Maitland Hospital: Emergency department (ED) overview
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1]	12,242 patients	11,695	5%
Emergency attendances:[2]	12,091 patients	11,593	4%

Maitland Hospital: Time from presentation to treatment[3]
January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,491 patients		1,377	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	28 minutes	35 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,830 patients		2,617	
Median time to start treatment[4]	23 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]	89 minutes	120 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,177 patients		5,759	
Median time to start treatment[4]	39 minutes	46 minutes	26 minutes
95th percentile time to start treatment[5]	138 minutes	167 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,575 patients		1,816	
Median time to start treatment[4]	44 minutes	56 minutes	23 minutes
95th percentile time to start treatment[5]	148 minutes	173 minutes	135 minutes

Maitland Hospital: Time from presentation until leaving the ED
January to March 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	12,242 patients	11,695	5%
Percentage of patients who left the ED within four hours	76%	68%	

*   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 2016.*
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 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.
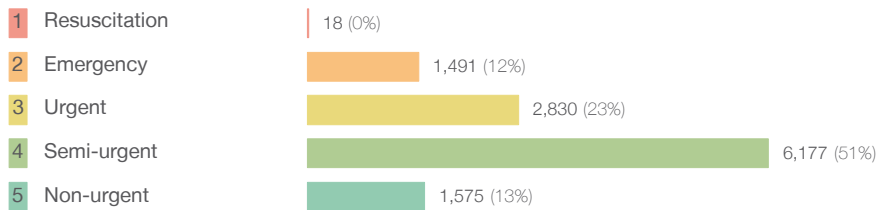6. All attendances that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Maitland Hospital

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Patients attending the emergency department
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1] 12,242 patients		11,695	5%
Emergency attendances[2] by triage category: 12,091 patients		11,593	4%
1 Resuscitation	18 (0%)	24	-25%
2 Emergency	1,491 (12%)	1,377	8%
3 Urgent	2,830 (23%)	2,617	8%
4 Semi-urgent	6,177 (51%)	5,759	7%
5 Non-urgent	1,575 (13%)	1,816	-13%

Emergency attendances[2] by quarter, January 2011 to March 2016 [‡]

	Resuscitation
	Emergency
	Urgent
	Semi-urgent
	Non-urgent
	Shaded area shows transition to a new patient record system (if applicable)
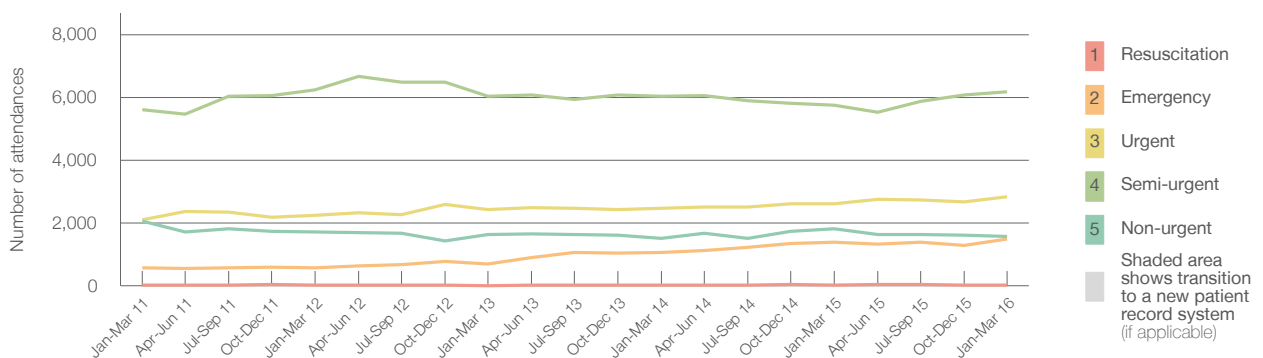
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	11	15	7	22	24	18
Emergency	564	565	686	1,049	1,377	1,491
Urgent	2,103	2,251	2,418	2,463	2,617	2,830
Semi-urgent	5,603	6,239	6,035	6,045	5,759	6,177
Non-urgent	2,049	1,716	1,636	1,510	1,816	1,575
All emergency attendances	10,330	10,786	10,782	11,089	11,593	12,091

Maitland Hospital: Patients arriving by ambulance
January to March 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 1,968 patients		2,152	
ED Transfer of care time[§]			
Median time	9 minutes	10 minutes	-1 minute
95th percentile time	27 minutes	39 minutes	-12 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.

