

Maitland Hospital: Emergency department (ED) overview

October to December 2017


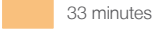
All presentations:¹ 12,136 patients
 Emergency presentations:² 12,056 patients

Same period last year	Change since one year ago
12,446	-2.5%
12,344	-2.3%

Maitland Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,109 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  33 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,181 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,459 patients

Median time to start treatment⁴  45 minutes
 90th percentile time to start treatment⁵  146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,282 patients

Median time to start treatment⁴  57 minutes
 90th percentile time to start treatment⁵  167 minutes

Same period last year	NSW (this period)
2,021	
7 minutes	8 minutes
21 minutes	23 minutes
3,349	
22 minutes	20 minutes
86 minutes	65 minutes
5,623	
44 minutes	26 minutes
126 minutes	99 minutes
1,332	
52 minutes	23 minutes
143 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,136 patients

Percentage of patients who spent four hours or less in the ED  67.8%

Same period last year	Change since one year ago
12,446	-2.5%
72.2%	

- * 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 23 January 2018).

Maitland Hospital: Patients presenting to the emergency department October to December 2017

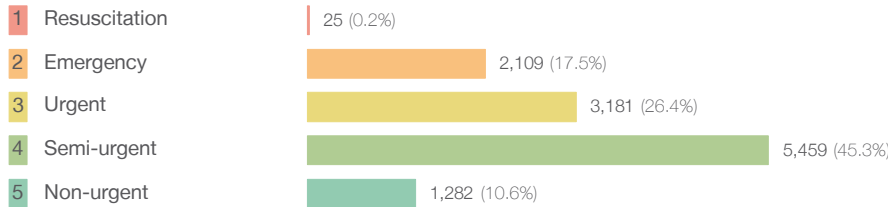
All presentations:¹ 12,136 patients

Same period last year Change since one year ago

12,446 -2.5%

Emergency presentations² by triage category: 12,056 patients

12,344 -2.3%



19 31.6%

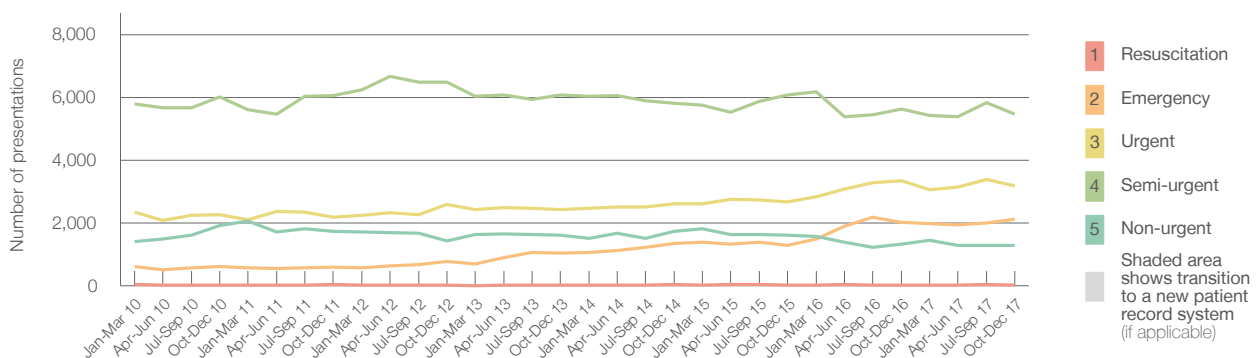
2,021 4.4%

3,349 -5.0%

5,623 -2.9%

1,332 -3.8%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	24	34	22	23	30	18	19	25
Emergency	619	579	765	1,040	1,334	1,279	2,021	2,109
Urgent	2,263	2,175	2,583	2,434	2,610	2,679	3,349	3,181
Semi-urgent	6,016	6,059	6,485	6,069	5,816	6,070	5,623	5,459
Non-urgent	1,905	1,722	1,426	1,607	1,737	1,618	1,332	1,282
All emergency presentations	10,827	10,569	11,281	11,173	11,527	11,664	12,344	12,056

Maitland Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,238 patients

Same period last year Change since one year ago

2,096

ED Transfer of care time

Median time 9 minutes

7 minutes 2 minutes

90th percentile time 18 minutes

15 minutes 3 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 October to December 2017

