

Maitland Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 12,150 patients


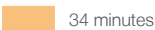
Emergency presentations:² 12,087 patients

Same period last year	Change since one year ago
12,610	-4%
12,538	-4%

Maitland Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,192 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  34 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,661 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  106 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,185 patients

Median time to start treatment⁴  54 minutes
90th percentile time to start treatment⁵  179 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,011 patients

Median time to start treatment⁴  60 minutes
90th percentile time to start treatment⁵  165 minutes

Same period last year	NSW (this period)
1,993	
8 minutes	8 minutes
46 minutes	28 minutes
3,392	
29 minutes	21 minutes
131 minutes	72 minutes
5,838	
55 minutes	26 minutes
177 minutes	105 minutes
1,279	
62 minutes	22 minutes
176 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 12,150 patients

Percentage of patients who spent four hours or less in the ED  66%

Same period last year	Change since one year ago
12,610	-4%
61%	

* 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 16 October 2018).

Maitland Hospital: Patients presenting to the emergency department July to September 2018

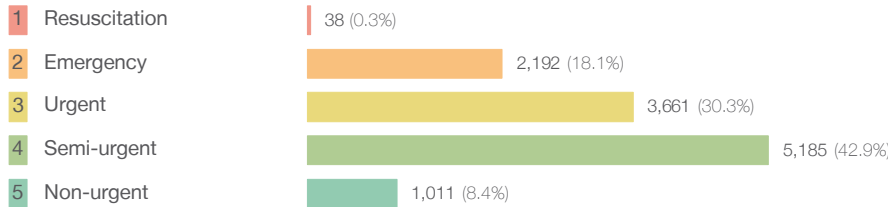
All presentations:¹ 12,150 patients

Same period last year Change since one year ago

12,610 -4%

Emergency presentations² by triage category: 12,087 patients

12,538 -4%



36 5.6%

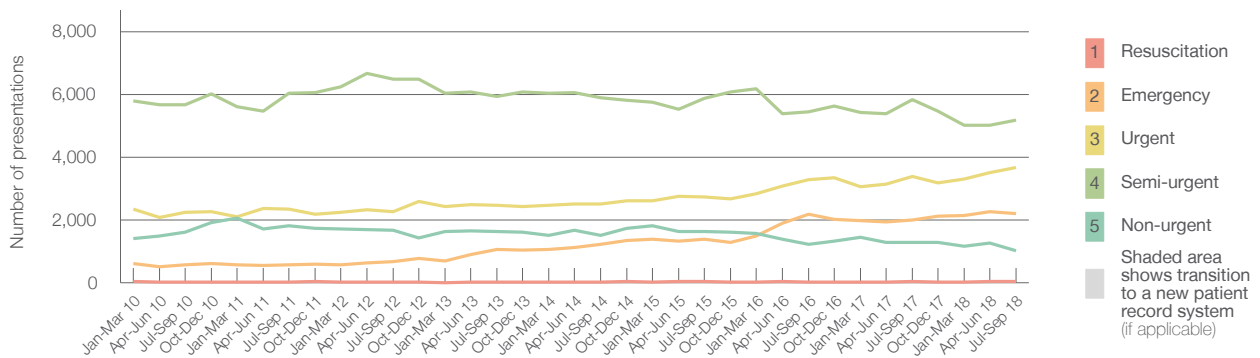
1,993 10.0%

3,392 7.9%

5,838 -11.2%

1,279 -21.0%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	22	27	27	20	24	34	23	36	38
Emergency	567	565	667	1,053	1,227	1,383	2,179	1,993	2,192
Urgent	2,248	2,350	2,256	2,474	2,503	2,722	3,285	3,392	3,661
Semi-urgent	5,679	6,046	6,487	5,937	5,891	5,872	5,447	5,838	5,185
Non-urgent	1,612	1,816	1,666	1,629	1,515	1,634	1,231	1,279	1,011
All emergency presentations	10,128	10,804	11,103	11,113	11,160	11,645	12,165	12,538	12,087