(§)   For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Maitland Hospital: Time from presentation to treatment, triage 2
January to March 2016

| Triage 2	Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 1,491			1,377	
Number of triage 2 patients used to calculate waiting time:[3] 1,475			1,364	
Median time to start treatment[4]		8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]		28 minutes	35 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016
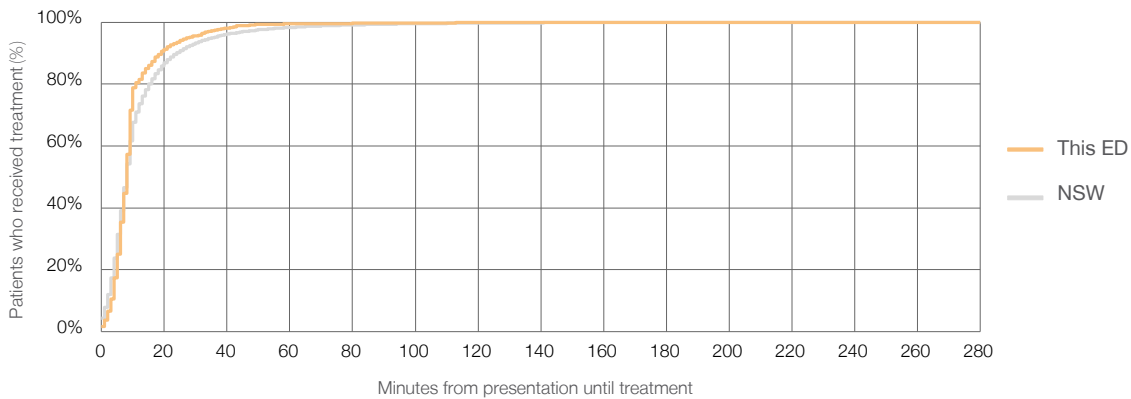
Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016[†‡]
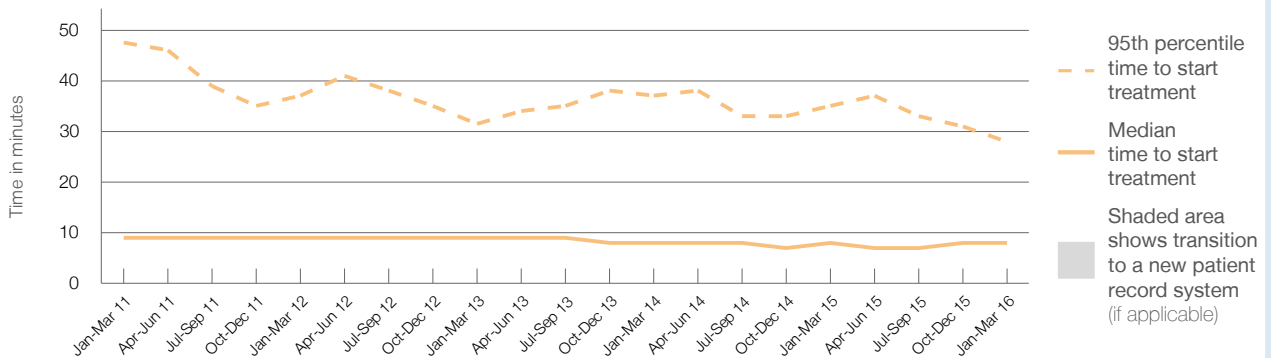
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	9	9	9	8	8	8
95th percentile time to start treatment[5] (minutes)	48	37	32	37	35	28

(†)   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

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time from presentation to treatment, triage 3
January to March 2016

