

Maitland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,232 patients

Emergency presentations:² 12,165 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,780 | 3.8% |
| 11,645 | 4.5% |

Maitland Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,179 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,285 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,447 patients

Median time to start treatment⁴ 41 minutes
 95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴ 55 minutes
 95th percentile time to start treatment⁵ 175 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,383 | |
| 7 minutes | 8 minutes |
| 33 minutes | 41 minutes |
| 2,722 | |
| 25 minutes | 21 minutes |
| 119 minutes | 103 minutes |
| 5,872 | |
| 45 minutes | 27 minutes |
| 165 minutes | 139 minutes |
| 1,634 | |
| 52 minutes | 24 minutes |
| 165 minutes | 138 minutes |

Maitland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,232 patients

Percentage of patients who spent four hours or less in the ED 70.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,780 | 3.8% |
| 70.3% | |

* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

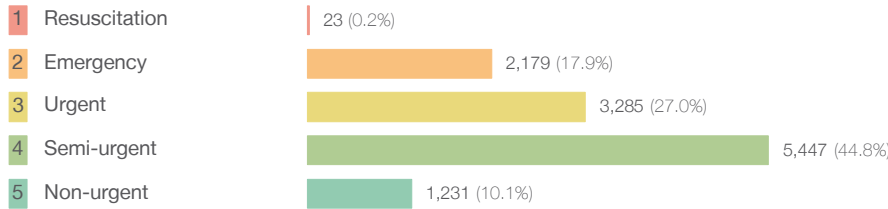
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Maitland Hospital: Patients presenting to the emergency department July to September 2016

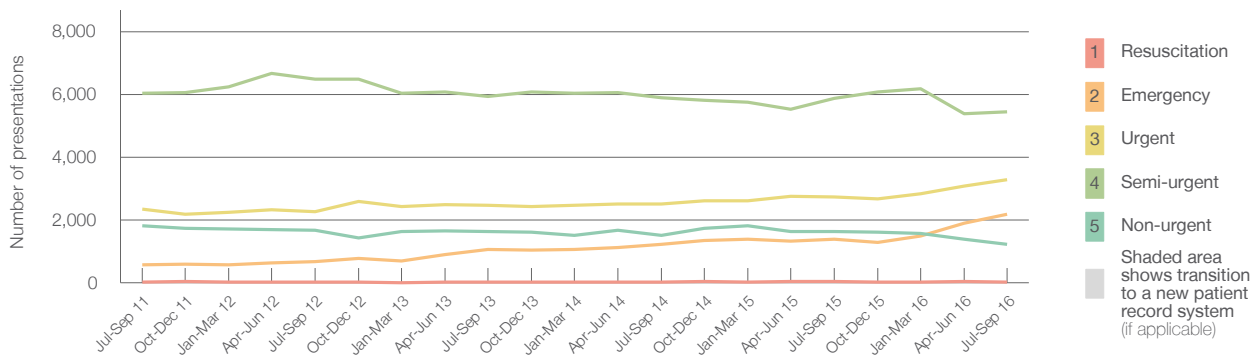
All presentations:¹ 12,232 patients

Emergency presentations² by triage category: 12,165 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,780 | 3.8% |
| 11,645 | 4.5% |
| 34 | -32.4% |
| 1,383 | 57.6% |
| 2,722 | 20.7% |
| 5,872 | -7.2% |
| 1,634 | -24.7% |

Emergency presentations² by quarter, July 2011 to September 2016 †



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 27 | 27 | 20 | 24 | 34 | 23 |
| Emergency | 565 | 667 | 1,053 | 1,227 | 1,383 | 2,179 |
| Urgent | 2,350 | 2,256 | 2,474 | 2,503 | 2,722 | 3,285 |
| Semi-urgent | 6,046 | 6,487 | 5,937 | 5,891 | 5,872 | 5,447 |
| Non-urgent | 1,816 | 1,666 | 1,629 | 1,515 | 1,634 | 1,231 |
| All emergency presentations | 10,804 | 11,103 | 11,113 | 11,160 | 11,645 | 12,165 |