Maitland Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,343 patients

Same period last year Change since one year ago

2,273

ED Transfer of care time

Median time 8 minutes

9 minutes -1 minute

90th percentile time 19 minutes

23 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 July to September 2018

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

Number of triage 2 patients: 2,192

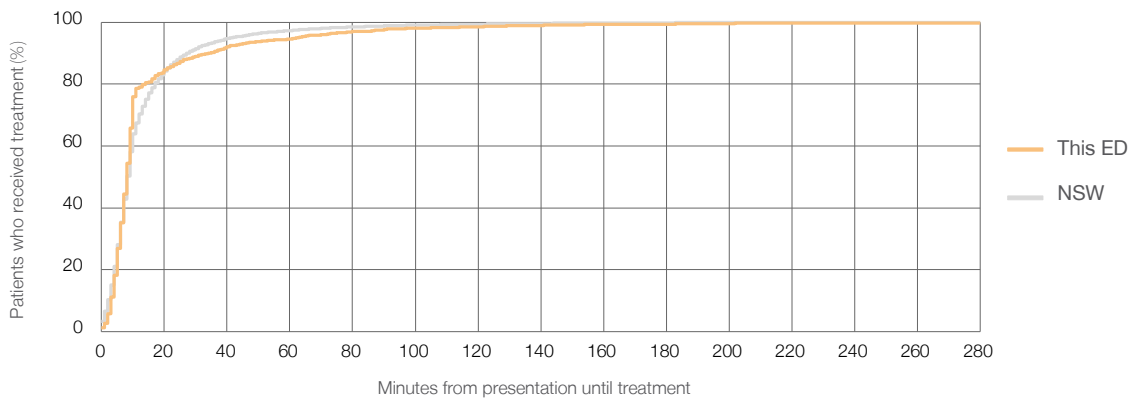
Number of triage 2 patients used to calculate waiting time:³ 2,141

Median time to start treatment⁴ 8 minutes

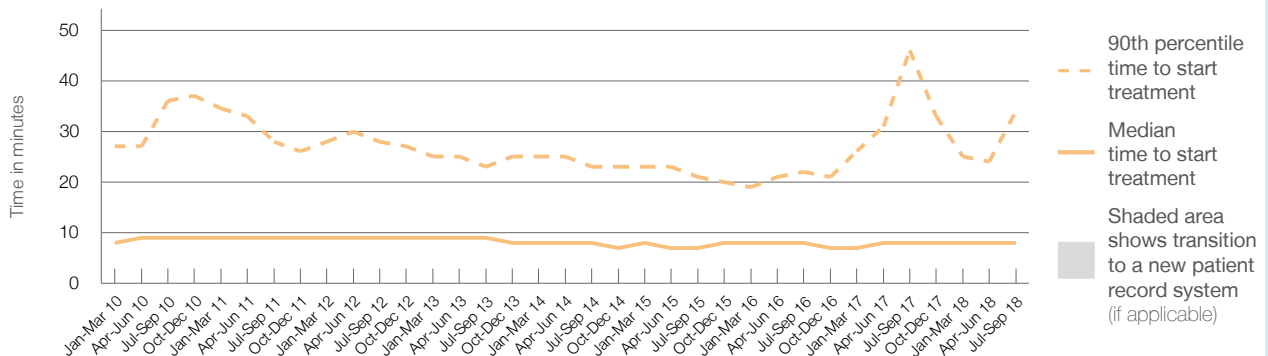
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,993	1,938
8 minutes	8 minutes
46 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 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)	36	28	28	23	23	21	22	46	34

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Maitland Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,661

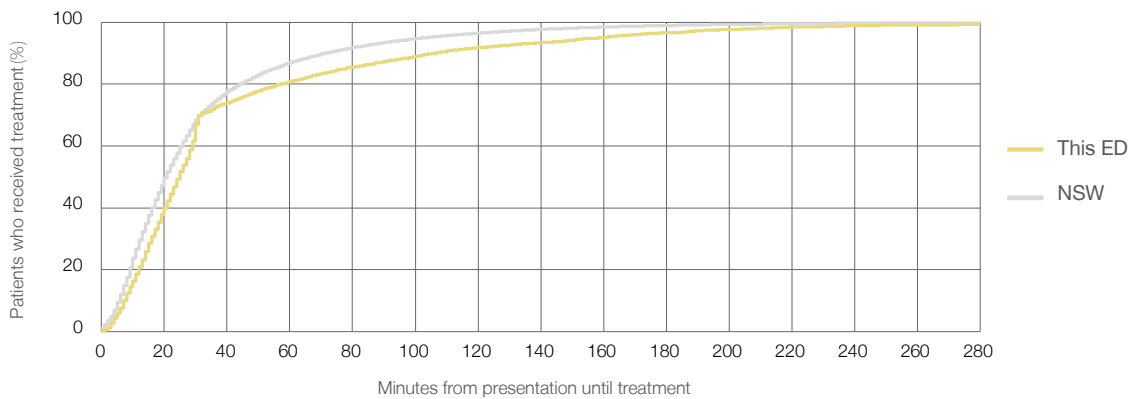
Number of triage 3 patients used to calculate waiting time:³ 3,472

