

## Maitland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 12,610 patients



Emergency presentations:<sup>2</sup> 12,538 patients

Same period last year	Change since one year ago
12,232	3.1%
12,165	3.1%

## Maitland Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,993 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  46 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,392 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  131 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,838 patients

Median time to start treatment<sup>4</sup>  55 minutes  
90th percentile time to start treatment<sup>5</sup>  177 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,279 patients

Median time to start treatment<sup>4</sup>  62 minutes  
90th percentile time to start treatment<sup>5</sup>  176 minutes

Same period last year	NSW (this period)
2,179	
8 minutes	9 minutes
22 minutes	29 minutes
3,285	
22 minutes	23 minutes
76 minutes	83 minutes
5,447	
41 minutes	30 minutes
131 minutes	121 minutes
1,231	
55 minutes	26 minutes
141 minutes	118 minutes

## Maitland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,609 patients

Percentage of patients who spent four hours or less in the ED  60.8%

Same period last year	Change since one year ago
12,232	3.1%
70.5%	

\* 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 17 October 2017).

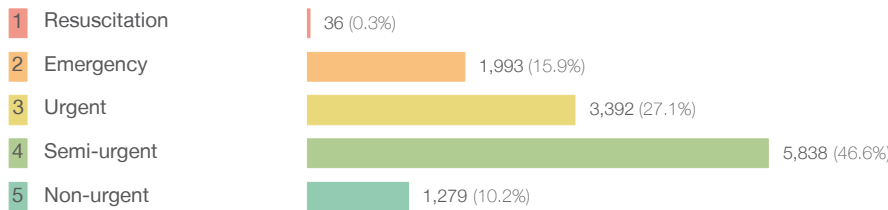
## Maitland Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 12,610 patients

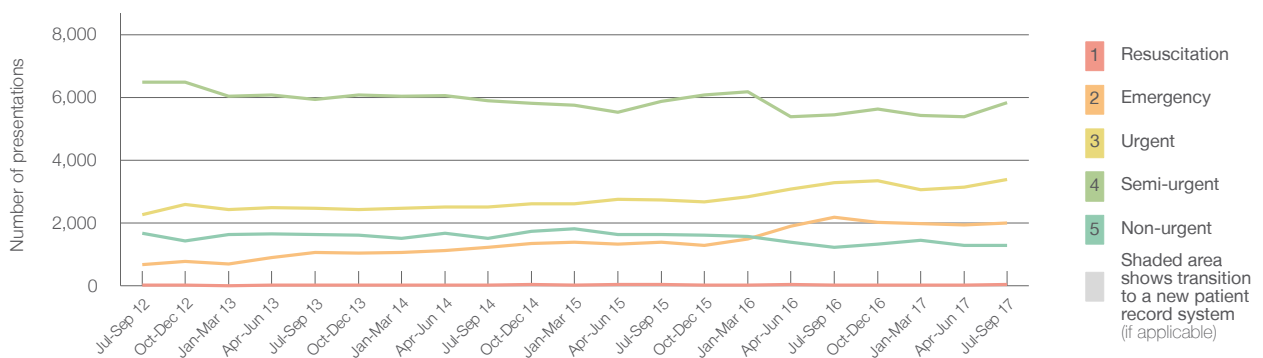
Same period last year	Change since one year ago
12,232	3.1%

Emergency presentations<sup>2</sup> by triage category: 12,538 patients

Same period last year	Change since one year ago
12,165	3.1%
23	56.5%
2,179	-8.5%
3,285	3.3%
5,447	7.2%
1,231	3.9%



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	27	20	24	34	23	36
Emergency	667	1,053	1,227	1,383	2,179	1,993
Urgent	2,256	2,474	2,503	2,722	3,285	3,392
Semi-urgent	6,487	5,937	5,891	5,872	5,447	5,838
Non-urgent	1,666	1,629	1,515	1,634	1,231	1,279
All emergency presentations	11,103	11,113	11,160	11,645	12,165	12,538

## Maitland Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,380 patients

Same period last year	Change since one year ago
2,121	

ED Transfer of care time



Same period last year	Change since one year ago
9 minutes	0 minutes
20 minutes	2 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 2017