Maitland Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,121 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,110 | |
| 10 minutes | -1 minute |
| 38 minutes | -13 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 July to September 2016

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

Number of triage 2 patients: 2,179

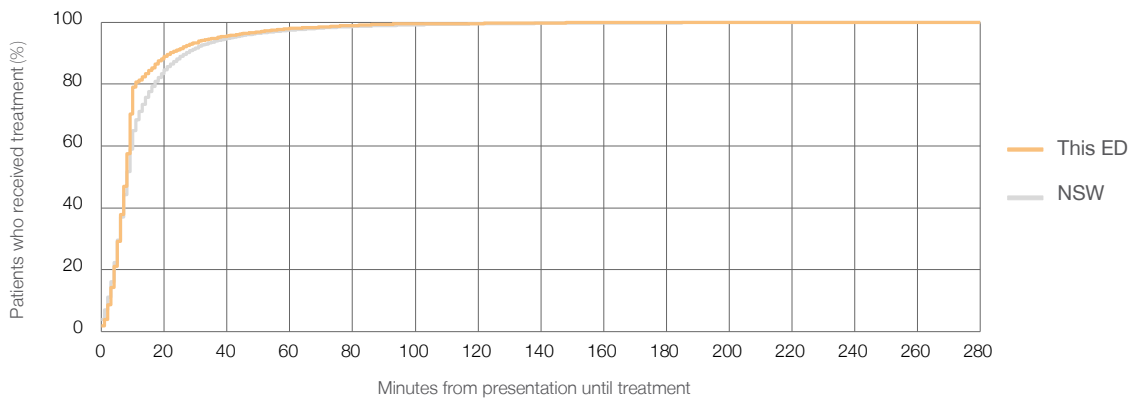
Number of triage 2 patients used to calculate waiting time:³ 2,135

Median time to start treatment⁴ 8 minutes

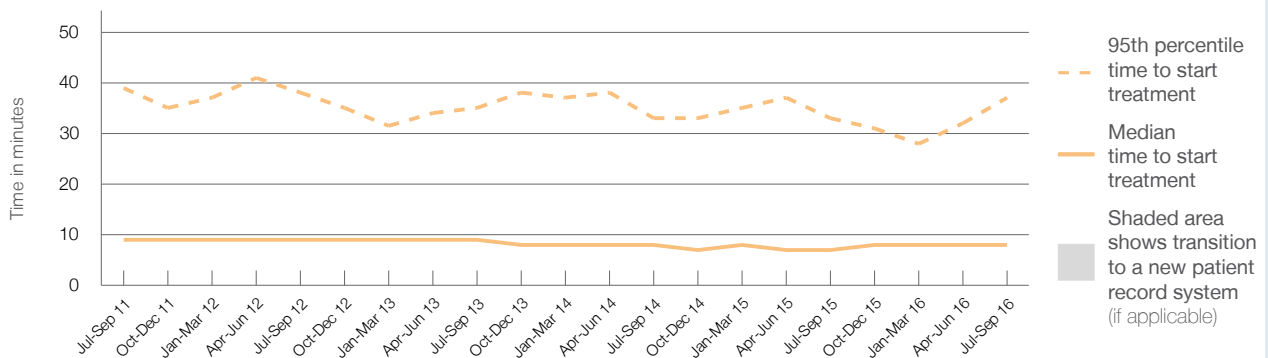
95th percentile time to start treatment⁵ 37 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,383 | 1,361 |
| 7 minutes | 8 minutes |
| 33 minutes | 41 minutes |

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 9 | 9 | 8 | 7 | 8 |
| 95th percentile time to start treatment ⁵ (minutes) | 39 | 38 | 35 | 33 | 33 | 37 |

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Maitland Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,285