Median time to start treatment⁴ 25 minutes

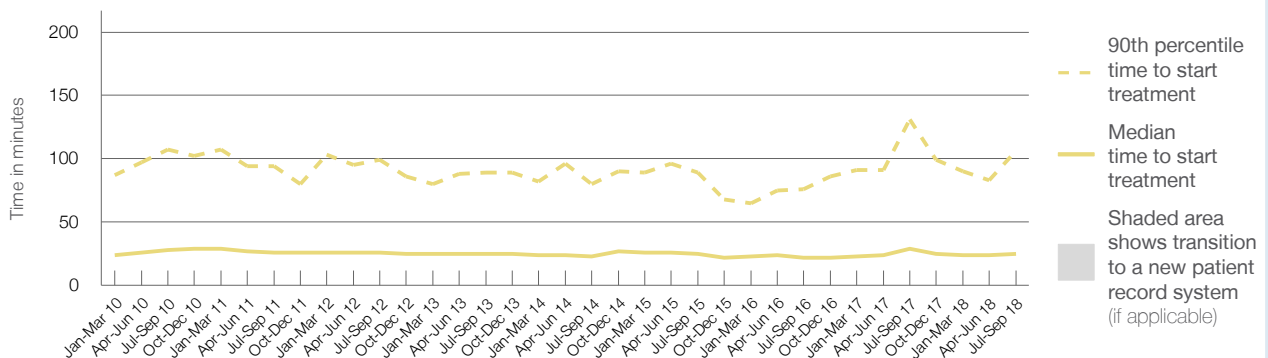
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
3,392	3,155
29 minutes	21 minutes
131 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	26	26	25	23	25	22	29	25
90th percentile time to start treatment ⁵ (minutes)	107	94	99	89	80	89	76	131	106

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Maitland Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 5,185

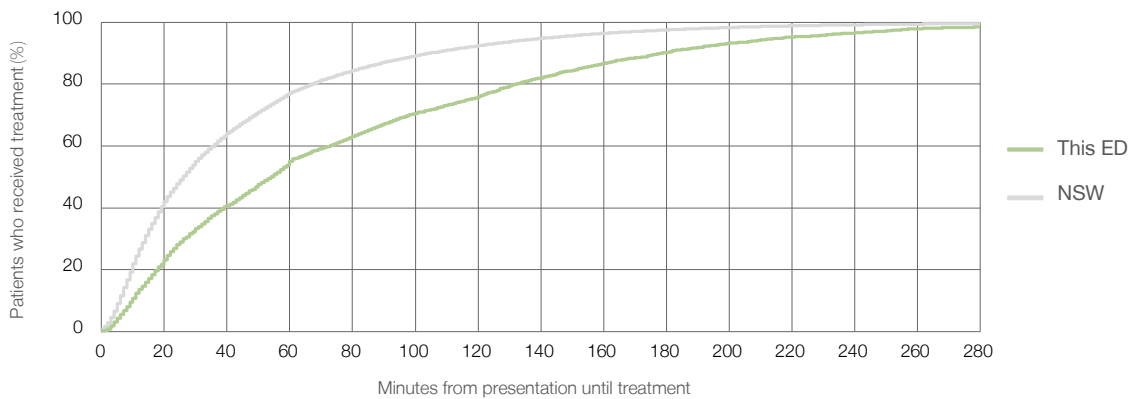
Number of triage 4 patients used to calculate waiting time:³ 4,134

