

Maitland Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 11,730 patients

Emergency presentations:² 11,652 patients

Same period last year	Change since one year ago
12,006	-2%
11,920	-2%

Maitland Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,144 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,311 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,013 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 134 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,158 patients

Median time to start treatment⁴ 49 minutes
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,969	
7 minutes	8 minutes
26 minutes	23 minutes
3,062	
23 minutes	20 minutes
91 minutes	65 minutes
5,425	
44 minutes	25 minutes
138 minutes	98 minutes
1,445	
58 minutes	22 minutes
155 minutes	97 minutes

Maitland Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 11,730 patients

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

Same period last year	Change since one year ago
12,006	-2%
70%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

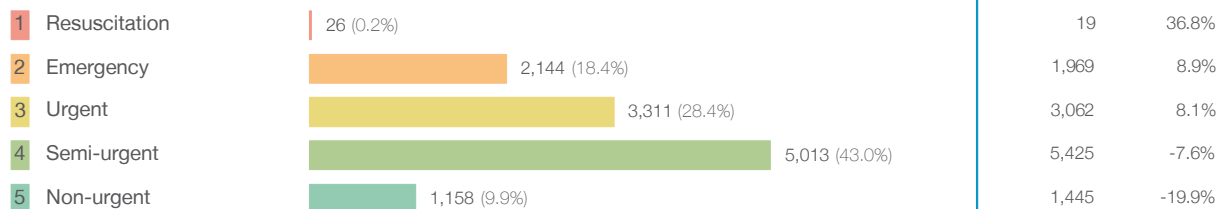
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Maitland Hospital: Patients presenting to the emergency department

