

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,006 patients

Emergency presentations:² 11,920 patients

Same period last year	Change since one year ago
12,242	-1.9%
12,091	-1.4%

Maitland Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,969 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,062 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,425 patients

Median time to start treatment⁴ 44 minutes
 90th percentile time to start treatment⁵ 138 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,445 patients

Median time to start treatment⁴ 58 minutes
 90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
1,491	
8 minutes	8 minutes
19 minutes	26 minutes
2,830	
23 minutes	20 minutes
65 minutes	69 minutes
6,177	
39 minutes	26 minutes
109 minutes	101 minutes
1,575	
44 minutes	23 minutes
118 minutes	104 minutes

Maitland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,006 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
12,242	-1.9%
75.8%	

* 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 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.

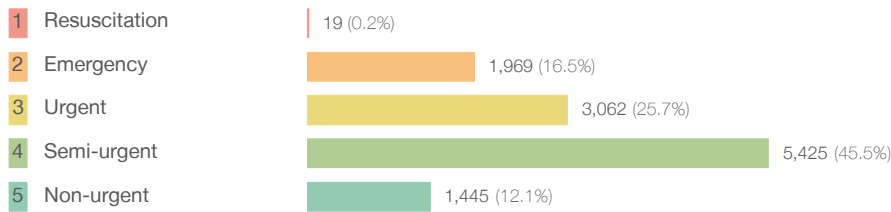
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Patients presenting to the emergency department January to March 2017

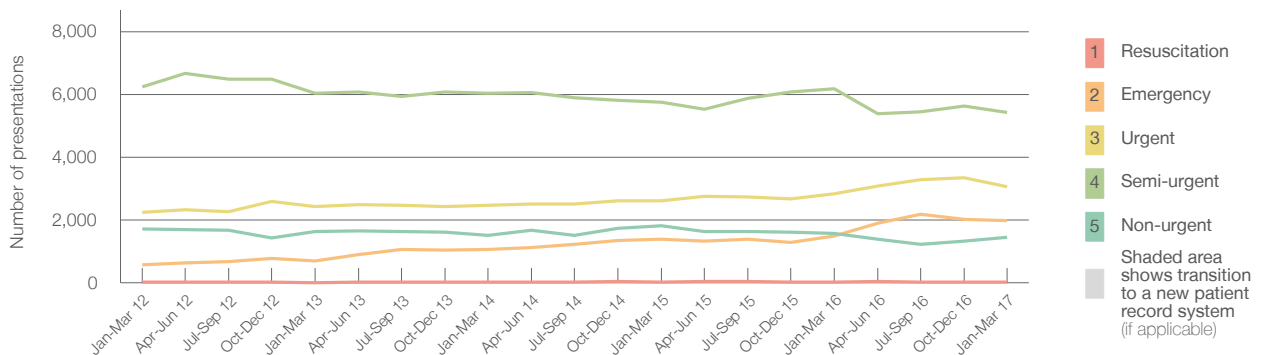
All presentations:¹ 12,006 patients

Emergency presentations² by triage category: 11,920 patients



Same period last year	Change since one year ago
12,242	-1.9%
12,091	-1.4%
18	5.6%
1,491	32.1%
2,830	8.2%
6,177	-12.2%
1,575	-8.3%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	15	7	22	24	18	19
Emergency	565	686	1,049	1,377	1,491	1,969
Urgent	2,251	2,418	2,463	2,617	2,830	3,062
Semi-urgent	6,239	6,035	6,045	5,759	6,177	5,425
Non-urgent	1,716	1,636	1,510	1,816	1,575	1,445
All emergency presentations	10,786	10,782	11,089	11,593	12,091	11,920

Maitland Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,104 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,968	
9 minutes	-2 minutes
21 minutes	-5 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

