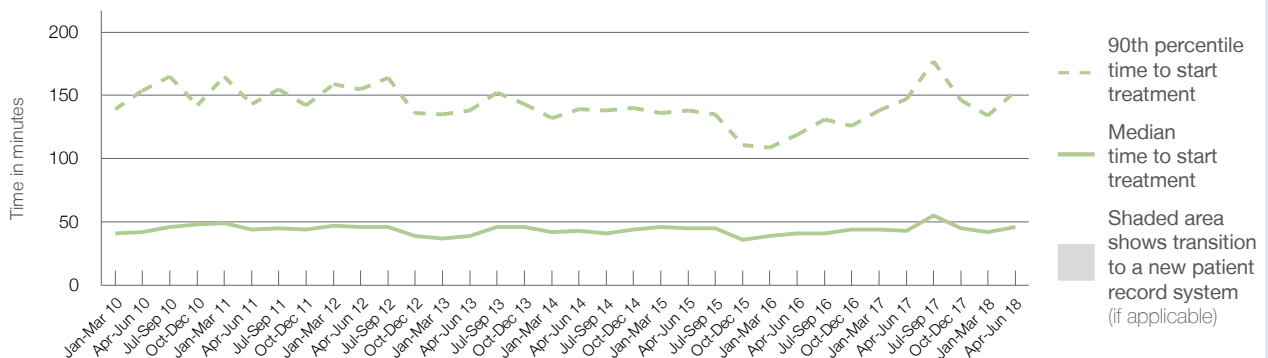
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
5,393	
4,414	
43 minutes	24 minutes
147 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	42	44	46	39	43	45	41	43	46
90th percentile time to start treatment ⁵ (minutes)	154	143	155	138	139	138	119	147	153

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Maitland Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 1,258

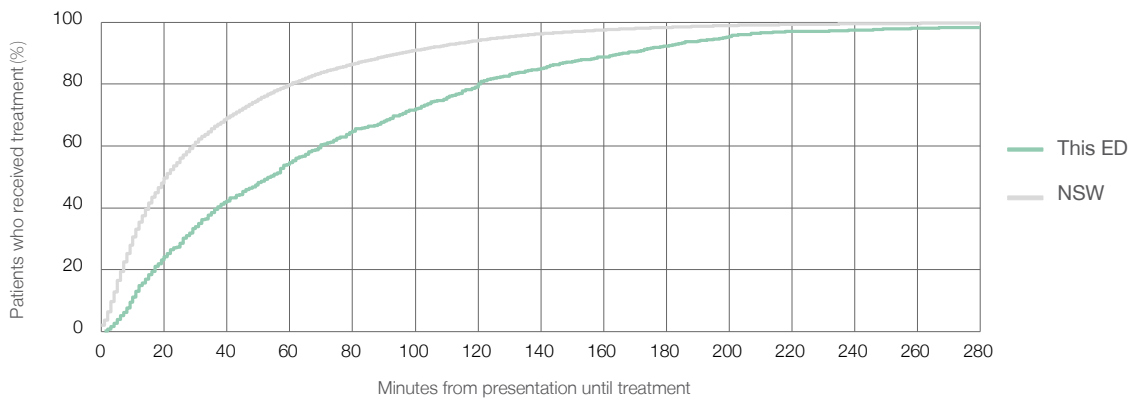
Number of triage 5 patients used to calculate waiting time:³ 856

Median time to start treatment⁴ 54 minutes

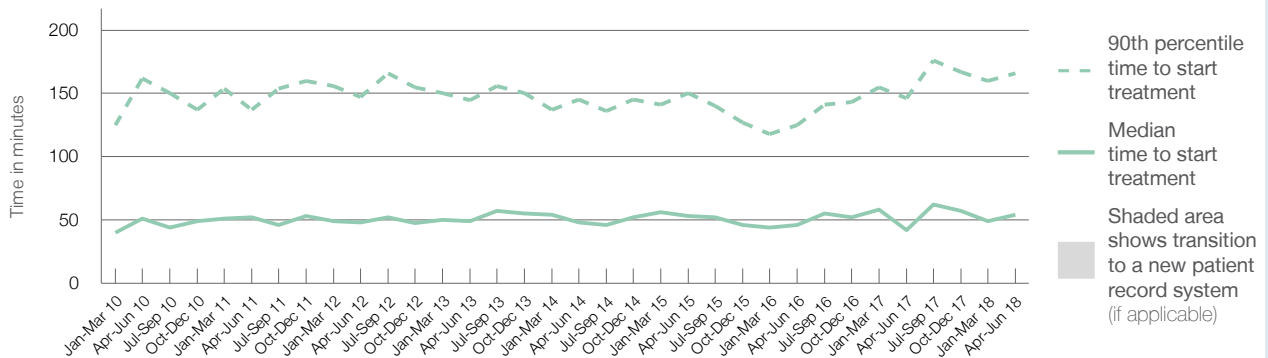
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
1,278	903
42 minutes	21 minutes
146 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	51	52	48	49	48	53	46	42	54
90th percentile time to start treatment ⁵ (minutes)	162	137	147	145	145	150	125	146	166