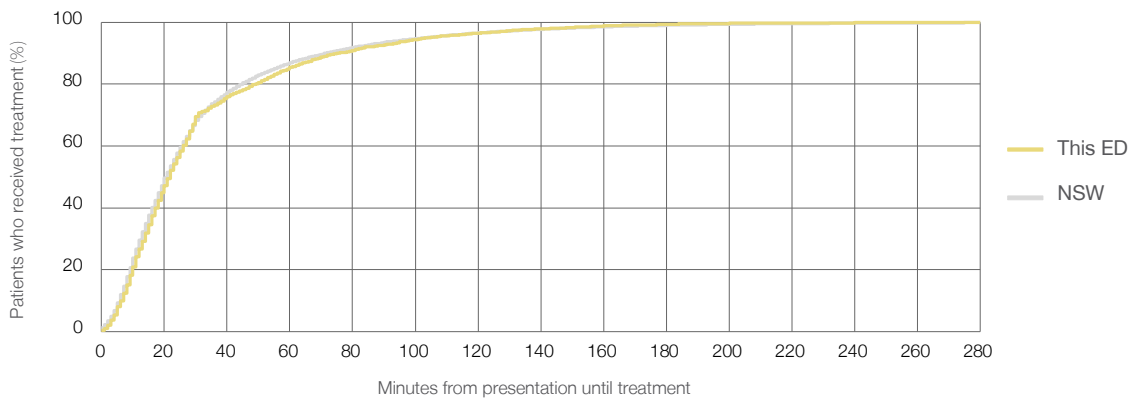
Number of triage 3 patients used to calculate waiting time:³ 3,146

Median time to start treatment⁴ 22 minutes

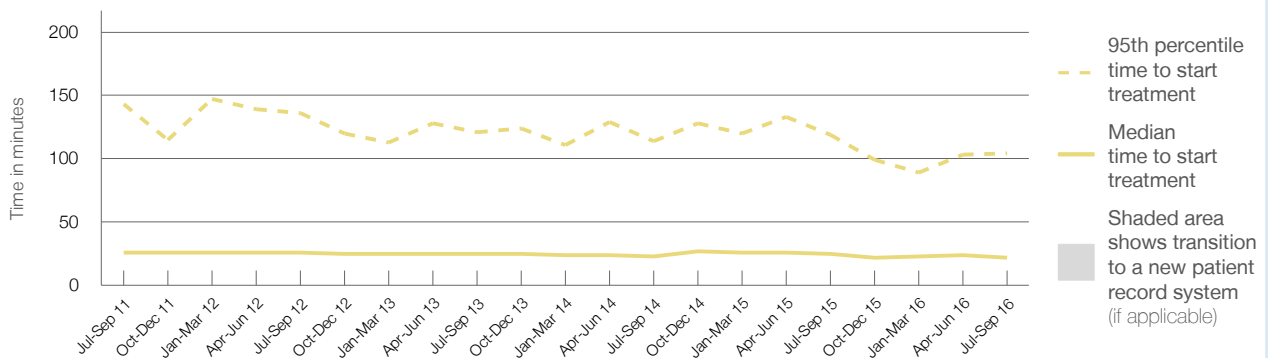
95th percentile time to start treatment⁵ 104 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,722 | 2,622 |
| 25 minutes | 21 minutes |
| 119 minutes | 103 minutes |

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 26 | 26 | 25 | 23 | 25 | 22 |
| 95th percentile time to start treatment ⁵ (minutes) | 143 | 136 | 121 | 114 | 119 | 104 |

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Maitland Hospital: Time patients waited to start treatment, triage 4
July to September 2016