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 2,830			2,617	
Number of triage 3 patients used to calculate waiting time:[3] 2,751			2,537	
Median time to start treatment[4]		23 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]		89 minutes	120 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016
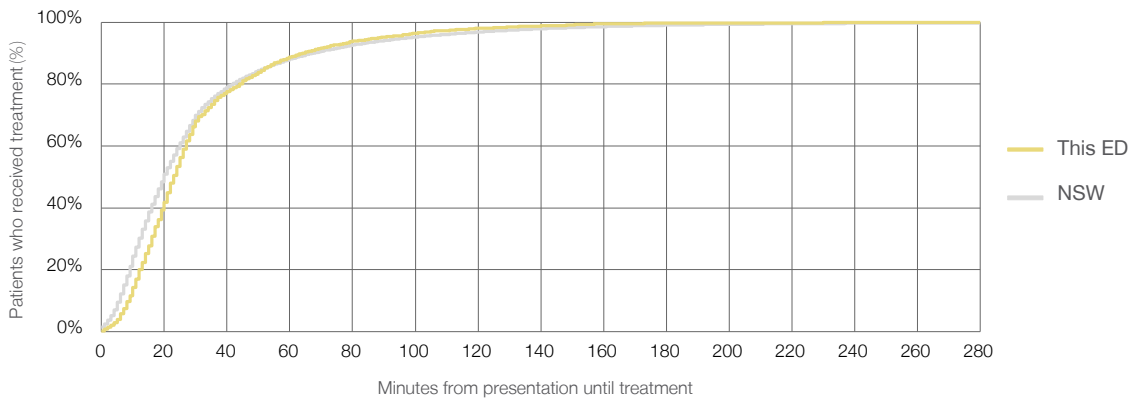
Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016[†‡]
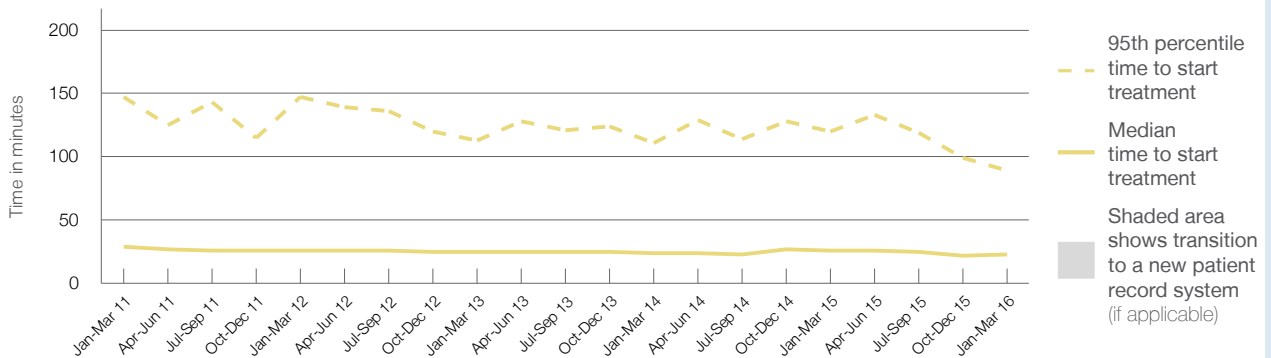
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	29	26	25	24	26	23
95th percentile time to start treatment[5] (minutes)	147	147	113	111	120	89