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

Number of triage 2 patients: 2,109

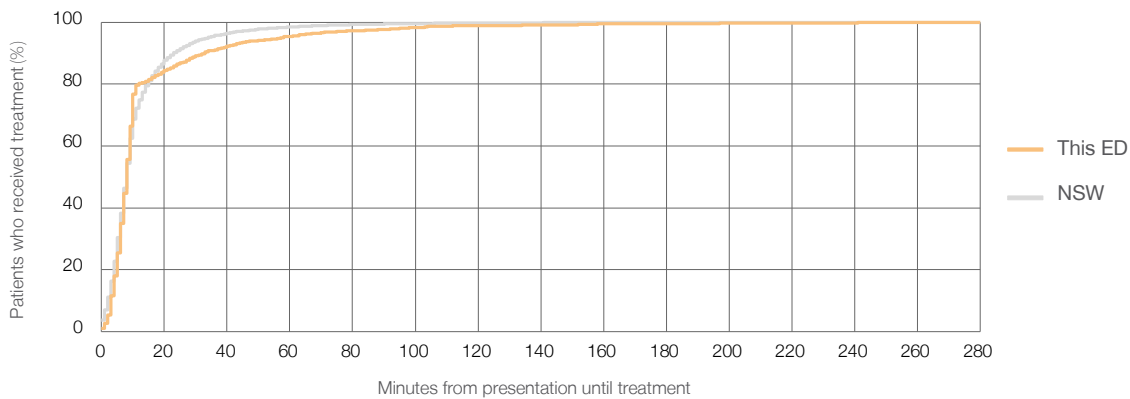
Number of triage 2 patients used to calculate waiting time:³ 2,054

Median time to start treatment⁴ 8 minutes

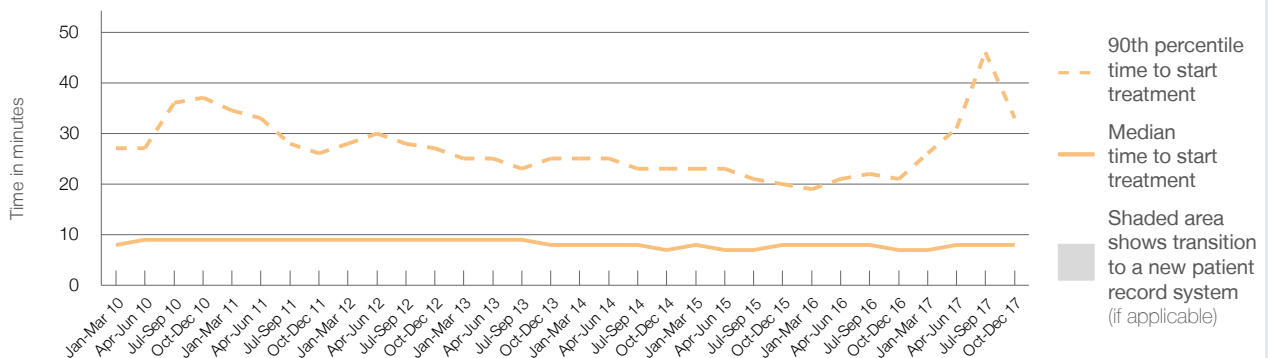
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
2,021	
1,986	
7 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	37	26	27	25	23	20	21	33

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Maitland Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,181

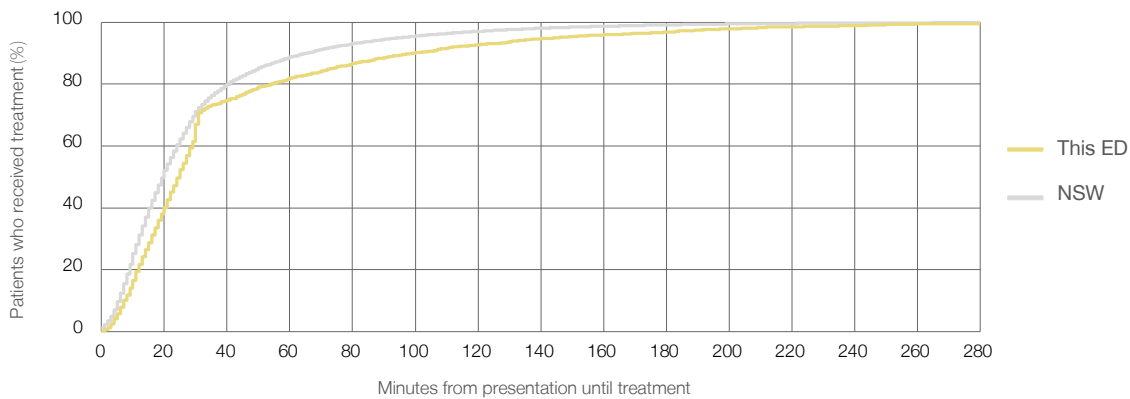
Number of triage 3 patients used to calculate waiting time:³ 3,012