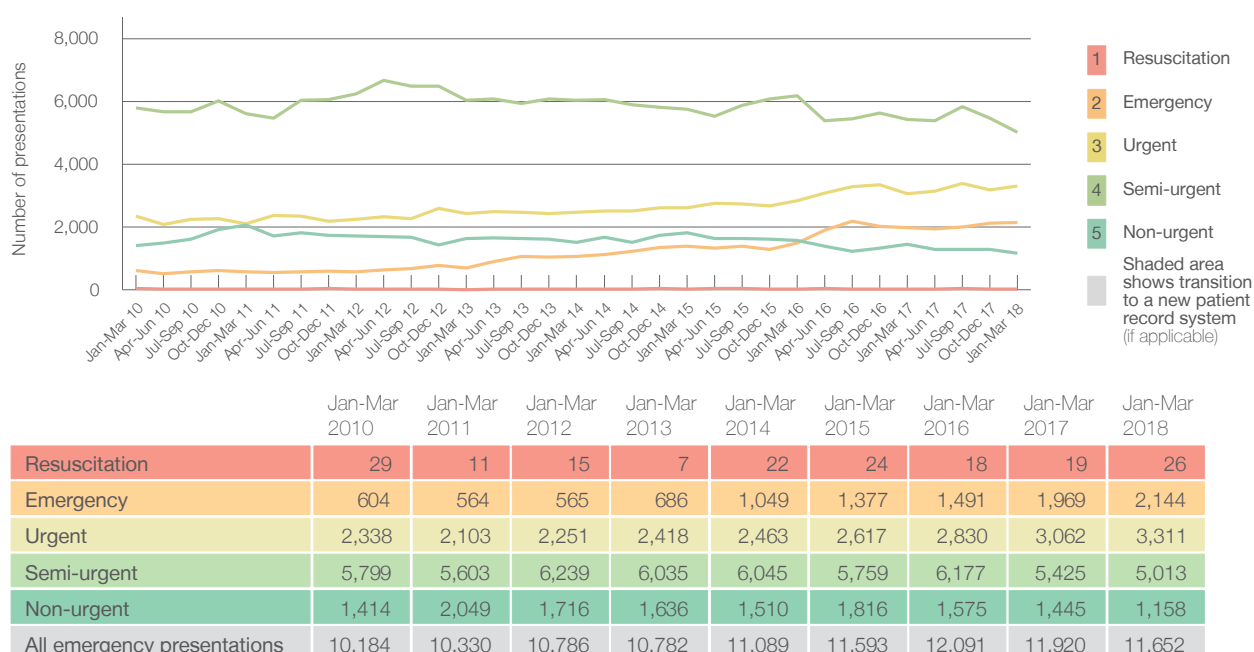
January to March 2018

All presentations:¹ 11,730 patients

Emergency presentations² by triage category: 11,652 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Maitland Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,043 patients

ED Transfer of care time



(†) 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

January to March 2018

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

Number of triage 2 patients: 2,144

Number of triage 2 patients used to calculate waiting time: ³ 2,075

Median time to start treatment ⁴

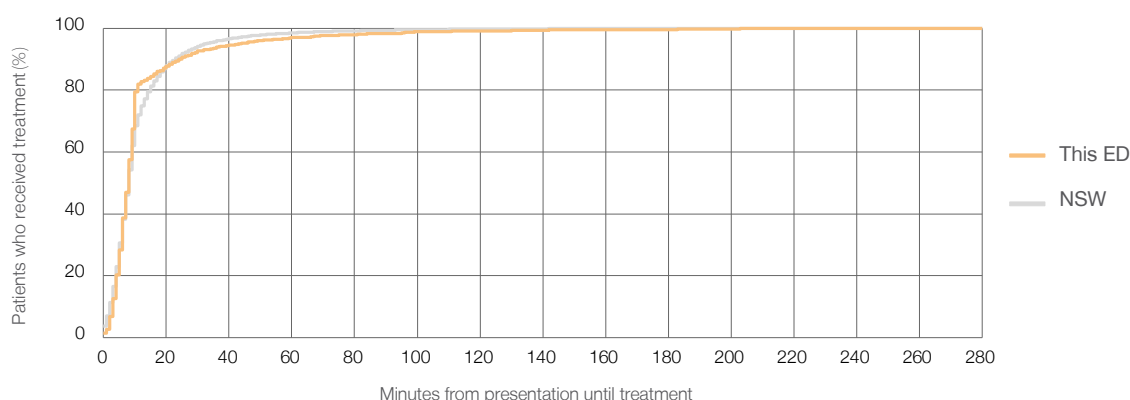
8 minutes

90th percentile time to start treatment ⁵

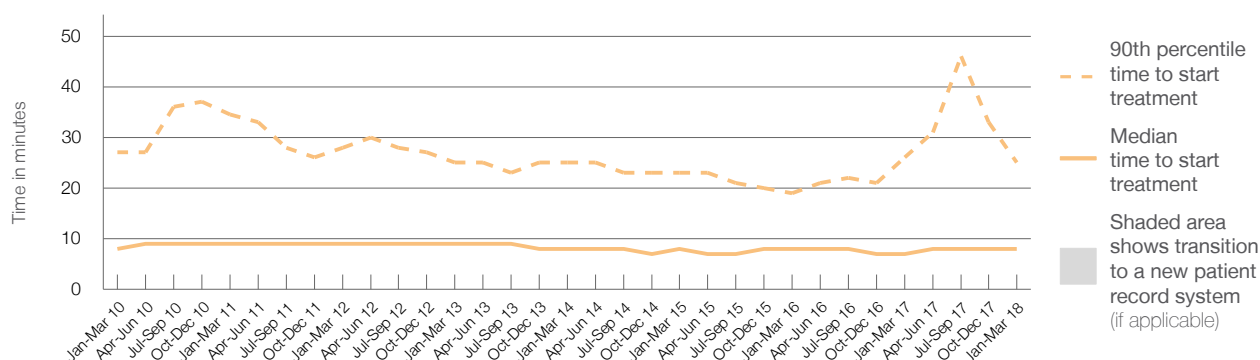
25 minutes

Same period last year	NSW (this period)
1,969	
1,926	
7 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	9	9	9	8	8	8	7	8
90th percentile time to start treatment ⁵ (minutes)	27	35	28	25	25	23	19	26	25