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

Number of triage 4 patients: 5,447

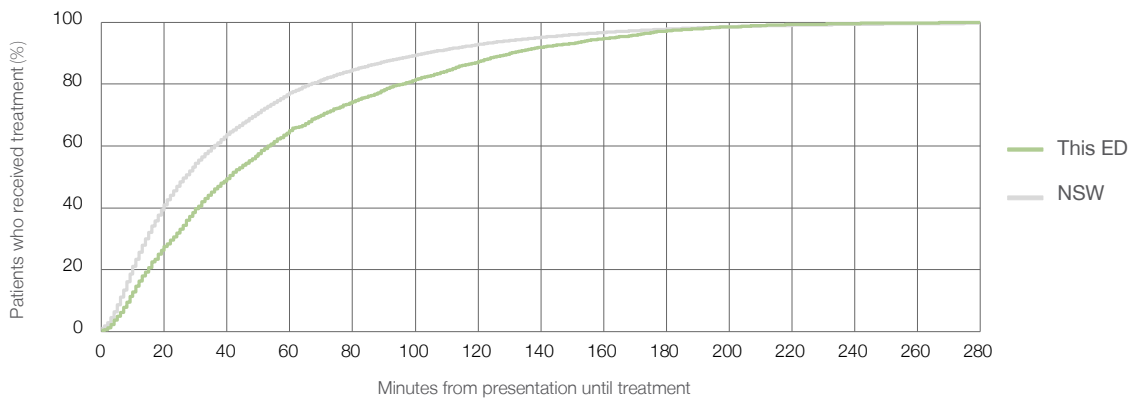
Number of triage 4 patients used to calculate waiting time:³ 4,585

Median time to start treatment⁴ 41 minutes

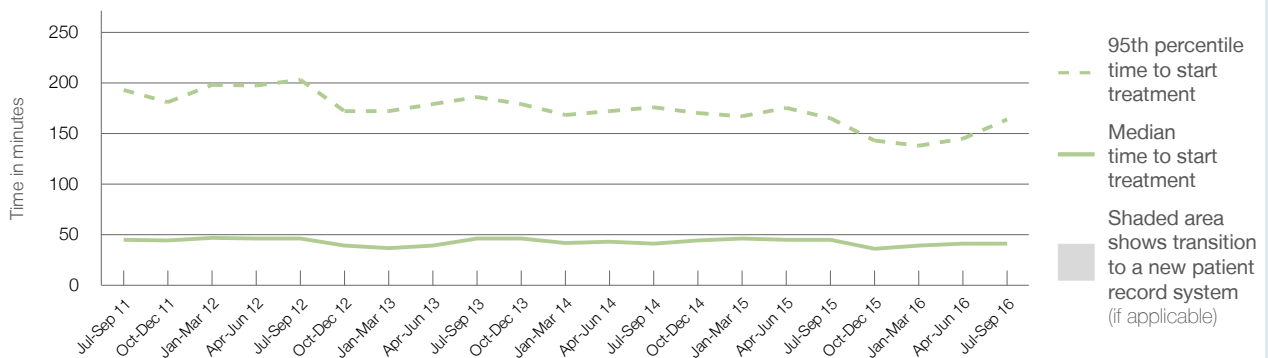
95th percentile time to start treatment⁵ 164 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,872 | 4,936 |
| 45 minutes | 27 minutes |
| 165 minutes | 139 minutes |

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 45 | 46 | 46 | 41 | 45 | 41 |
| 95th percentile time to start treatment ⁵ (minutes) | 193 | 203 | 186 | 176 | 165 | 164 |

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

July to September 2016

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

Number of triage 5 patients: 1,231

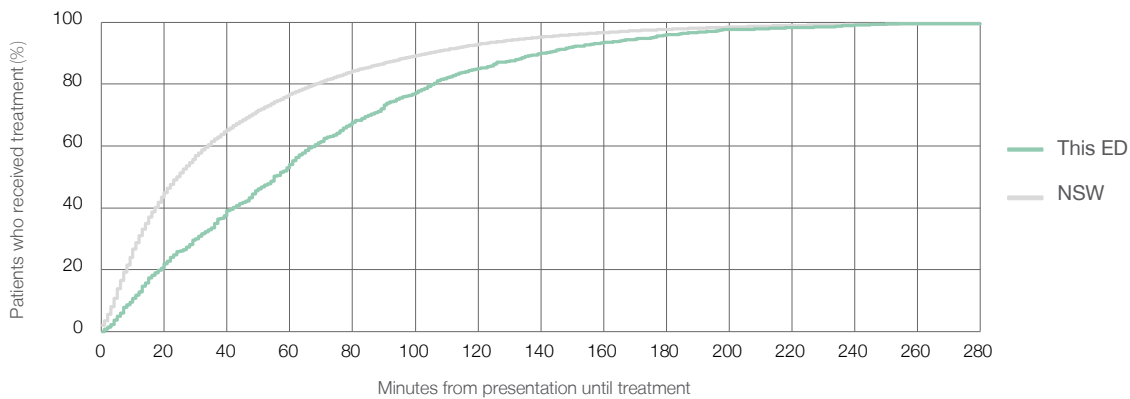
Number of triage 5 patients used to calculate waiting time:³ 904