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

Number of triage 2 patients: 1,993

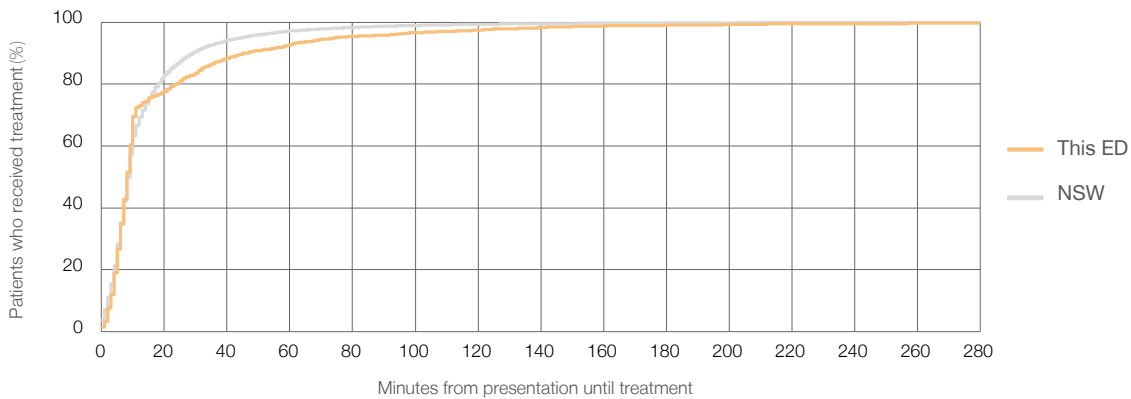
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,938

Median time to start treatment<sup>4</sup> 8 minutes

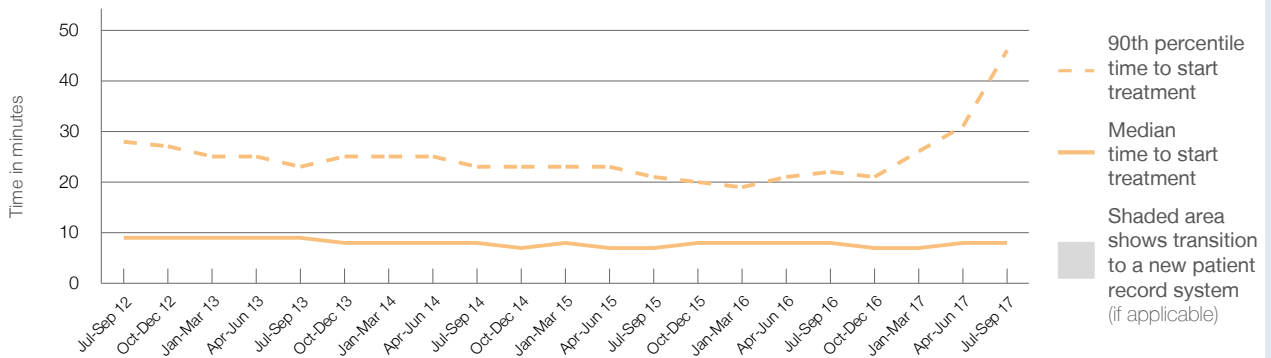
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
2,179	2,135
8 minutes	9 minutes
22 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	8	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	28	23	23	21	22	46

(†) 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 July to September 2017

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

Number of triage 3 patients: 3,392

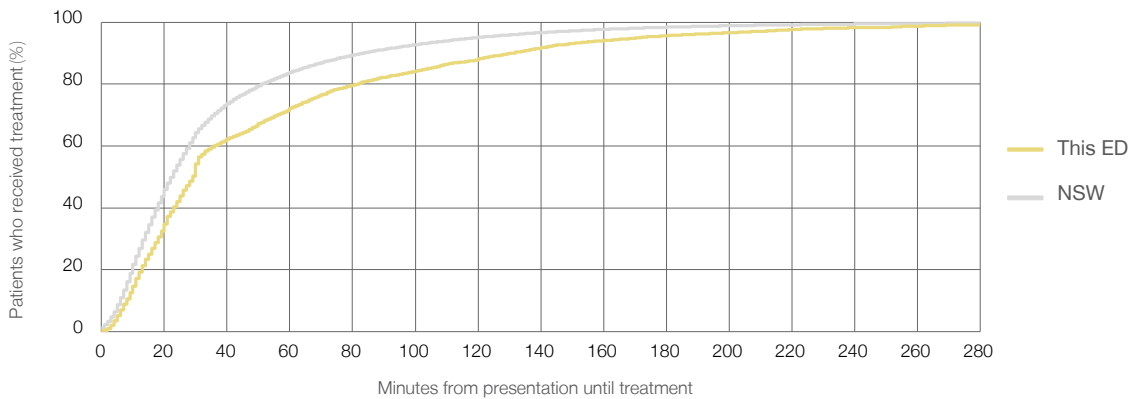
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,155