Median time to start treatment⁴ 54 minutes

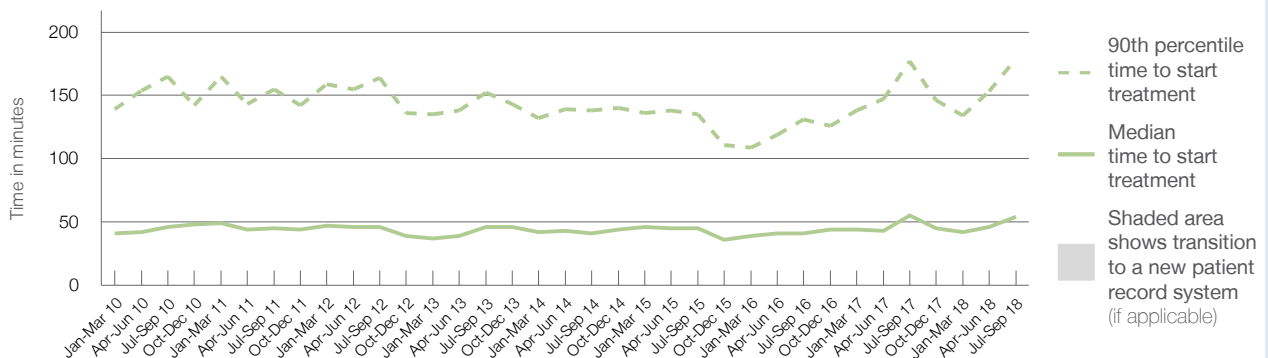
90th percentile time to start treatment⁵ 179 minutes

Same period last year	NSW (this period)
5,838	
4,599	
55 minutes	26 minutes
177 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	46	45	46	46	41	45	41	55	54
90th percentile time to start treatment ⁵ (minutes)	165	155	164	152	138	135	131	177	179

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Maitland Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,011

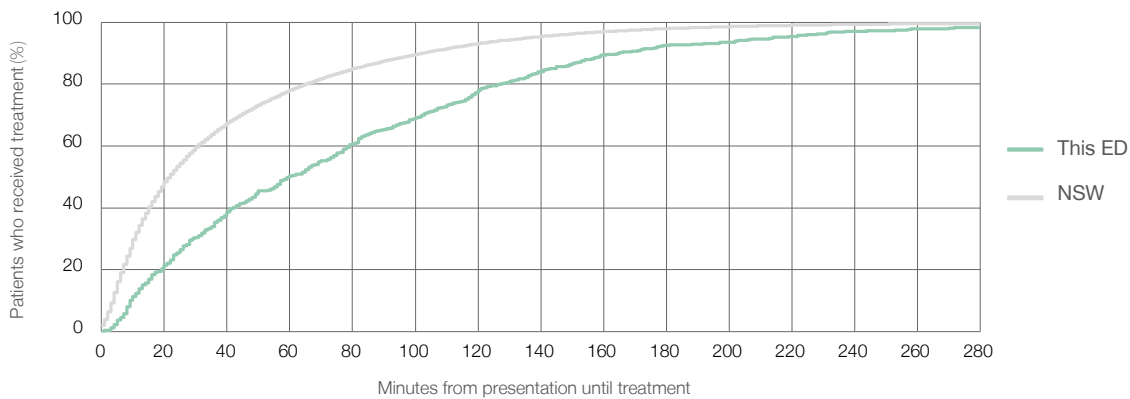
Number of triage 5 patients used to calculate waiting time:³ 671