(†) 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

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time from presentation to treatment, triage 4
January to March 2016

| Triage 4	Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 6,177			5,759	
Number of triage 4 patients used to calculate waiting time:[3] 5,357			5,020	
Median time to start treatment[4]		39 minutes	46 minutes	26 minutes
95th percentile time to start treatment[5]		138 minutes	167 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016
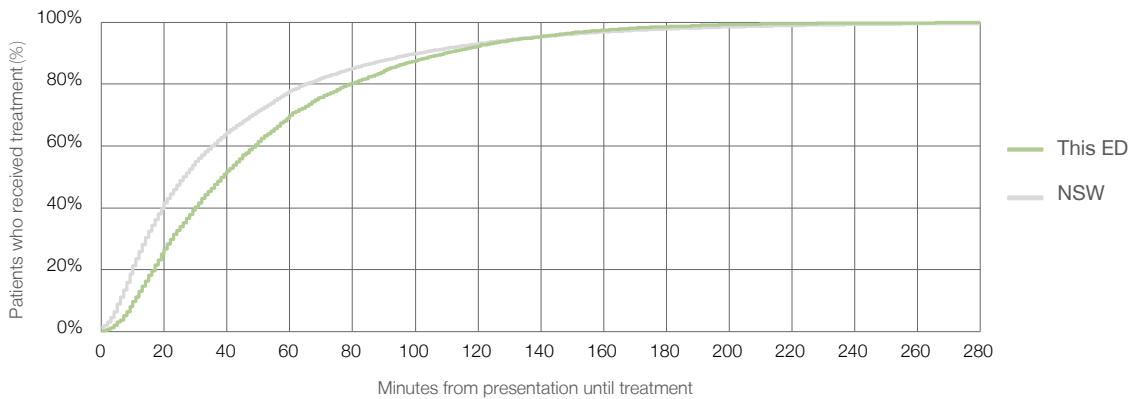
Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016[†‡]
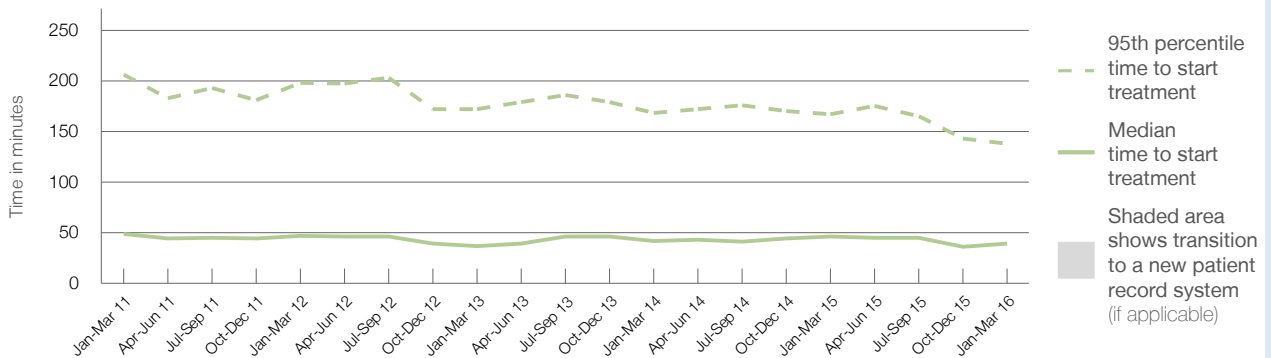
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	49	47	37	42	46	39
95th percentile time to start treatment[5] (minutes)	206	198	172	168	167	138

(†) 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

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time from presentation to treatment, triage 5
January to March 2016