(†) 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 3

January to March 2018

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

Number of triage 3 patients: 3,311

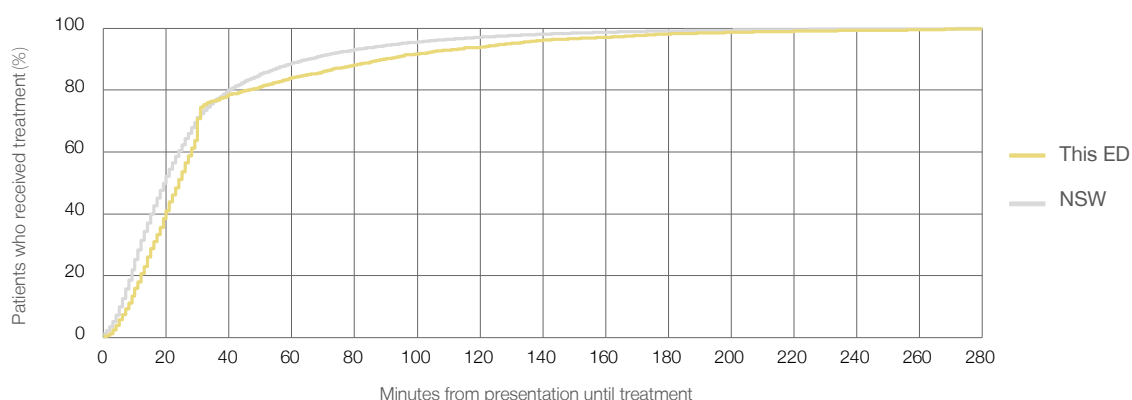
Number of triage 3 patients used to calculate waiting time: ³ 3,131

Median time to start treatment ⁴ 24 minutes

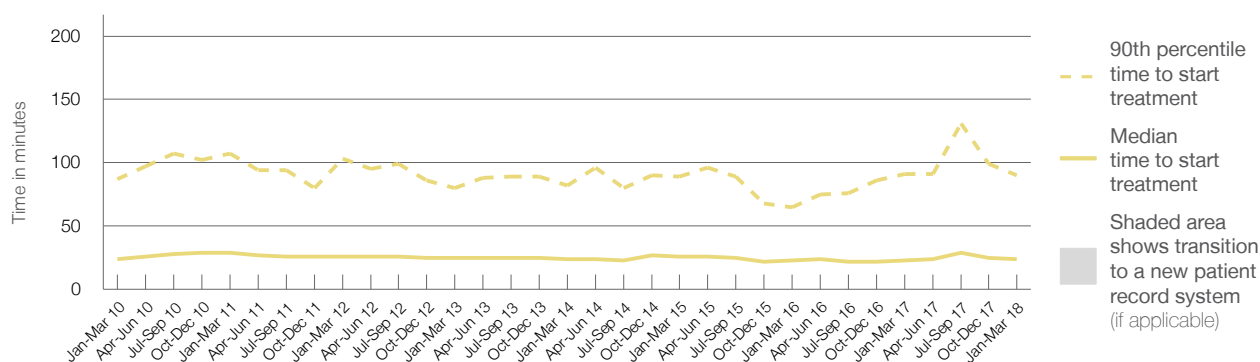
90th percentile time to start treatment ⁵ 90 minutes

Same period last year	NSW (this period)
3,062	
2,912	
23 minutes	20 minutes
91 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	24	29	26	25	24	26	23	23	24
90th percentile time to start treatment ⁵ (minutes)	87	107	103	80	82	89	65	91	90