Median time to start treatment<sup>4</sup> 29 minutes

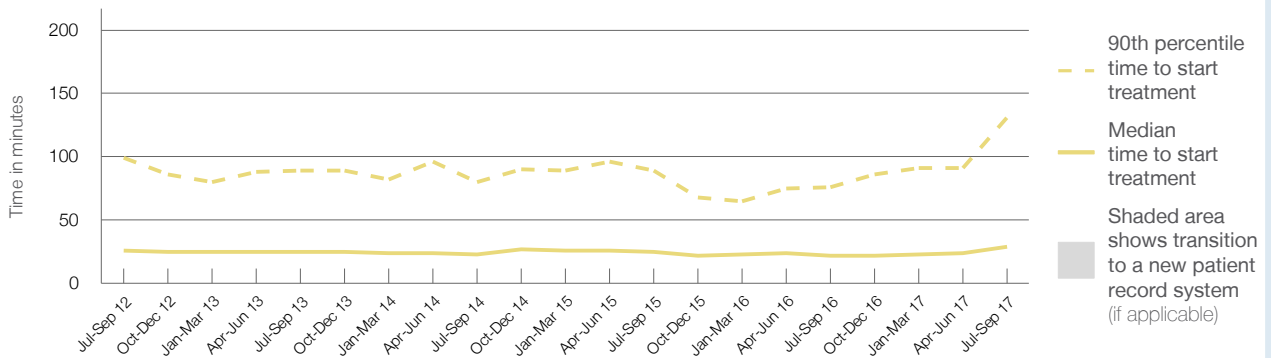
90th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
3,285	3,146
22 minutes	23 minutes
76 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	26	25	23	25	22	29
90th percentile time to start treatment <sup>5</sup> (minutes)	99	89	80	89	76	131

(†) 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 July to September 2017

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

Number of triage 4 patients: 5,838

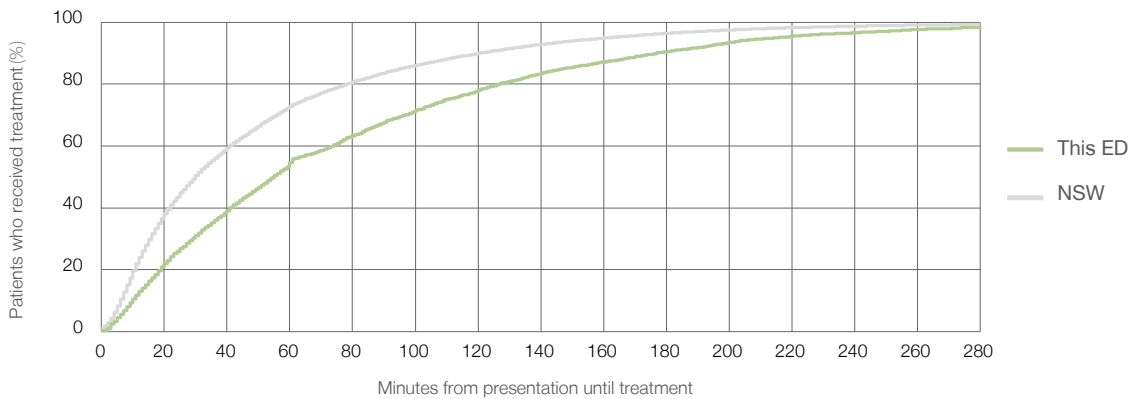
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,598

Median time to start treatment<sup>4</sup>  55 minutes

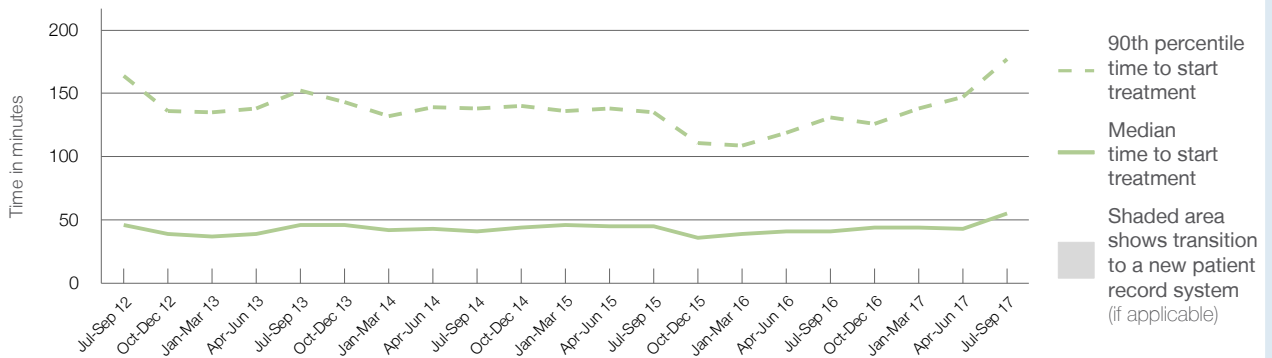
90th percentile time to start treatment<sup>5</sup>  177 minutes