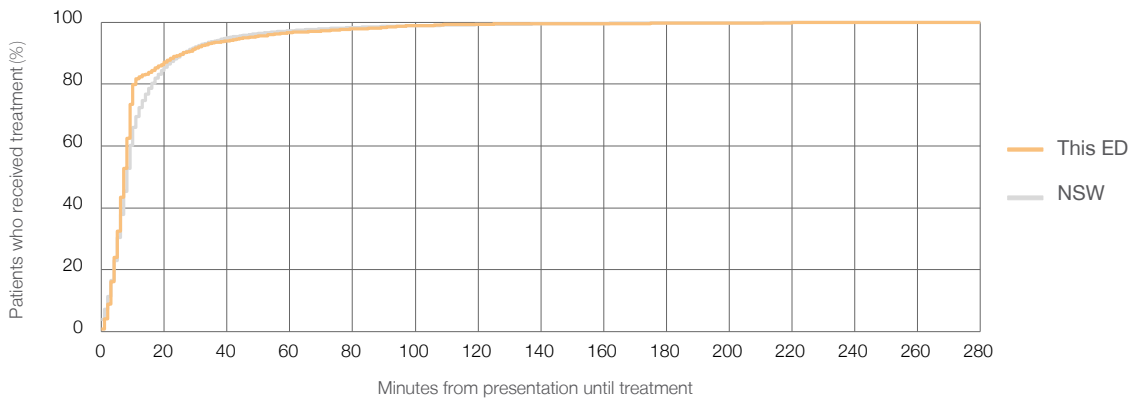
Number of triage 2 patients: 1,969

Number of triage 2 patients used to calculate waiting time:³ 1,926

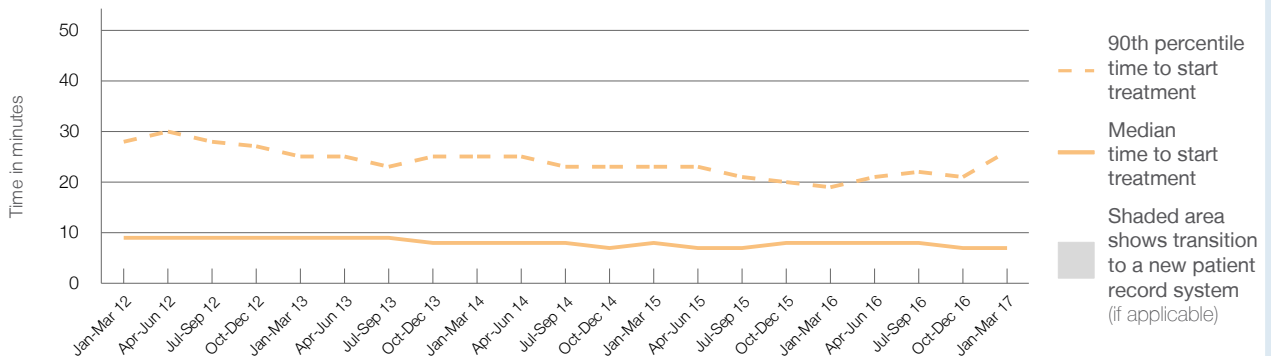
Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
1,491	
1,475	
8 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



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

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Maitland Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,062

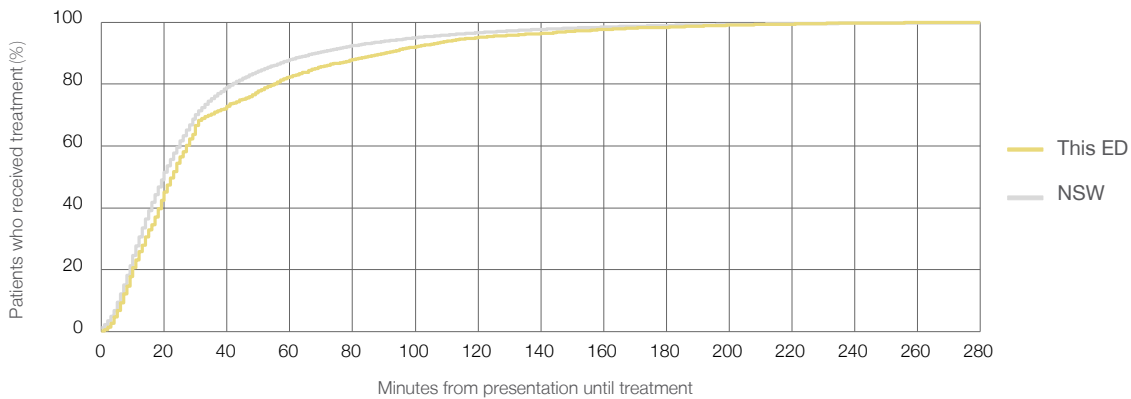
Number of triage 3 patients used to calculate waiting time:³ 2,912