(†) 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 4

January to March 2018

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

Number of triage 4 patients: 5,013

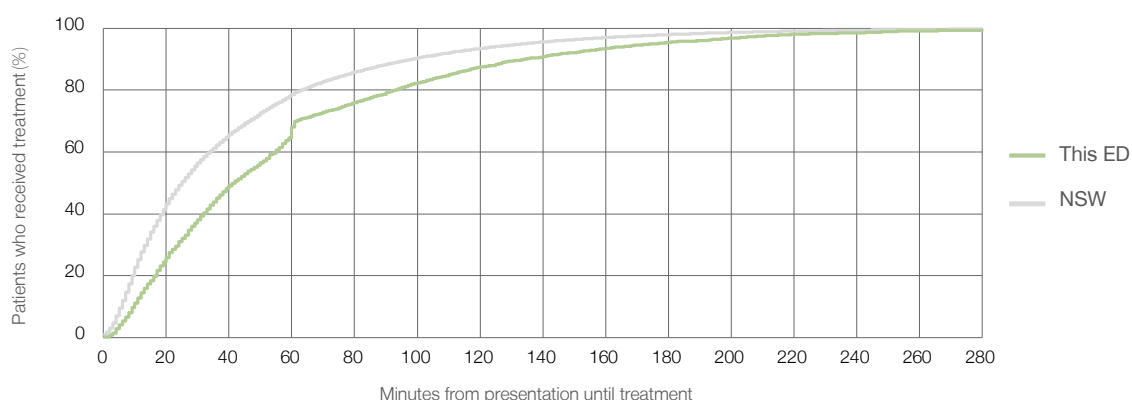
Number of triage 4 patients used to calculate waiting time:³ 4,107

Median time to start treatment⁴ 42 minutes

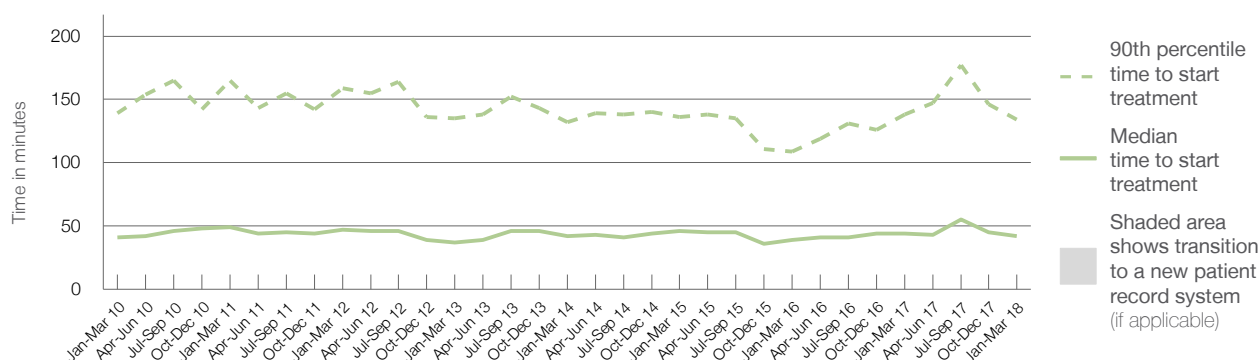
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
5,425	
4,529	
44 minutes	25 minutes
138 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	41	49	47	37	42	46	39	44	42
90th percentile time to start treatment ⁵ (minutes)	139	165	159	135	132	136	109	138	134