Same period last year	NSW (this period)
5,447	4,585
41 minutes	30 minutes
131 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	46	41	45	41	55
90th percentile time to start treatment <sup>5</sup> (minutes)	164	152	138	135	131	177

(†) 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 July to September 2017

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

Number of triage 5 patients: 1,279

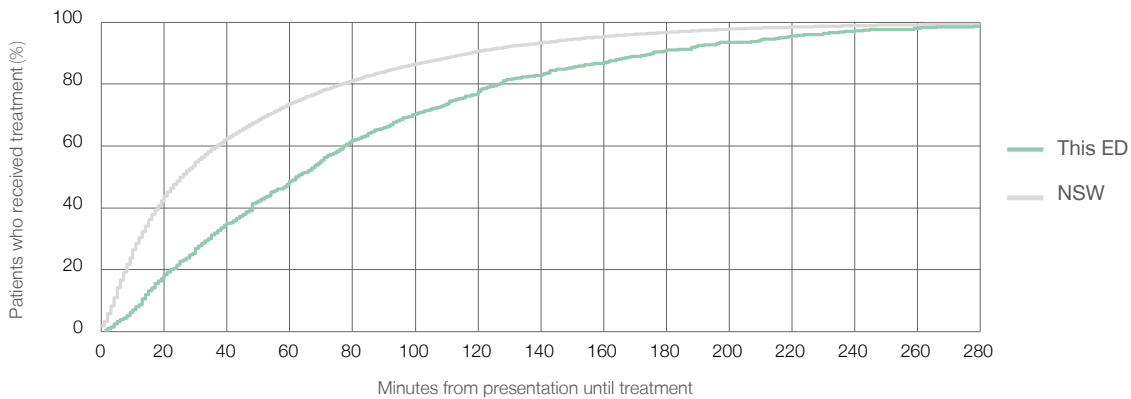
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 839

Median time to start treatment<sup>4</sup>  62 minutes

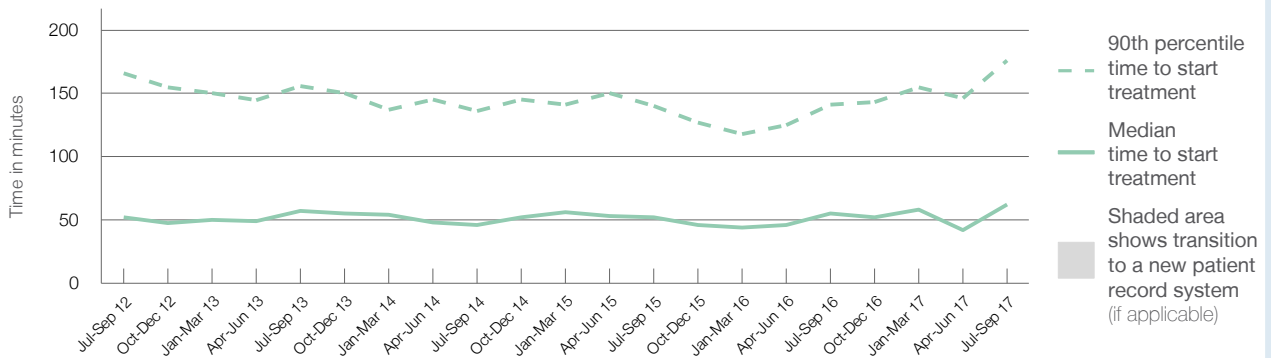
90th percentile time to start treatment<sup>5</sup>  176 minutes

Same period last year	NSW (this period)
1,231	904
55 minutes	26 minutes
141 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	52	57	46	52	55	62
90th percentile time to start treatment <sup>5</sup> (minutes)	166	156	136	140	141	176