Median time to start treatment⁴ 25 minutes

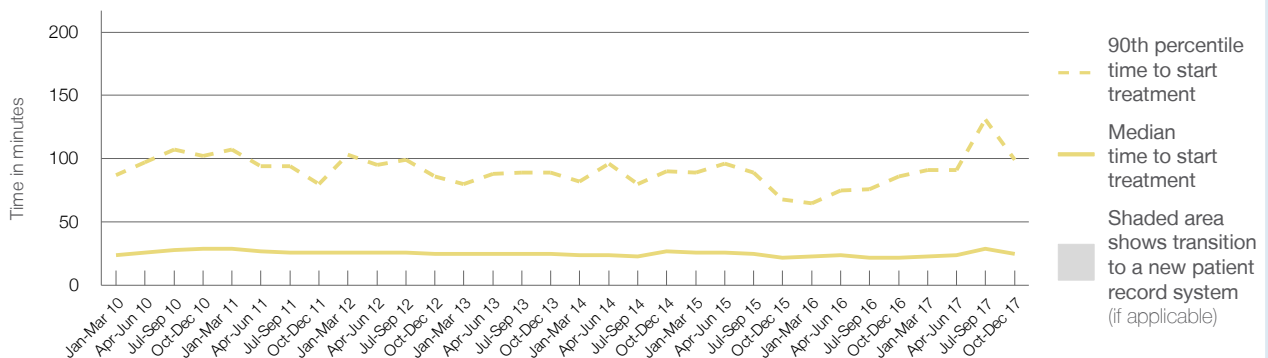
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,349	3,211
22 minutes	20 minutes
86 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	29	26	25	25	27	22	22	25
90th percentile time to start treatment ⁵ (minutes)	102	80	86	89	90	68	86	99

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Maitland Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,459

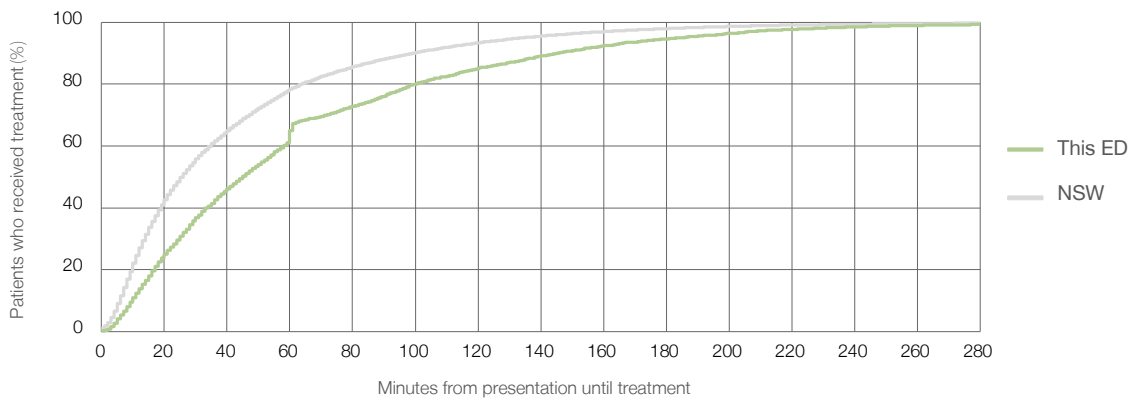
Number of triage 4 patients used to calculate waiting time:³ 4,412