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Maitland Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 12,164 patients

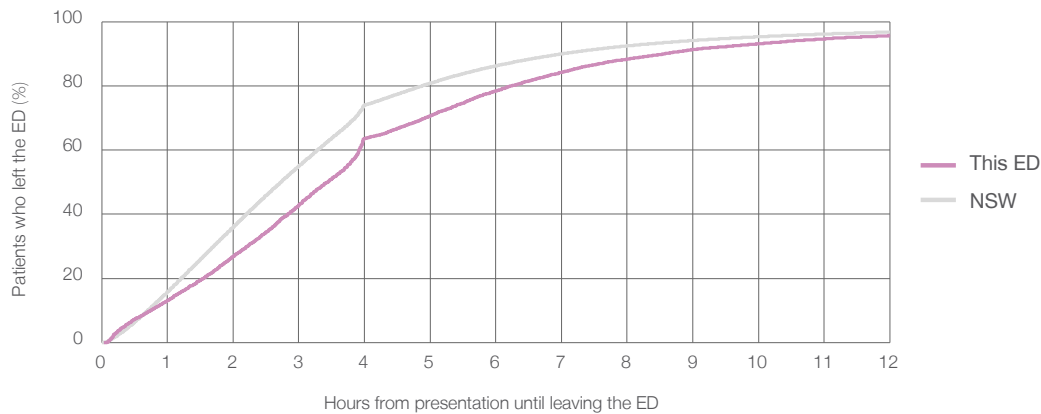
Presentations used to calculate time to leaving the ED:⁶ 12,164 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

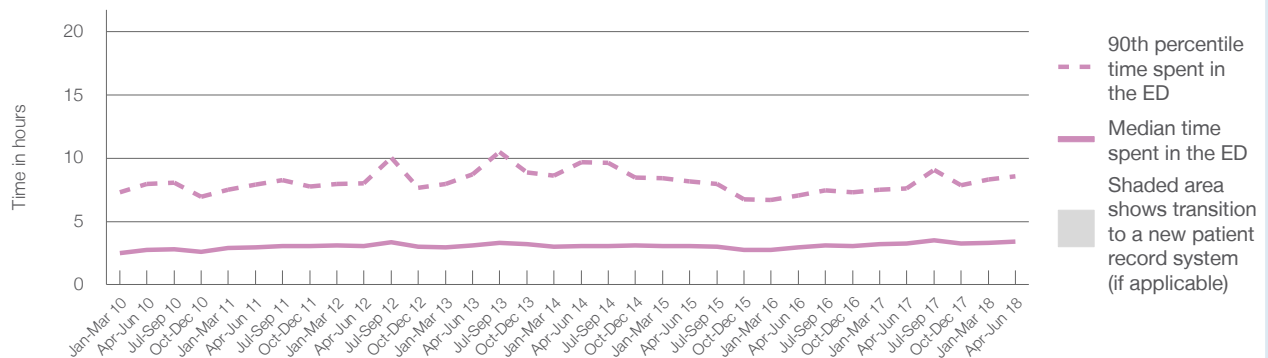
90th percentile time spent in the ED⁹ 8 hours and 35 minutes

Same period last year	NSW (this period)
11,850	11,850
3 hours and 15 minutes	2 hours and 44 minutes
7 hours and 36 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 46m	2h 57m	3h 2m	3h 5m	3h 3m	3h 2m	2h 58m	3h 15m	3h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 58m	7h 54m	8h 1m	8h 44m	9h 41m	8h 9m	7h 3m	7h 36m	8h 35m

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Maitland Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