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 1,575			1,816	
Number of triage 5 patients used to calculate waiting time:[3] 1,177			1,431	
Median time to start treatment[4]		44 minutes	56 minutes	23 minutes
95th percentile time to start treatment[5]		148 minutes	173 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016
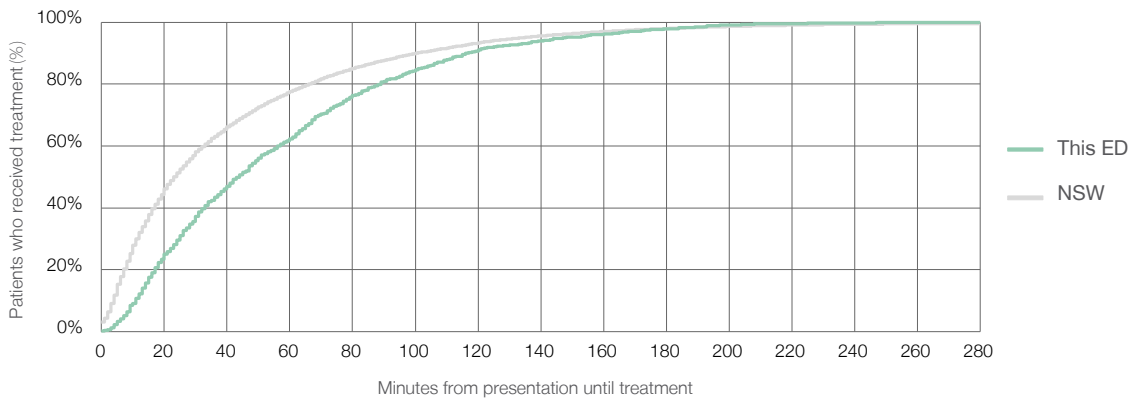
Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016[†‡]
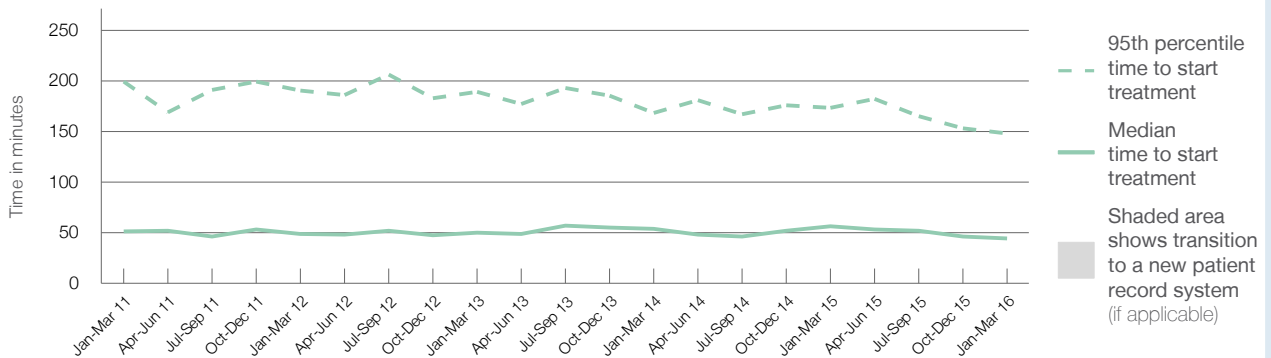
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	51	49	50	54	56	44
95th percentile time to start treatment[5] (minutes)	199	190	189	168	173	148

(†) 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

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time from presentation until leaving the ED
January to March 2016