Median time to start treatment⁴ 45 minutes

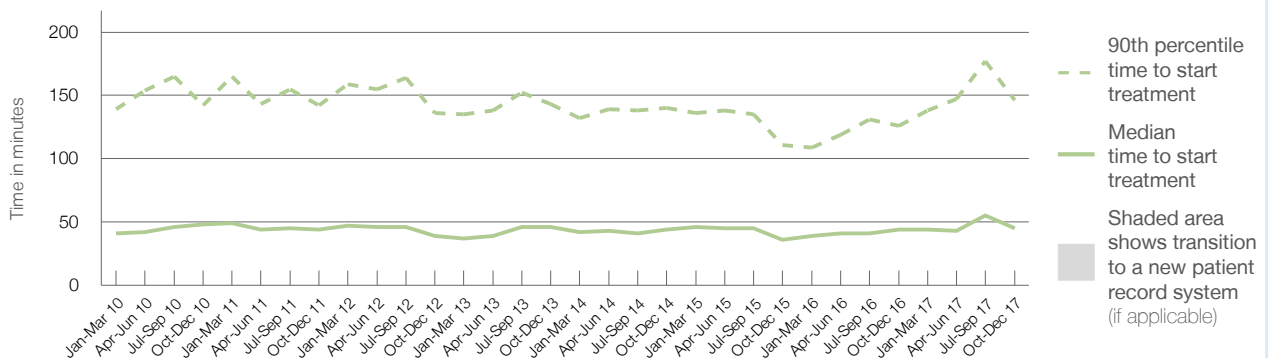
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
5,623	
4,687	
44 minutes	26 minutes
126 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	48	44	39	46	44	36	44	45
90th percentile time to start treatment ⁵ (minutes)	142	142	136	143	140	111	126	146

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Maitland Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,282

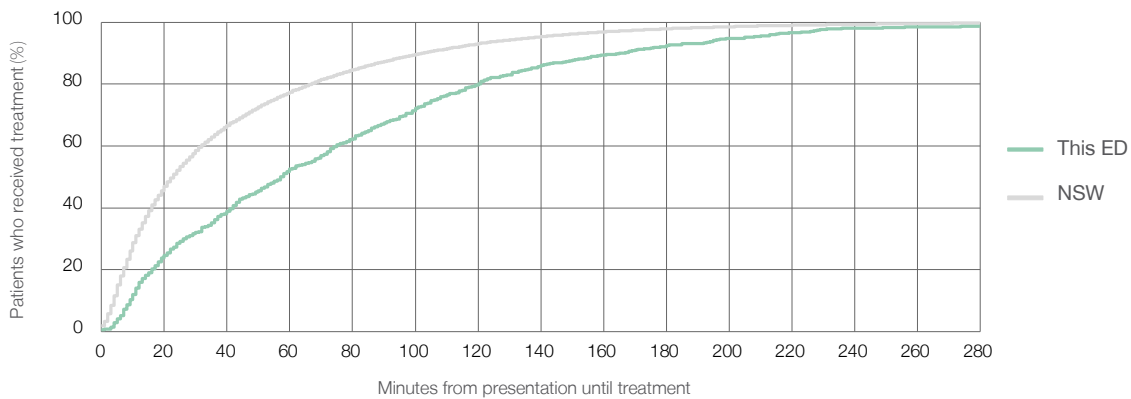
Number of triage 5 patients used to calculate waiting time:³ 871

Median time to start treatment⁴ 57 minutes

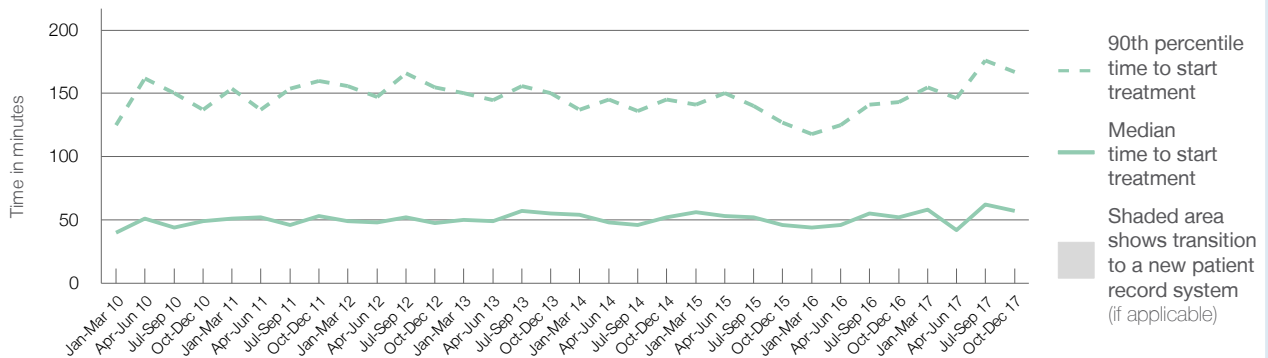
90th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
1,332	938
52 minutes	23 minutes
143 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	49	53	48	55	52	46	52	57
90th percentile time to start treatment ⁵ (minutes)	137	160	155	150	145	127	143	167

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Maitland Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,136 patients