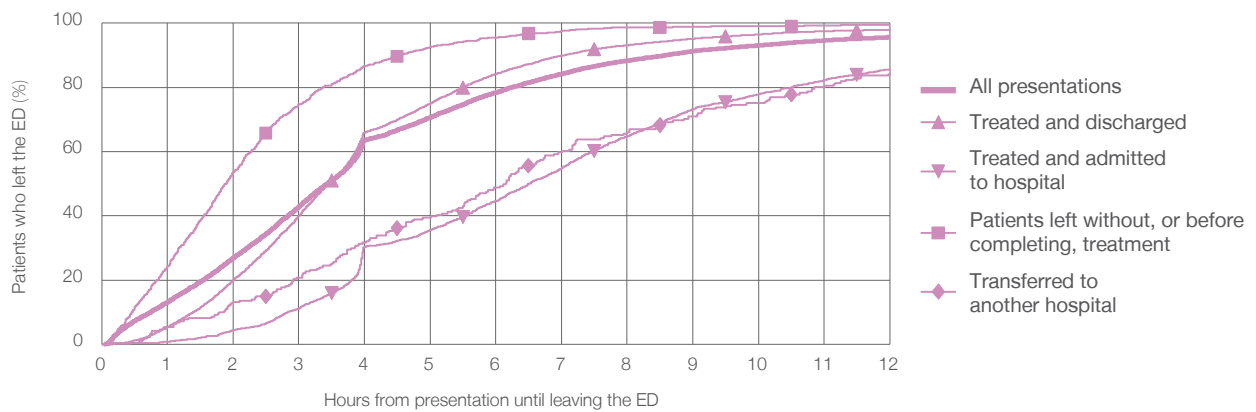
All presentations:¹ 12,164 patients

Presentations used to calculate time to leaving the ED:⁶ 12,164 patients

Treated and discharged	7,357 (60.5%)
Treated and admitted to hospital	2,344 (19.3%)
Patient left without, or before completing, treatment	1,025 (8.4%)
Transferred to another hospital	221 (1.8%)
Other	1,217 (10.0%)

Same period last year	Change since one year ago
11,850	3%
7,361	-0.1%
2,430	-3.5%
624	64.3%
267	-17.2%
1,168	4.2%

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



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	5.4%	19.9%	40.1%	66.0%	84.2%	93.2%	96.6%	98.0%
Treated and admitted to hospital	0.8%	4.4%	11.1%	30.3%	44.6%	64.8%	77.9%	85.7%
Patient left without, or before completing, treatment	24.3%	53.6%	74.7%	86.7%	95.6%	98.6%	99.1%	99.4%
Transferred to another hospital	5.4%	13.1%	20.8%	31.7%	48.9%	66.1%	75.1%	84.6%
All presentations	13.2%	26.9%	42.9%	63.6%	78.4%	88.3%	93.1%	95.7%

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Maitland Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 12,164 patients

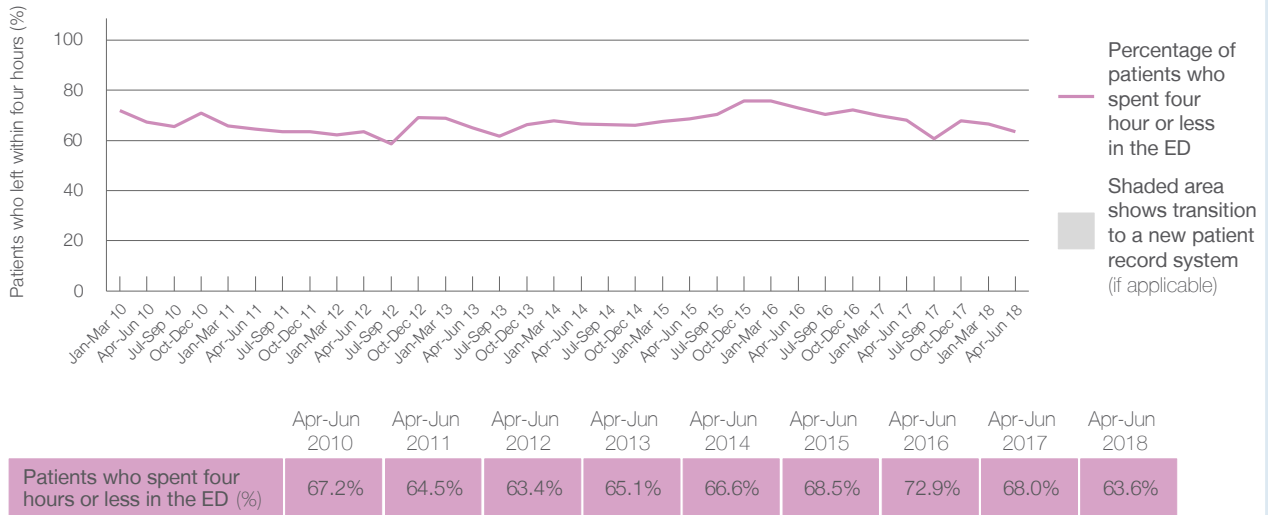
Presentations used to calculate time to leaving the ED: ⁶ 12,164 patients

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	11,850	3%
Presentations used to calculate time to leaving the ED	11,850	3%
Percentage of patients who spent four hours or less in the ED	68.0%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).