(†) 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

July to September 2017

All presentations:<sup>1</sup> 12,610 patients

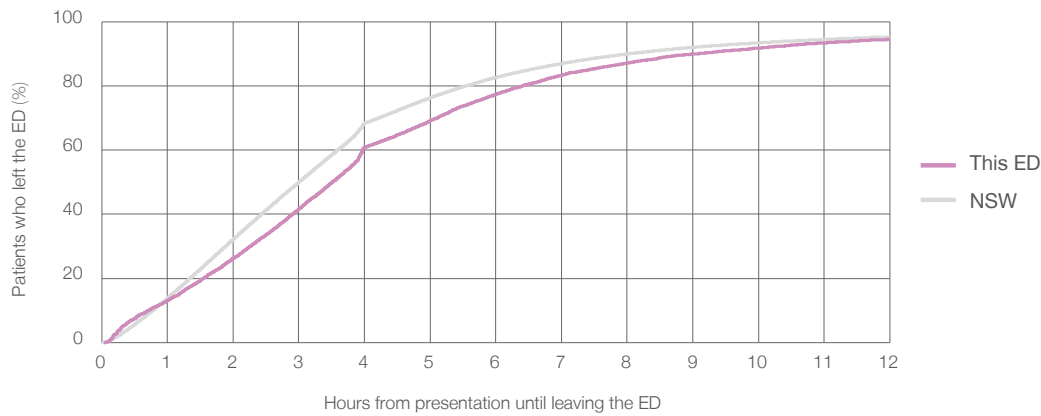
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,609 patients

Median time spent in the ED<sup>8</sup> 3 hours and 31 minutes

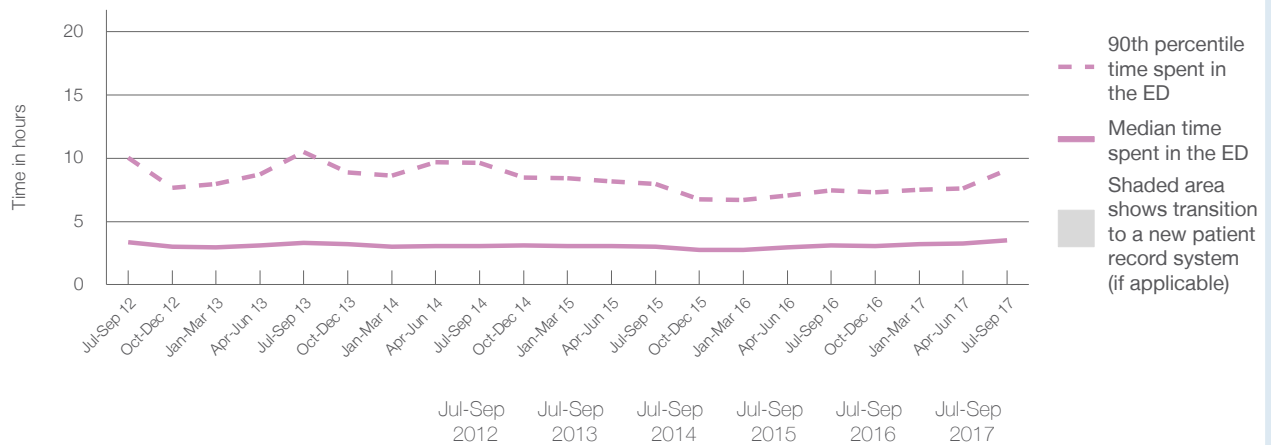
90th percentile time spent in the ED<sup>9</sup> 9 hours and 4 minutes

Same period last year	NSW (this period)
12,232	12,232
3 hours and 7 minutes	3 hours and 0 minutes
7 hours and 27 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m	3h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 3m	10h 29m	9h 38m	7h 58m	7h 27m	9h 4m

(†) 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  
July to September 2017