(†) 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 5

January to March 2018

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

Number of triage 5 patients: 1,158

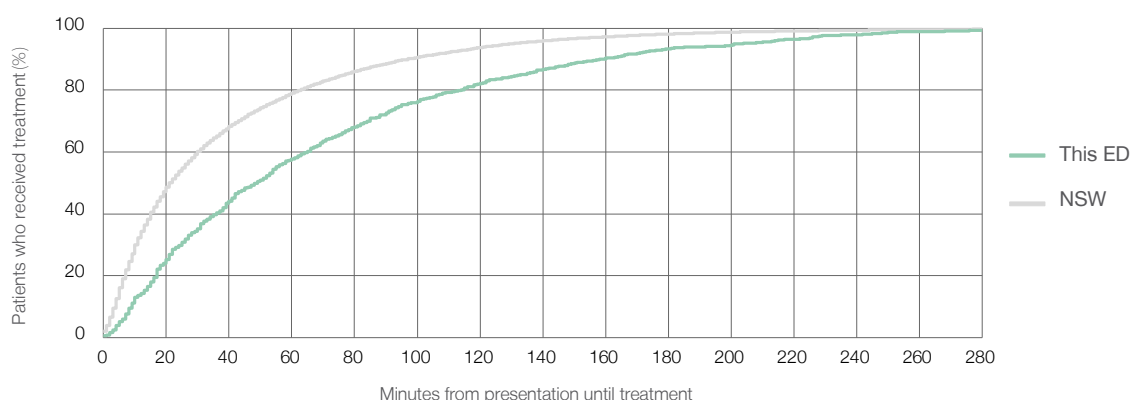
Number of triage 5 patients used to calculate waiting time:³ 779

Median time to start treatment⁴ 49 minutes

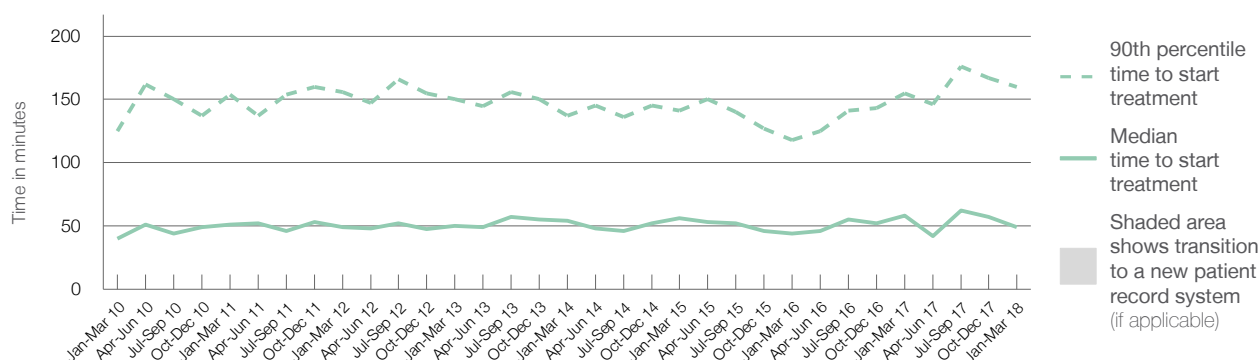
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,445	
1,017	
58 minutes	22 minutes
155 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	40	51	49	50	54	56	44	58	49
90th percentile time to start treatment ⁵ (minutes)	125	154	156	150	137	141	118	155	160

(†) 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

January to March 2018

All presentations:¹ 11,730 patients

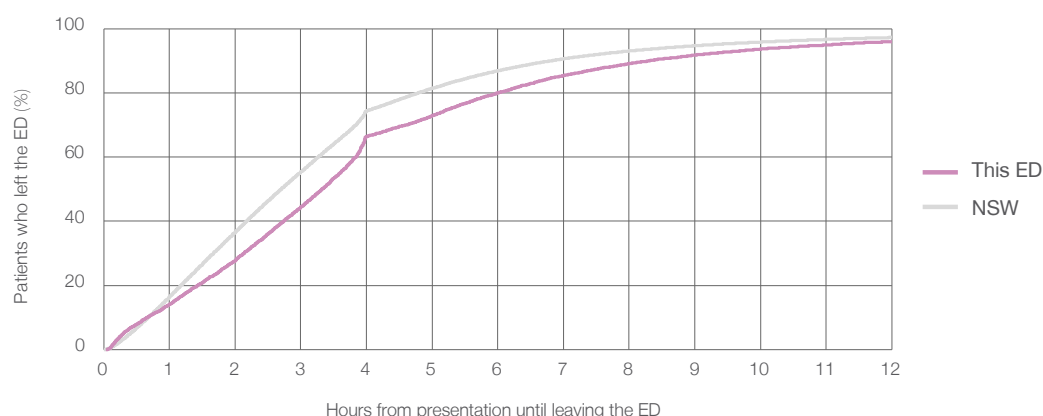
Presentations used to calculate time to leaving the ED:⁶ 11,730 patients