Median time to start treatment⁴ 23 minutes

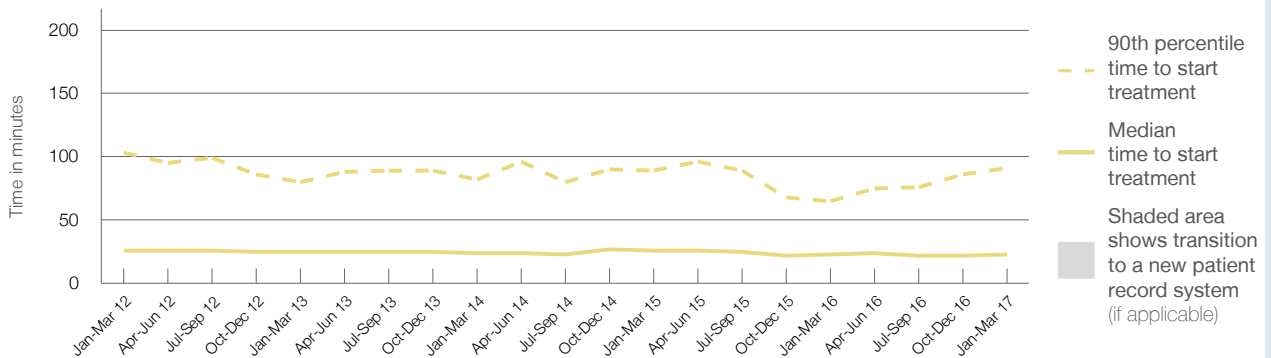
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
2,830	
2,751	
23 minutes	20 minutes
65 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 5,425

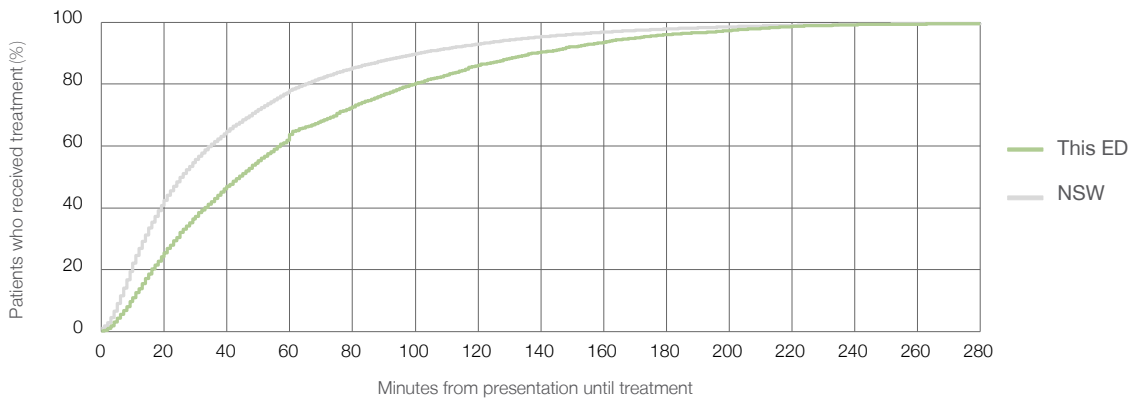
Number of triage 4 patients used to calculate waiting time:³ 4,529