Median time to start treatment⁴ 55 minutes

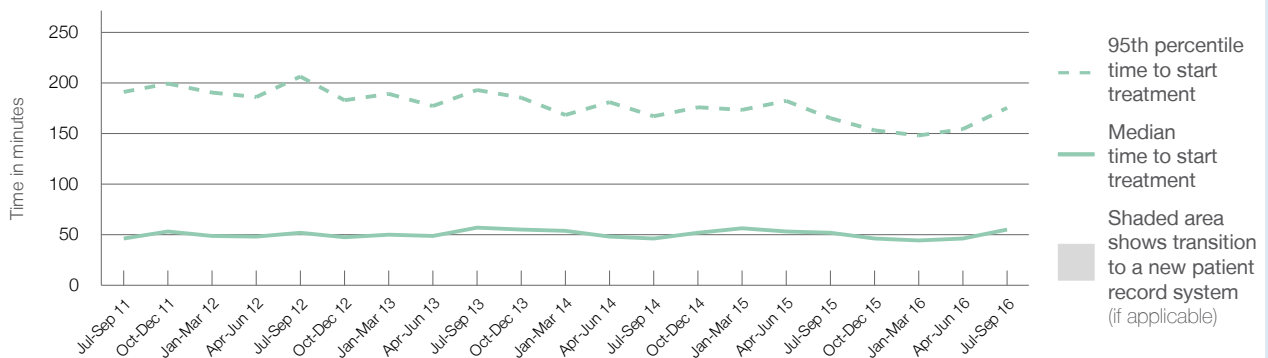
95th percentile time to start treatment⁵ 175 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,634 | 1,233 |
| 52 minutes | 24 minutes |
| 165 minutes | 138 minutes |

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 46 | 52 | 57 | 46 | 52 | 55 |
| 95th percentile time to start treatment ⁵ (minutes) | 191 | 206 | 193 | 167 | 165 | 175 |

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Maitland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,232 patients

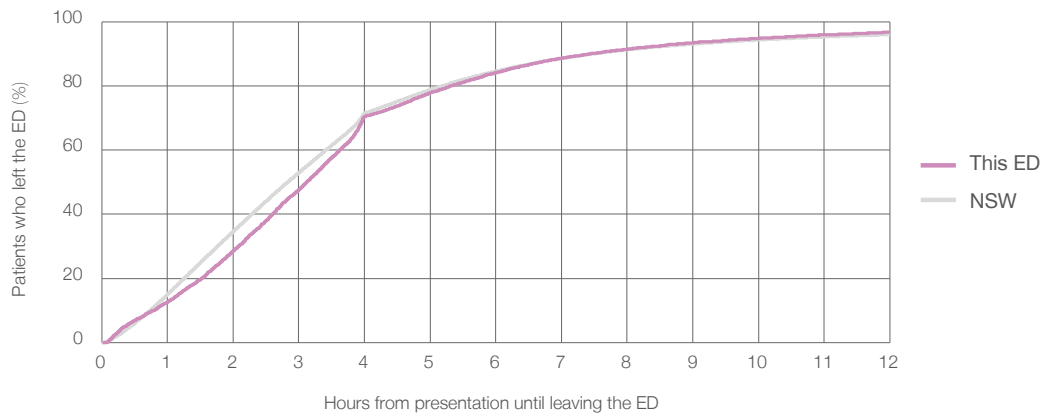
Presentations used to calculate time to leaving the ED:⁶ 12,232 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