		Same period last year	NSW (this period)
All attendances:[1] 12,242 patients		11,695	
Attendances used to calculate time to leaving the ED:[6] 12,242 patients		11,695	
Median time to leaving the ED[8]	2 hours and 45 minutes	3 hours and 3 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED[9]	8 hours and 54 minutes	12 hours and 41 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016
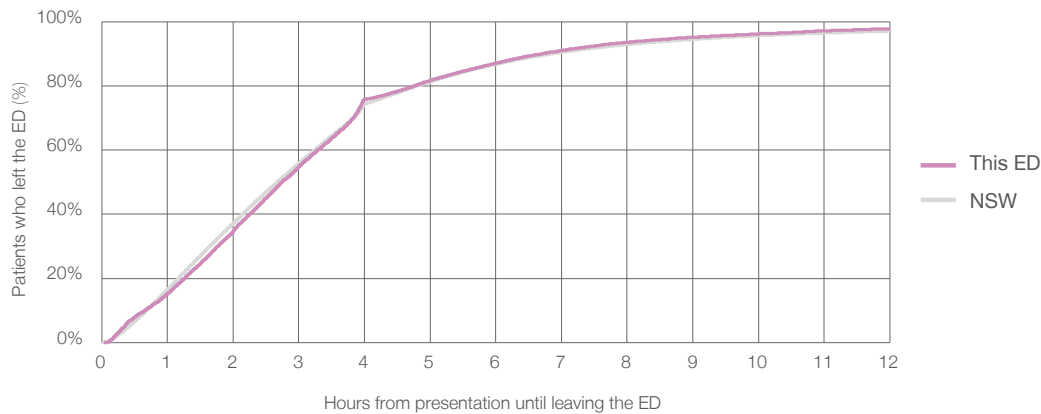
Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 [†‡]
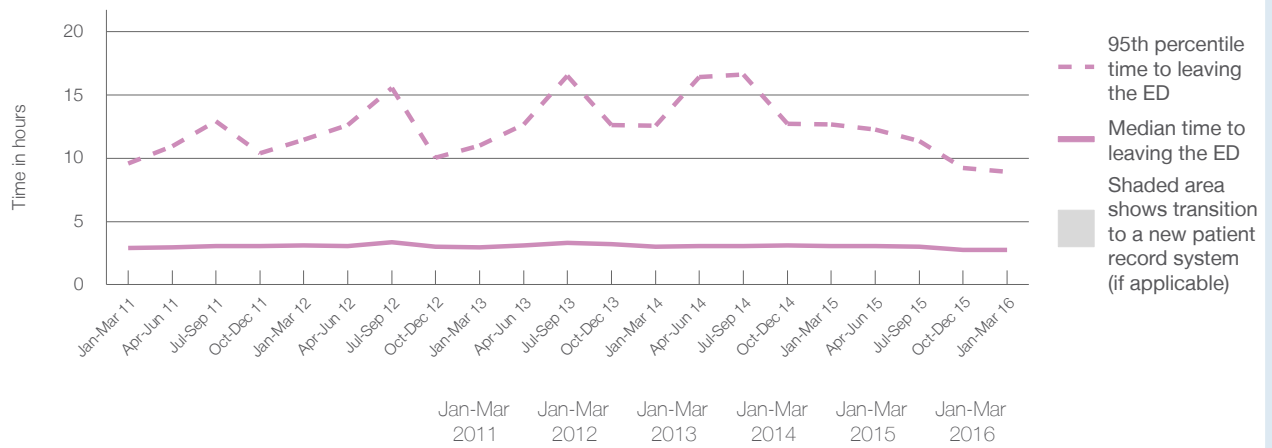
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED[8] (hours, minutes)	2h 54m	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m
95th percentile time to leaving the ED[9] (hours, minutes)	9h 36m	11h 28m	11h 0m	12h 33m	12h 41m	8h 54m

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(†)   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 from presentation until leaving the ED
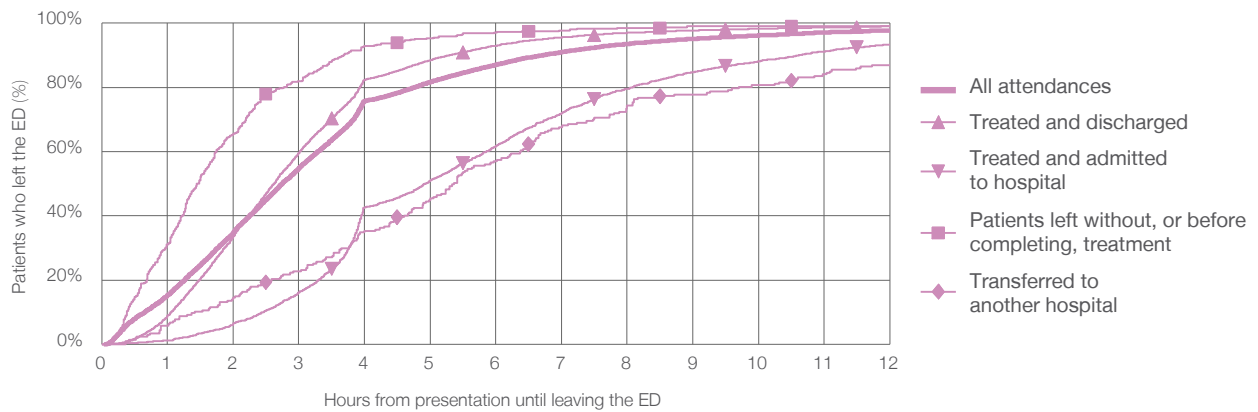### By mode of separation
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1] 12,242 patients			
Attendances used to calculate time to leaving the ED:[6] 12,242 patients		11,695	5%
Treated and discharged	8,147 (67%)	7,600	7%
Treated and admitted to hospital	2,384 (19%)	2,353	1%
Patient left without, or before completing, treatment	409 (3%)	607	-33%
Transferred to another hospital	207 (2%)	265	-22%
Other	1,095 (9%)	870	26%