Median time to start treatment⁴ 60 minutes

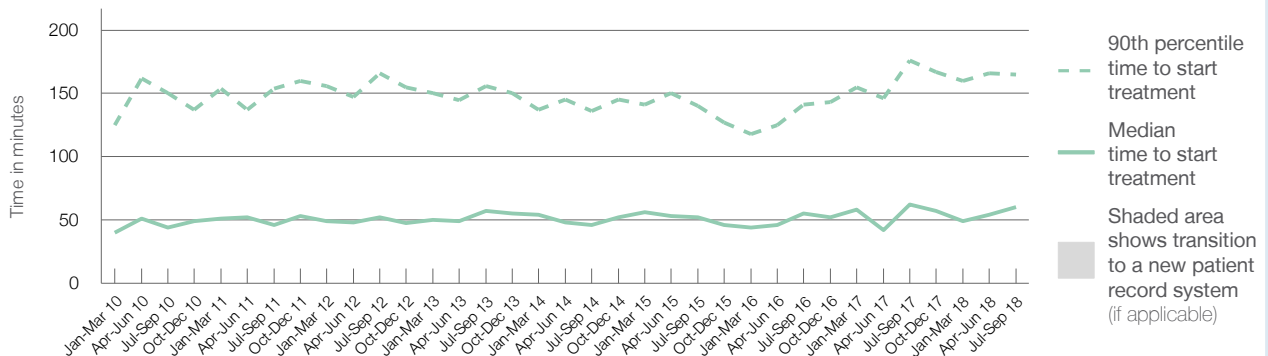
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
1,279	839
62 minutes	22 minutes
176 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	44	46	52	57	46	52	55	62	60
90th percentile time to start treatment ⁵ (minutes)	150	154	166	156	136	140	141	176	165

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Maitland Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 12,150 patients

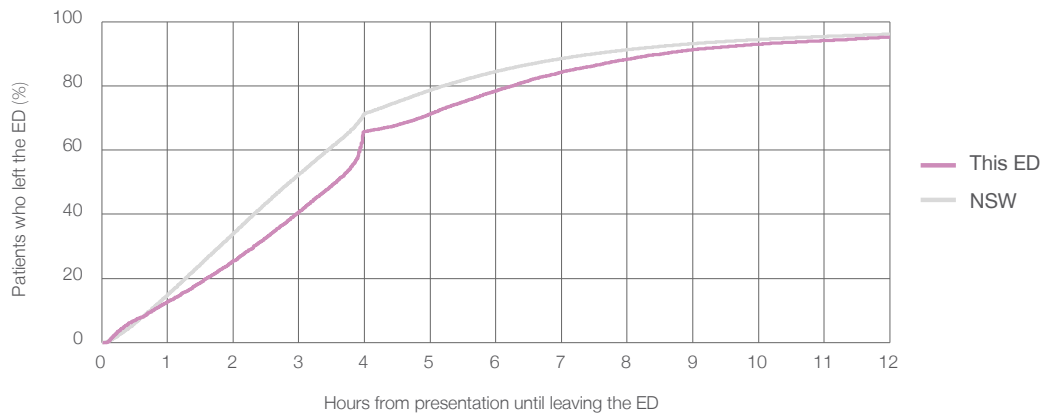
Presentations used to calculate time to leaving the ED:⁶ 12,150 patients

Median time spent in the ED⁸ 3 hours and 34 minutes

90th percentile time spent in the ED⁹ 8 hours and 33 minutes

Same period last year	NSW (this period)
12,610	12,610
3 hours and 31 minutes	2 hours and 52 minutes
9 hours and 4 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 49m	3h 3m	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m	3h 31m	3h 34m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 5m	8h 17m	10h 3m	10h 29m	9h 38m	7h 58m	7h 27m	9h 4m	8h 33m

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Maitland Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