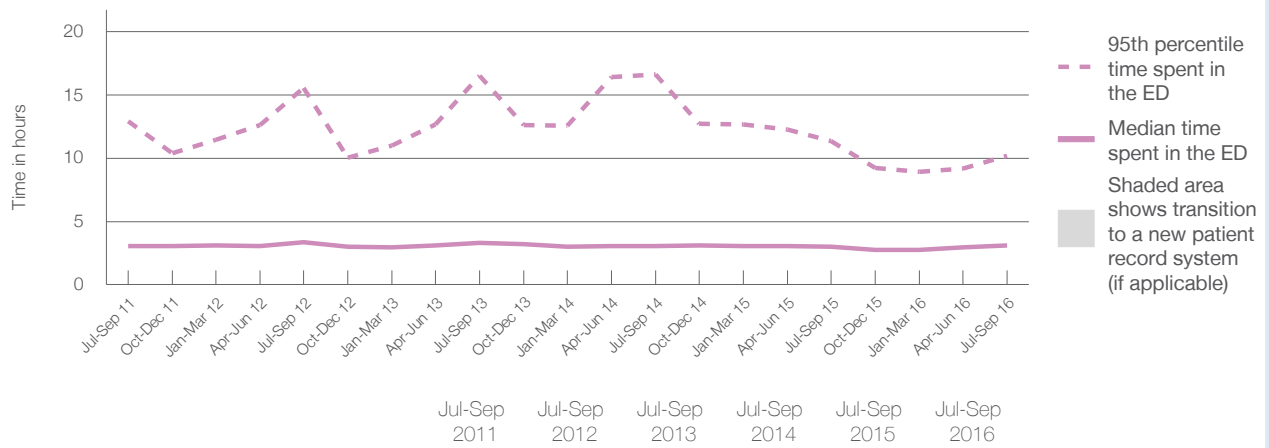
95th percentile time spent in the ED⁹ 10 hours and 11 minutes

| Same period last year | NSW (this period) |
|-------------------------|-------------------------|
| 11,780 | 11,780 |
| 3 hours and 1 minutes | 2 hours and 50 minutes |
| 11 hours and 21 minutes | 10 hours and 43 minutes |

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 3m | 3h 22m | 3h 19m | 3h 3m | 3h 1m | 3h 7m |
| 95th percentile time to leaving the ED ⁹ (hours, minutes) | 12h 54m | 15h 33m | 16h 32m | 16h 38m | 11h 21m | 10h 11m |

(†) 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 spent in the ED
By mode of separation
July to September 2016