Percentage of patients who left the ED by time and mode of separation, January to March 2016 [†‡]

Patients who left the ED (%)

Hours from presentation until leaving the ED

Legend:
- All attendances
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9%	34%	60%	82%	93%	97%	98%	99%
Treated and admitted to hospital	1%	6%	16%	43%	62%	80%	88%	93%
Patient left without, or before completing, treatment	31%	66%	82%	93%	97%	99%	99%	99%
Transferred to another hospital	6%	14%	23%	35%	57%	74%	81%	87%
All attendances	15%	35%	55%	76%	87%	94%	96%	98%

(†) 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 from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
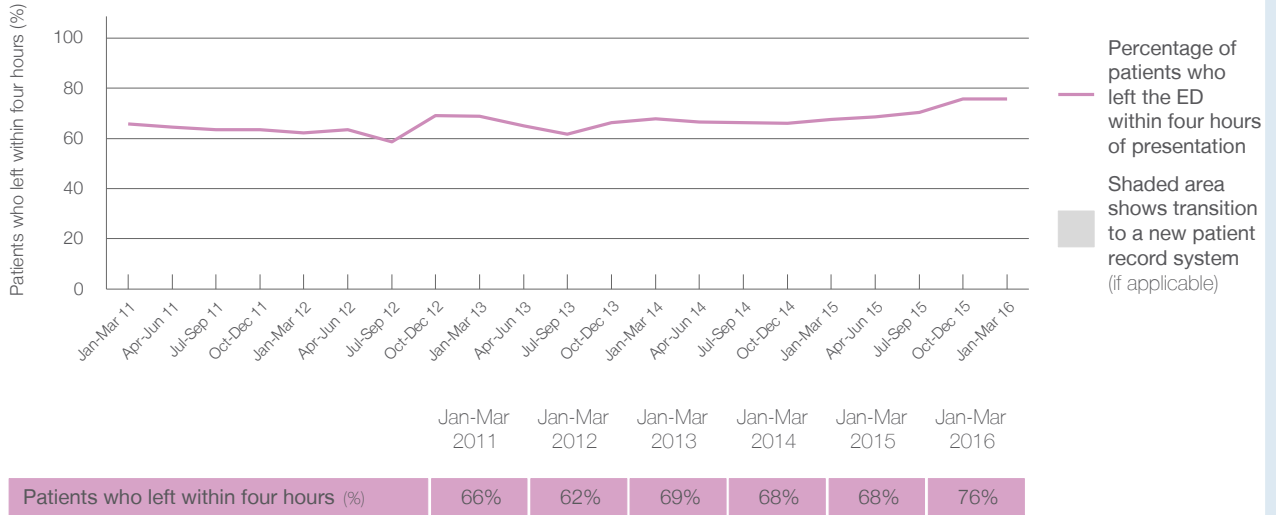### January to March 2016

		Same period last year	Change since one year ago
All attendances: [1] 12,242 patients		11,695	5%
Attendances used to calculate time to leaving the ED: [6] 12,242 patients		11,695	5%
Percentage of patients who left the ED within four hours	76%	68%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 [†‡]

Percentage of patients who left the ED within four hours of presentation

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Patients who left within four hours (%)	66%	62%	69%	68%	68%	76%

* 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 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 2016.*
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 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.
6. All attendances 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 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 rounded to whole numbers and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Maitland Hospital

Major hospitals (B)
Hunter New England Local Health District