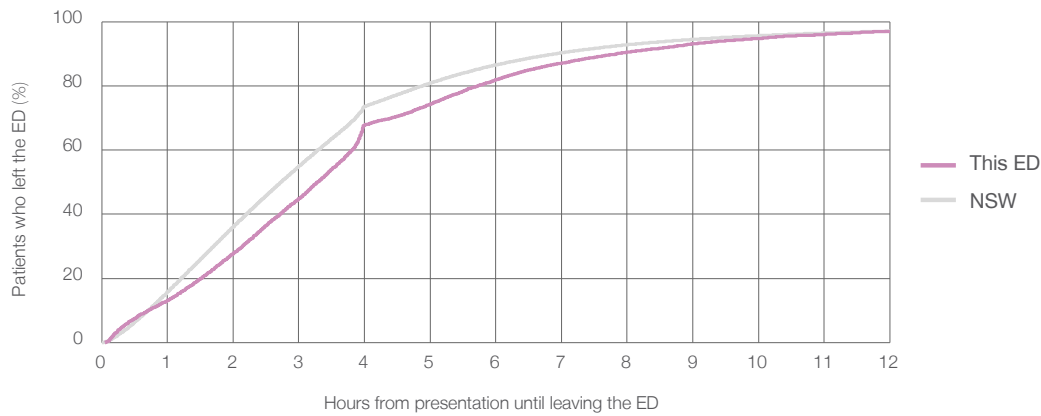
Presentations used to calculate time to leaving the ED:⁶ 12,136 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

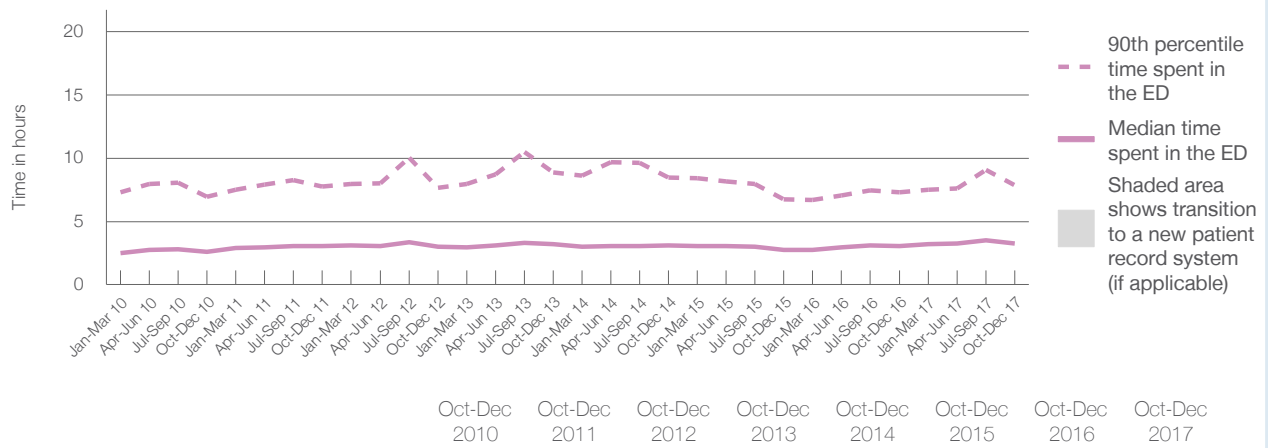
90th percentile time spent in the ED⁹ 7 hours and 51 minutes

Same period last year	NSW (this period)
12,446	12,446
3 hours and 4 minutes	2 hours and 44 minutes
7 hours and 19 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 37m	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m	3h 17m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 57m	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m	7h 51m

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Maitland Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