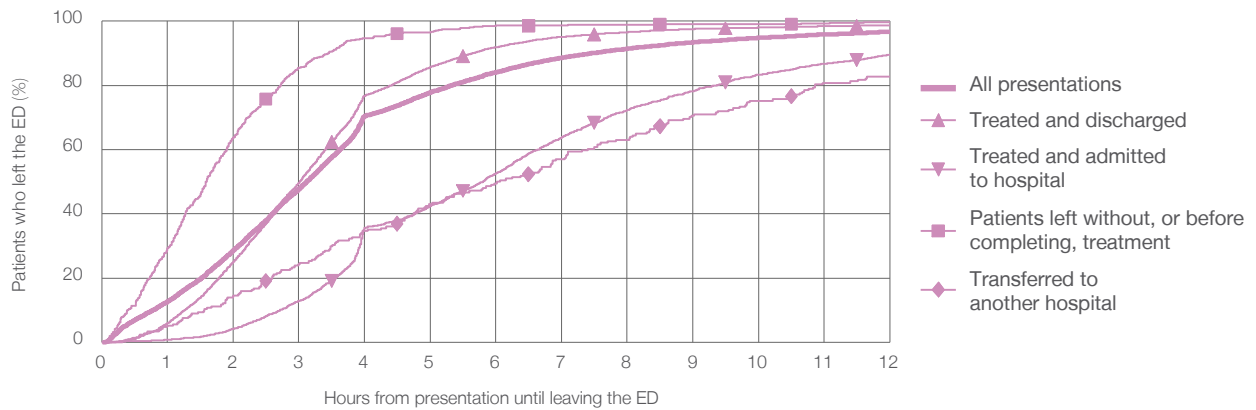
All presentations:¹ 12,232 patients

Presentations used to calculate time to leaving the ED:⁶ 12,232 patients

| | |
|---|---------------|
| Treated and discharged | 7,862 (64.3%) |
| Treated and admitted to hospital | 2,500 (20.4%) |
| Patient left without, or before completing, treatment | 586 (4.8%) |
| Transferred to another hospital | 214 (1.7%) |
| Other | 1,070 (8.7%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,780 | 3.8% |
| 7,585 | 3.7% |
| 2,274 | 9.9% |
| 604 | -3.0% |
| 218 | -1.8% |
| 1,099 | -2.6% |

Percentage of patients who left the ED by time and mode of separation, July to September 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 | 6.0% | 25.2% | 49.7% | 76.8% | 91.9% | 96.6% | 98.0% | 98.7% |
| Treated and admitted to hospital | 0.7% | 4.2% | 12.8% | 35.6% | 52.6% | 72.3% | 83.4% | 89.5% |
| Patient left without, or before completing, treatment | 29.4% | 63.8% | 85.5% | 94.7% | 98.6% | 99.0% | 99.1% | 99.7% |
| Transferred to another hospital | 5.1% | 14.5% | 24.3% | 34.6% | 49.5% | 63.1% | 75.2% | 82.7% |
| All presentations | 12.7% | 28.7% | 47.7% | 70.5% | 84.1% | 91.4% | 94.8% | 96.7% |

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Maitland Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 12,232 patients

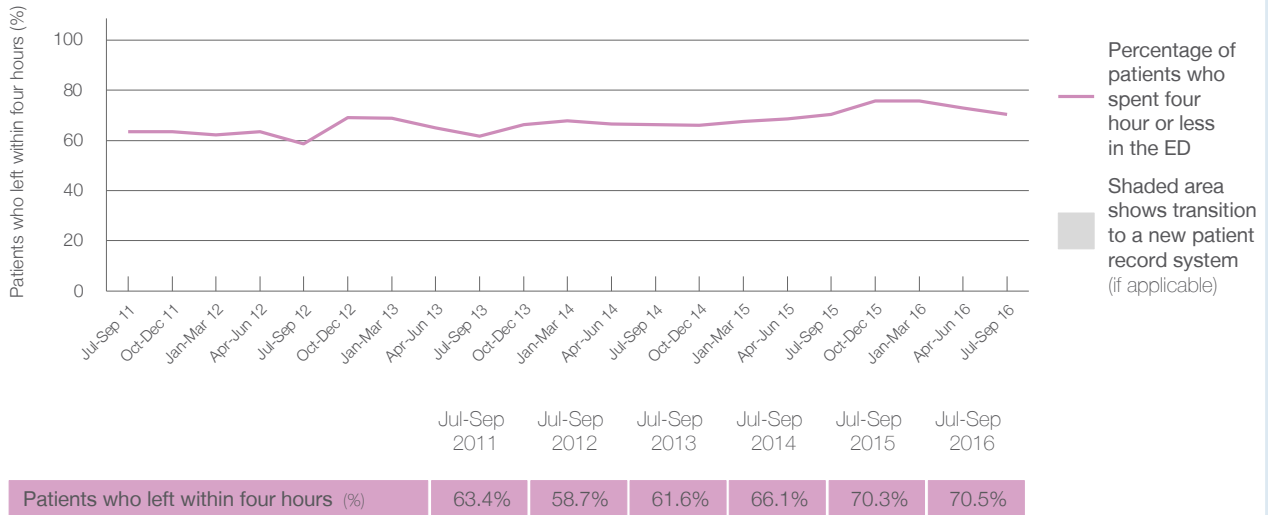
Presentations used to calculate time to leaving the ED: ⁶ 12,232 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,780 | 3.8% |
| 11,780 | 3.8% |
| 70.3% | |

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



| Patients who left within four hours (%) | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 63.4% | 58.7% | 61.6% | 66.1% | 70.3% | 70.5% |

* 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).