Median time spent in the ED⁸ 3 hours and 20 minutes

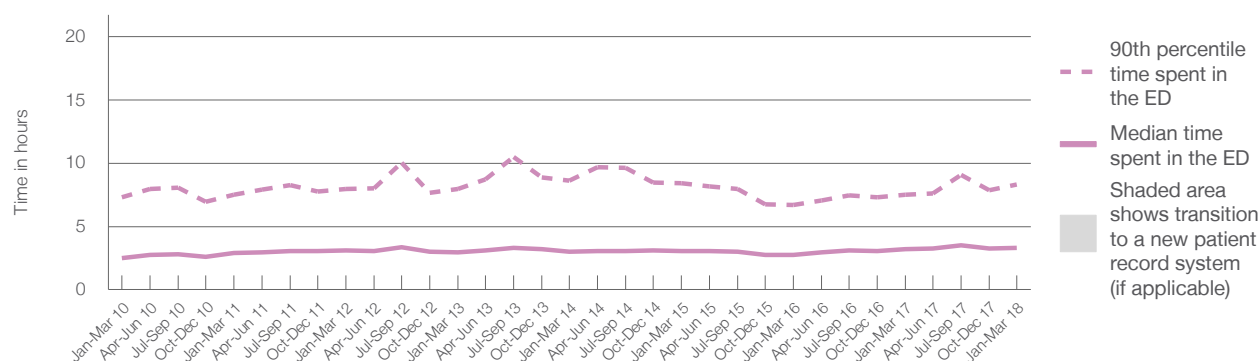
90th percentile time spent in the ED⁹ 8 hours and 18 minutes

Same period last year	NSW (this period)
12,006	
12,006	
3 hours and 11 minutes	2 hours and 42 minutes
7 hours and 31 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 30m	2h 54m	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m	3h 11m	3h 20m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 17m	7h 32m	7h 57m	7h 58m	8h 37m	8h 26m	6h 42m	7h 31m	8h 18m