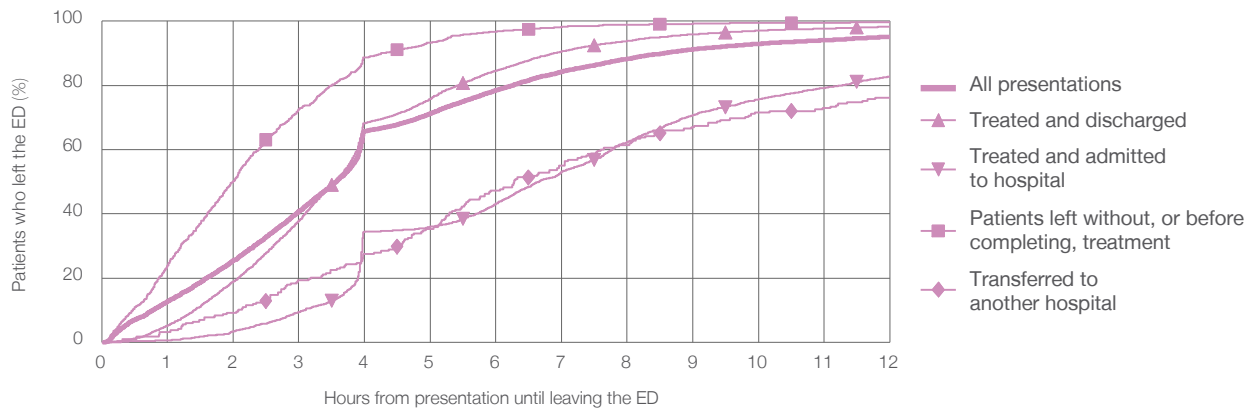
All presentations:¹ 12,150 patients

Presentations used to calculate time to leaving the ED:⁶ 12,150 patients

Treated and discharged	7,411 (61.0%)
Treated and admitted to hospital	2,315 (19.1%)
Patient left without, or before completing, treatment	1,067 (8.8%)
Transferred to another hospital	218 (1.8%)
Other	1,139 (9.4%)

Same period last year	Change since one year ago
12,610	-4%
7,302	1.5%
2,561	-9.6%
1,156	-7.7%
254	-14.2%
1,337	-14.8%

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



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

Treated and discharged	5.2%	19.0%	38.0%	68.2%	84.6%	93.8%	97.0%	98.3%
Treated and admitted to hospital	0.6%	3.4%	9.4%	34.4%	43.2%	62.5%	75.7%	82.7%
Patient left without, or before completing, treatment	24.0%	50.1%	72.5%	88.8%	96.7%	99.0%	99.4%	99.6%
Transferred to another hospital	3.2%	9.2%	19.3%	27.5%	47.2%	61.5%	71.6%	76.1%
All presentations	12.7%	25.4%	40.8%	65.7%	78.5%	88.3%	93.0%	95.2%

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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 2018

All presentations at the emergency department: ¹ 12,150 patients

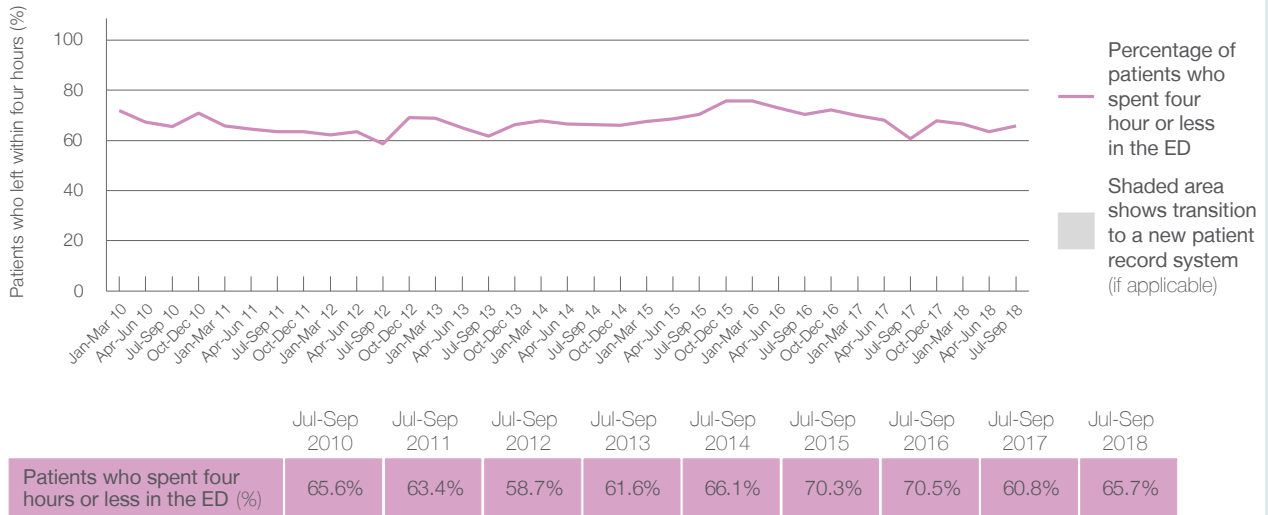
Presentations used to calculate time to leaving the ED: ⁶ 12,150 patients

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	12,610	-4%
Presentations used to calculate time to leaving the ED	12,610	-4%
Percentage of patients who spent four hours or less in the ED	60.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).