Median time to start treatment⁴ 44 minutes

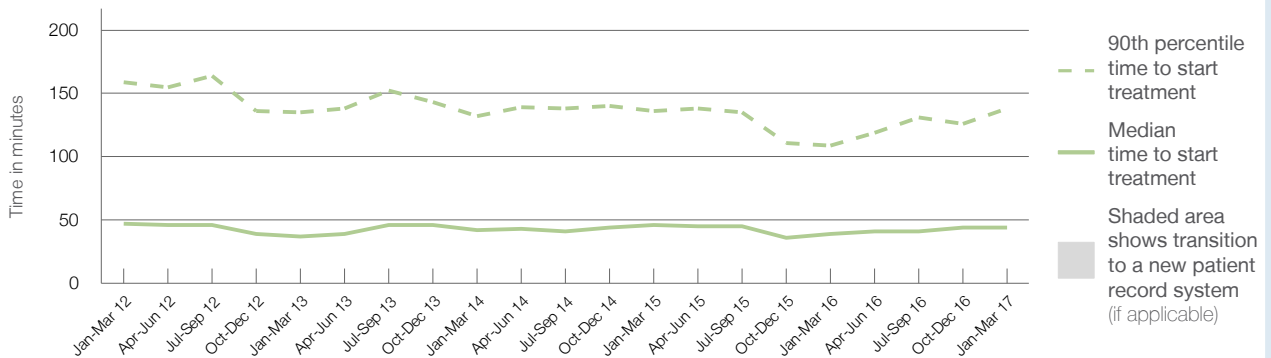
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
6,177	
5,357	
39 minutes	26 minutes
109 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,445

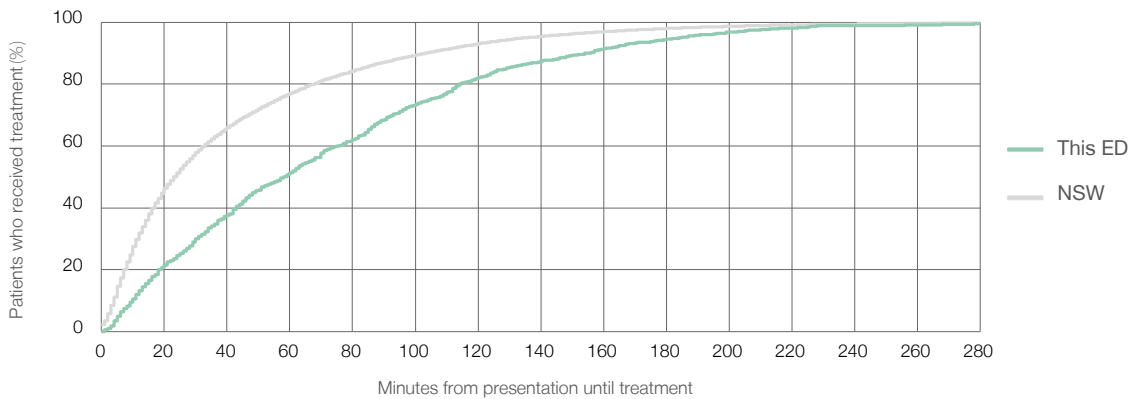
Number of triage 5 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 58 minutes