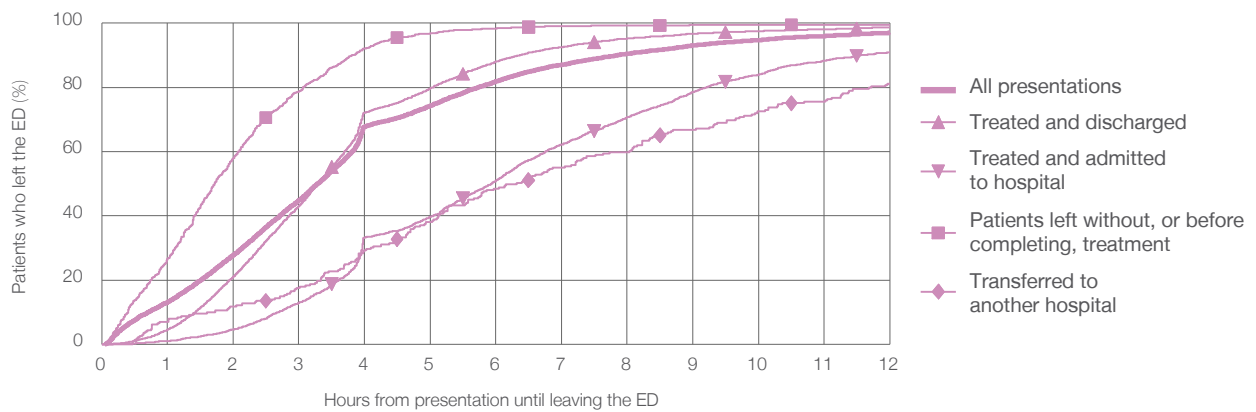
All presentations:¹ 12,136 patients

Presentations used to calculate time to leaving the ED:⁶ 12,136 patients

Treated and discharged	7,376 (60.8%)
Treated and admitted to hospital	2,390 (19.7%)
Patient left without, or before completing, treatment	945 (7.8%)
Transferred to another hospital	229 (1.9%)
Other	1,196 (9.9%)

	Same period last year	Change since one year ago
	12,446	-2.5%
	8,158	-9.6%
	2,284	4.6%
	587	61.0%
	250	-8.4%
	1,167	2.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	4.5%	21.1%	43.1%	72.1%	88.0%	95.3%	97.5%	98.7%
Treated and admitted to hospital	0.9%	4.6%	12.9%	33.3%	51.0%	70.8%	84.0%	90.9%
Patient left without, or before completing, treatment	26.8%	58.1%	78.8%	92.2%	98.3%	99.4%	99.5%	99.5%
Transferred to another hospital	7.0%	11.8%	17.5%	29.3%	48.5%	59.8%	72.5%	81.2%
All presentations	13.2%	27.8%	44.8%	67.8%	81.9%	90.5%	94.8%	97.0%

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Maitland Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 12,136 patients

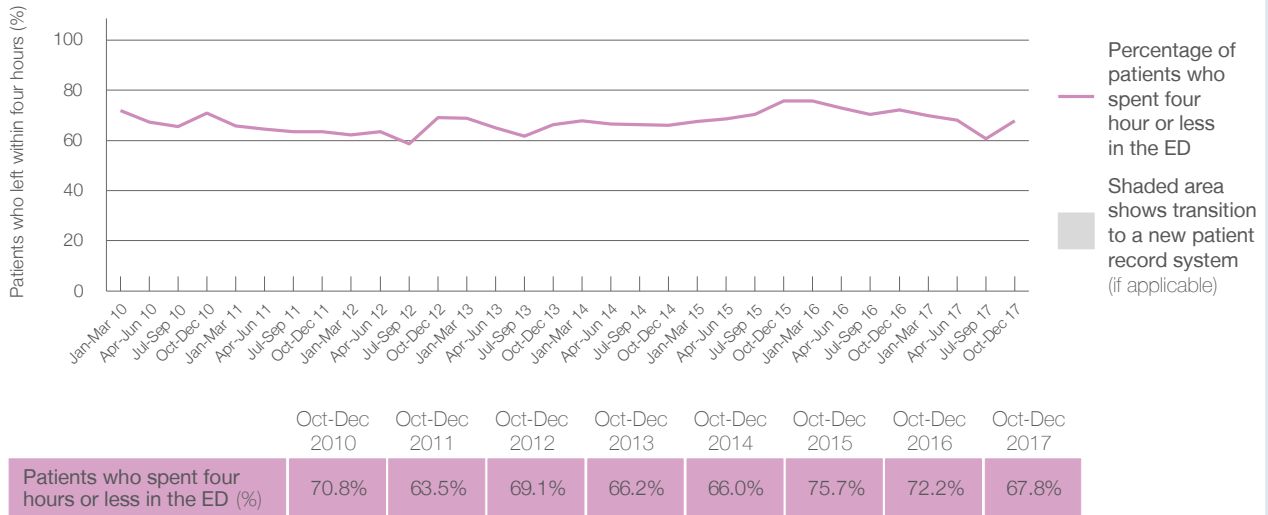
Presentations used to calculate time to leaving the ED: ⁶ 12,136 patients

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



Same period last year	Change since one year ago
12,446	-2.5%
12,446	-2.5%
72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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).
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- 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).