(†) 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

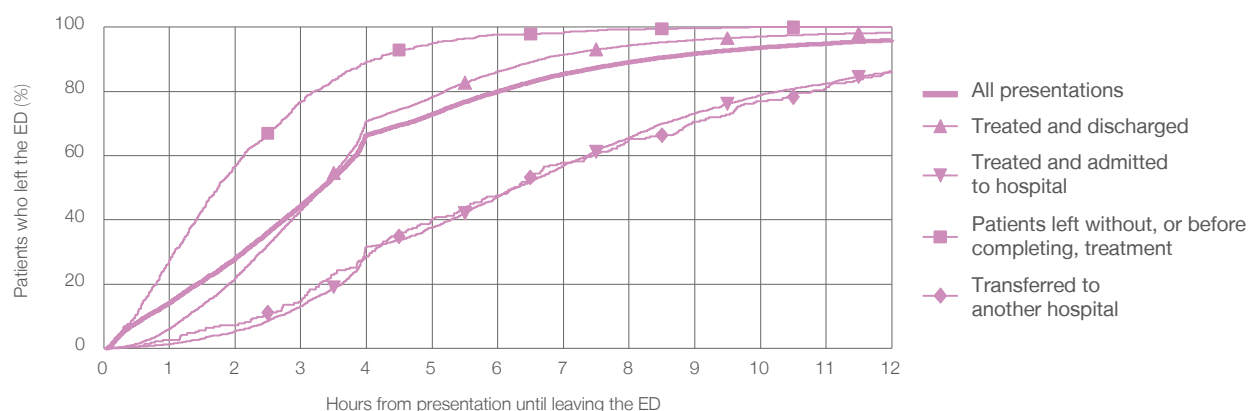
January to March 2018

All presentations:[†] 11,730 patients

Presentations used to calculate time to leaving the ED:[‡] 11,730 patients

		Same period last year	Change since one year ago
Treated and discharged	7,303 (62.3%)	7,683	-4.9%
Treated and admitted to hospital	2,254 (19.2%)	2,292	-1.7%
Patient left without, or before completing, treatment	763 (6.5%)	660	15.6%
Transferred to another hospital	235 (2.0%)	227	3.5%
Other	1,175 (10.0%)	1,144	2.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.1%	21.8%	43.0%	70.7%	86.2%	94.3%	97.1%	98.4%
Treated and admitted to hospital	1.2%	5.4%	13.1%	31.6%	47.2%	65.5%	78.8%	86.1%
Patient left without, or before completing, treatment	27.5%	56.9%	76.8%	89.3%	97.6%	99.3%	100%	100%
Transferred to another hospital	2.6%	7.2%	14.5%	28.5%	47.7%	65.1%	77.0%	86.4%
All presentations	14.1%	28.0%	44.4%	66.4%	80.1%	89.1%	93.6%	96.0%

(†) 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 spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 11,730 patients

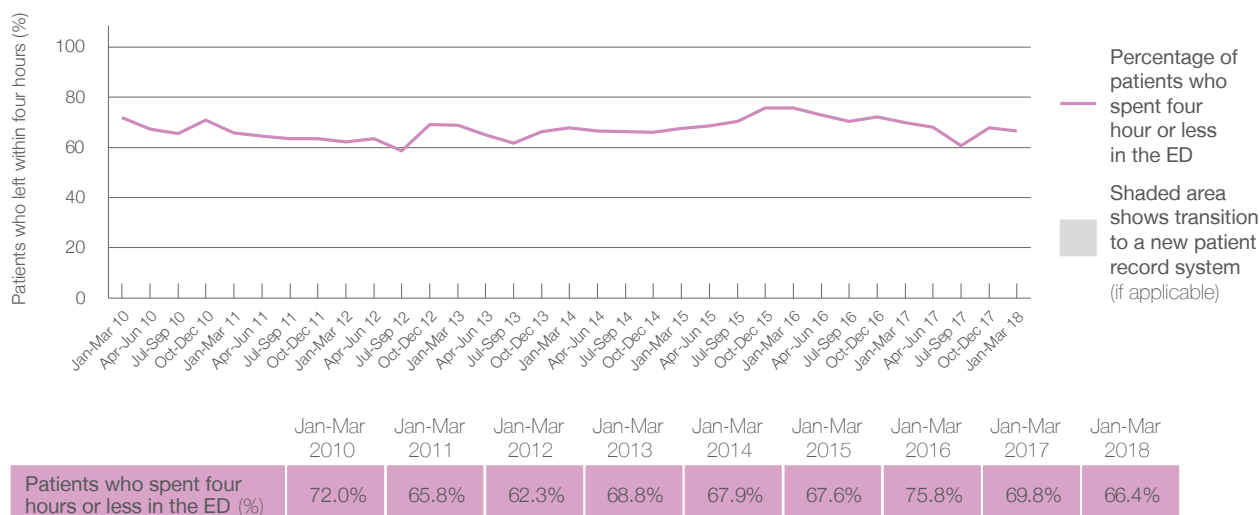
Presentations used to calculate time to leaving the ED: ⁶ 11,730 patients

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



Same period last year	Change since one year ago
12,006	-2%
12,006	-2%
69.8%	

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



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).