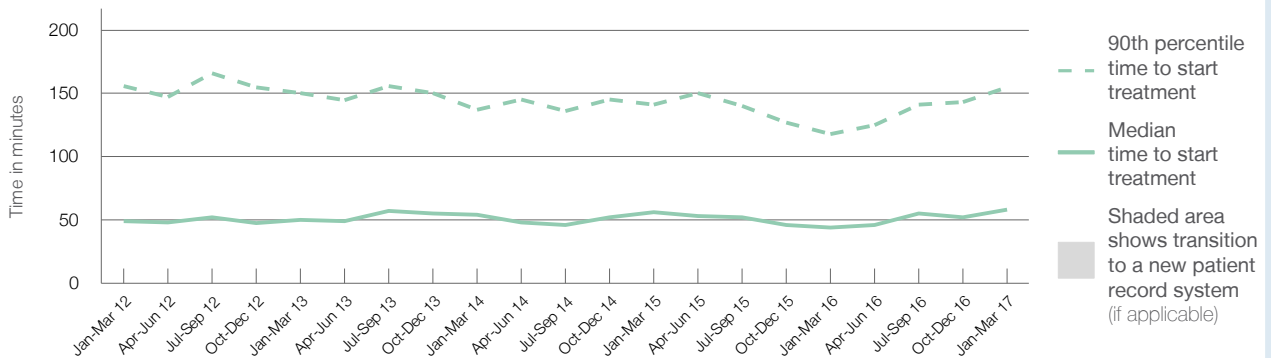
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
1,575	1,179
44 minutes	23 minutes
118 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



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

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Maitland Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,006 patients

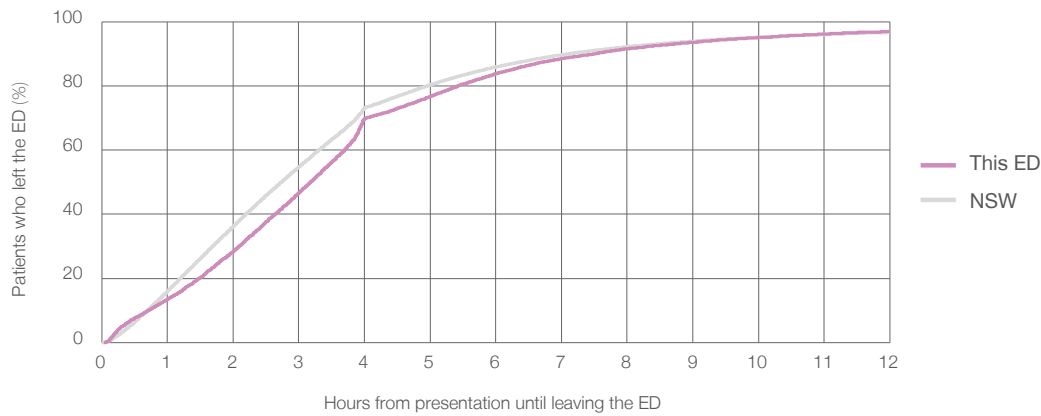
Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

90th percentile time spent in the ED⁹ 7 hours and 31 minutes

Same period last year	NSW (this period)
12,242	12,242
2 hours and 45 minutes	2 hours and 44 minutes
6 hours and 42 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 57m	7h 58m	8h 37m	8h 26m	6h 42m	7h 31m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