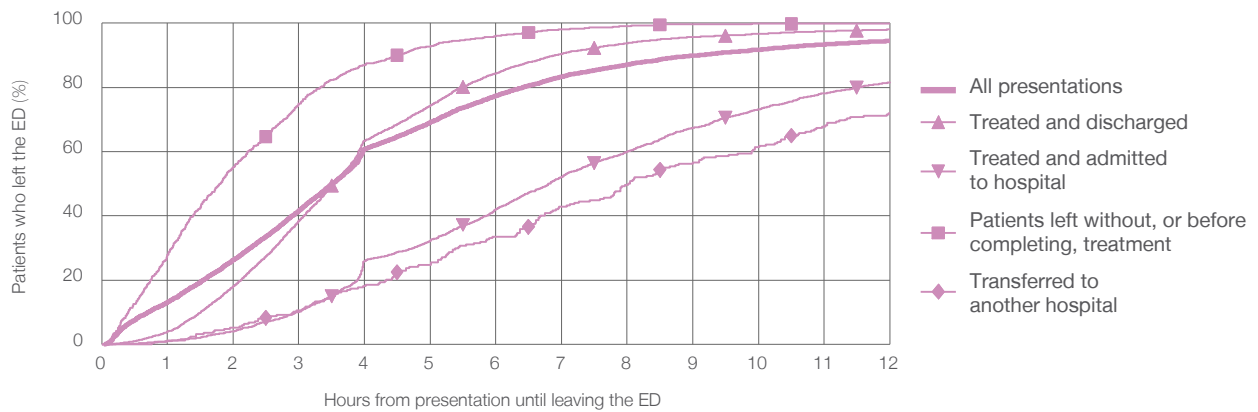
All presentations:<sup>1</sup> 12,610 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,609 patients

Treated and discharged	7,276 (57.7%)
Treated and admitted to hospital	2,587 (20.5%)
Patient left without, or before completing, treatment	1,156 (9.2%)
Transferred to another hospital	254 (2.0%)
Other	1,337 (10.6%)

Same period last year	Change since one year ago
12,232	3.1%
7,862	-7.5%
2,500	3.5%
586	97.3%
214	18.7%
1,070	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<sup>†‡</sup>



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	3.9%	18.1%	38.4%	63.3%	84.4%	93.8%	96.7%	98.0%
Treated and admitted to hospital	1.0%	4.0%	10.1%	26.0%	42.1%	59.9%	73.1%	81.7%
Patient left without, or before completing, treatment	27.9%	55.2%	74.9%	87.0%	96.0%	99.1%	99.8%	99.9%
Transferred to another hospital	1.2%	5.1%	10.6%	18.1%	33.5%	49.6%	61.4%	72.0%
All presentations	13.2%	26.3%	41.7%	60.8%	77.4%	87.1%	91.8%	94.5%

(†) 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  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 12,610 patients

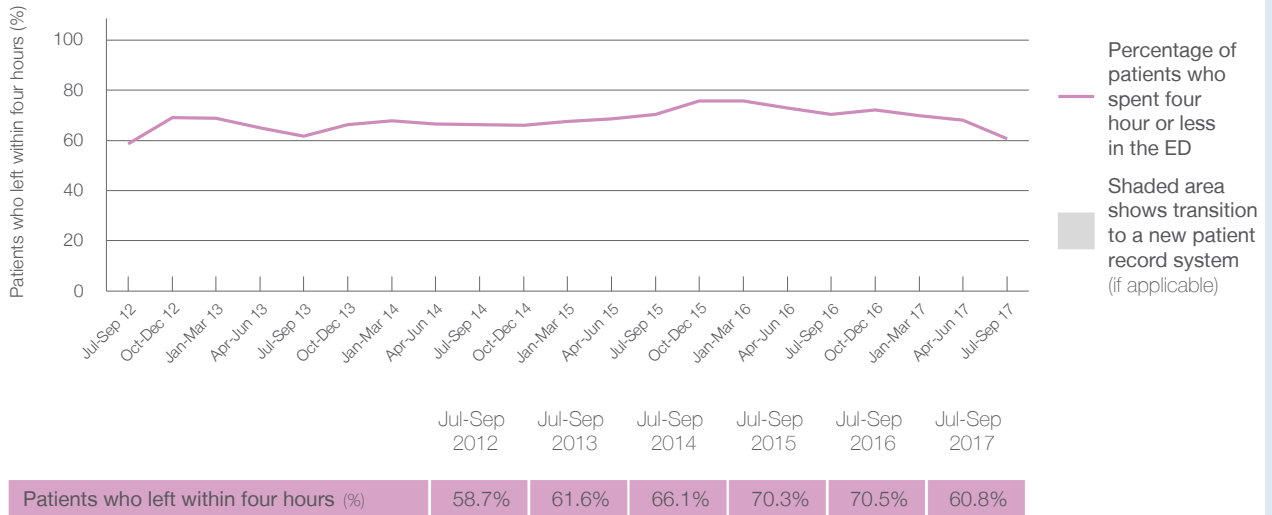
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,609 patients

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



Same period last year	Change since one year ago
12,232	3.1%
12,232	3.1%
70.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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*.

- 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).