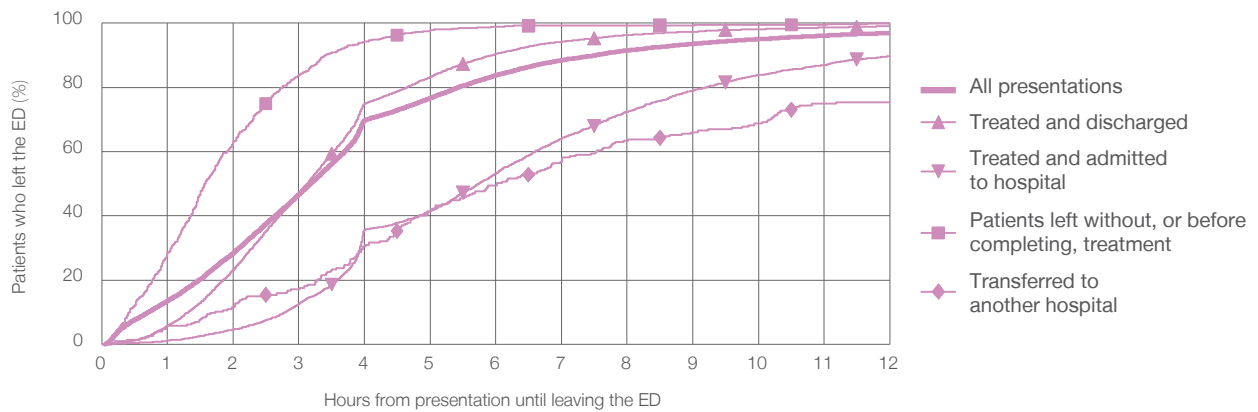
All presentations:¹ 12,006 patients

Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

Treated and discharged	7,641 (63.6%)
Treated and admitted to hospital	2,334 (19.4%)
Patient left without, or before completing, treatment	660 (5.5%)
Transferred to another hospital	227 (1.9%)
Other	1,144 (9.5%)

Same period last year	Change since one year ago
12,242	-1.9%
8,146	-6.2%
2,383	-2.1%
409	61.4%
209	8.6%
1,095	4.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	5.7%	23.2%	47.1%	74.9%	90.5%	96.3%	98.1%	99.1%
Treated and admitted to hospital	1.2%	4.5%	12.6%	35.6%	53.2%	72.3%	83.9%	89.8%
Patient left without, or before completing, treatment	28.5%	63.2%	83.8%	94.2%	98.9%	99.2%	99.5%	99.8%
Transferred to another hospital	5.7%	11.5%	17.2%	30.4%	49.3%	63.4%	68.7%	75.3%
All presentations	13.6%	28.5%	46.7%	69.8%	83.8%	91.5%	95.1%	96.9%

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Maitland Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 12,006 patients

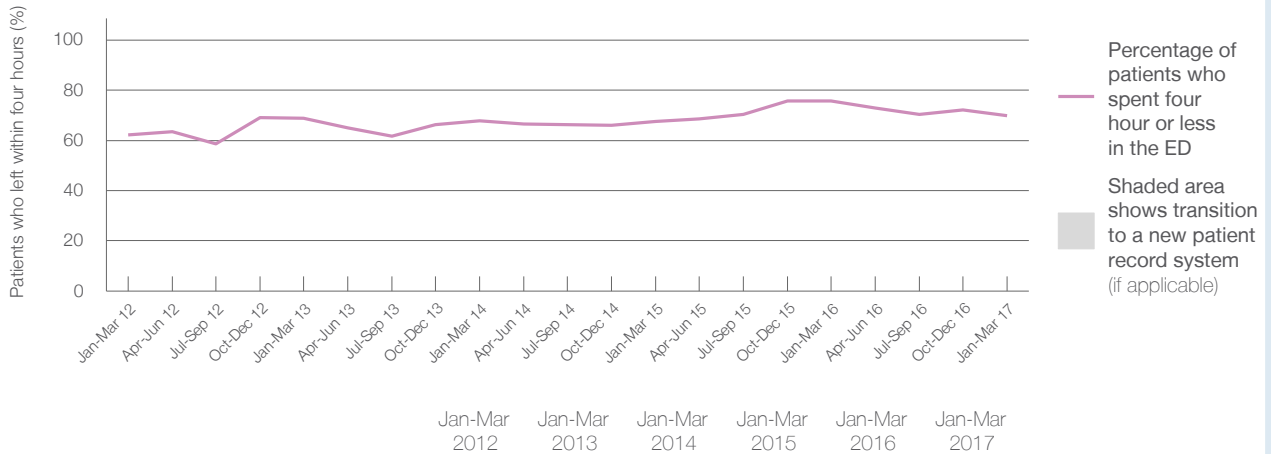
Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

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	12,242	-1.9%
Presentations used to calculate time to leaving the ED	12,242	-1.9%
Percentage of patients who spent four hours or less in the ED	75.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	62.3%	68.8%	67.9%	67.6%	75.8%	69.8%

* 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: 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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).