Maitland Hospital: Emergency department (ED) overview
April to June 2017

	Same period last year	Change since one year ago
All presentations:[1] 11,850 patients	11,882	-0.3%
Emergency presentations:[2] 11,760 patients	11,772	-0.1%

Maitland Hospital: Time patients waited to start treatment[3]
April to June 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,927 patients		1,892	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	31 minutes	21 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,142 patients		3,084	
Median time to start treatment[4]	24 minutes	24 minutes	20 minutes
90th percentile time to start treatment[5]	91 minutes	75 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,393 patients		5,378	
Median time to start treatment[4]	43 minutes	41 minutes	25 minutes
90th percentile time to start treatment[5]	147 minutes	119 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,278 patients		1,378	
Median time to start treatment[4]	42 minutes	46 minutes	23 minutes
90th percentile time to start treatment[5]	146 minutes	125 minutes	101 minutes

Maitland Hospital: Time from presentation until leaving the ED
April to June 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 11,850 patients	11,882	-0.3%
Percentage of patients who spent four hours or less in the ED	68.0%	72.9%

* 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, July to September 2016.*
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.
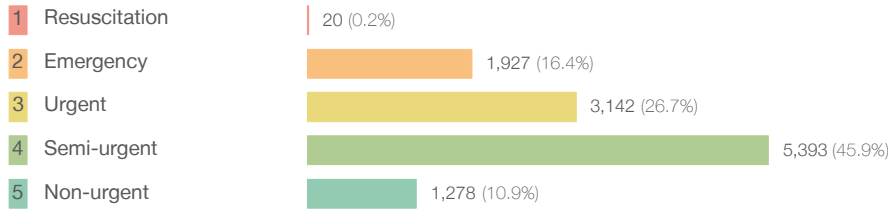Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Maitland Hospital: Patients presenting to the emergency department
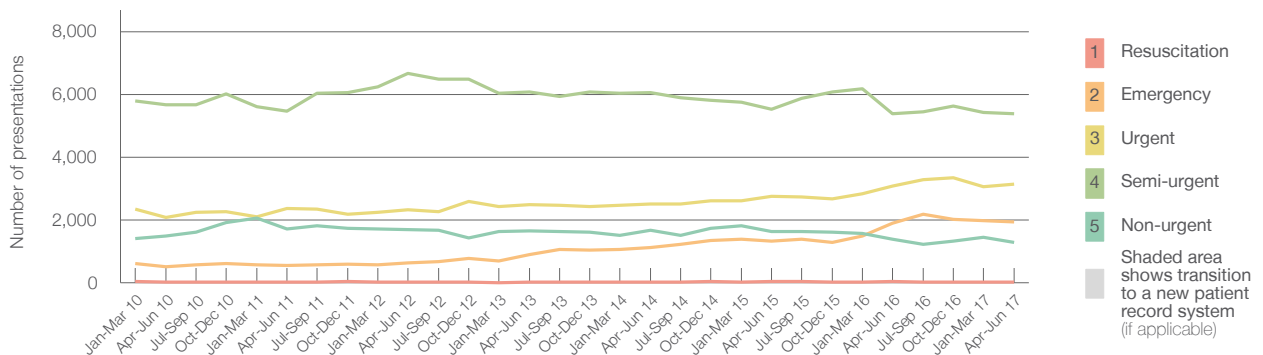April to June 2017

		Same period last year	Change since one year ago
All presentations:[1] 11,850 patients		11,882	-0.3%
Emergency presentations[2] by triage category: 11,760 patients		11,772	-0.1%
1 Resuscitation	20 (0.2%)	40	-50.0%
2 Emergency	1,927 (16.4%)	1,892	1.8%
3 Urgent	3,142 (26.7%)	3,084	1.9%
4 Semi-urgent	5,393 (45.9%)	5,378	0.3%
5 Non-urgent	1,278 (10.9%)	1,378	-7.3%

Emergency presentations[2] by quarter, April 2012 to June 2017 [‡]

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	24	21	18	23	22	28	40	20
Emergency	504	539	621	900	1,115	1,330	1,892	1,927
Urgent	2,087	2,354	2,314	2,492	2,505	2,743	3,084	3,142
Semi-urgent	5,662	5,475	6,676	6,073	6,064	5,528	5,378	5,393
Non-urgent	1,490	1,704	1,700	1,656	1,679	1,631	1,378	1,278
All emergency presentations	9,767	10,093	11,329	11,144	11,385	11,260	11,772	11,760

Maitland Hospital: Patients arriving by ambulance
April to June 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 2,093 patients		1,941	
ED Transfer of care time			
Median time	8 minutes	9 minutes	-1 minute
90th percentile time	18 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

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time patients waited to start treatment, triage 2
April to June 2017

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,927			1,892	
Number of triage 2 patients used to calculate waiting time:[3] 1,898			1,872	
Median time to start treatment[4]		8 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]		31 minutes	21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017
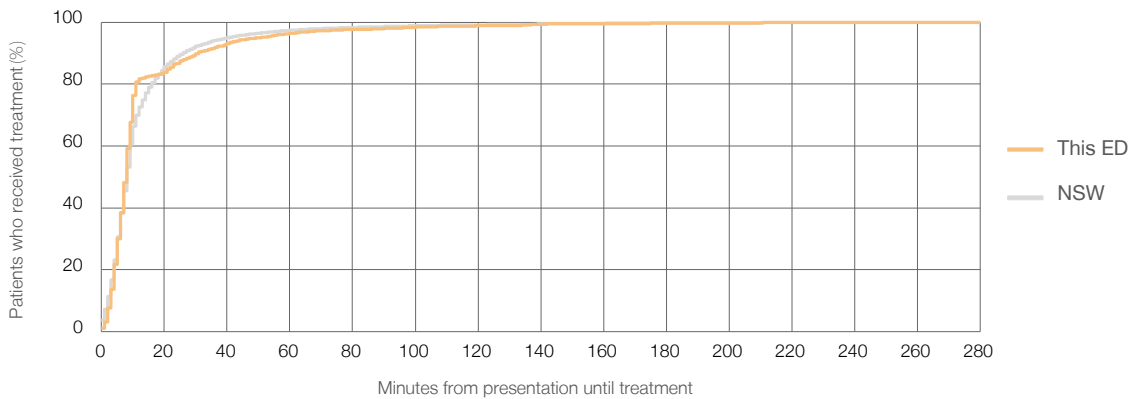
Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017[†‡]
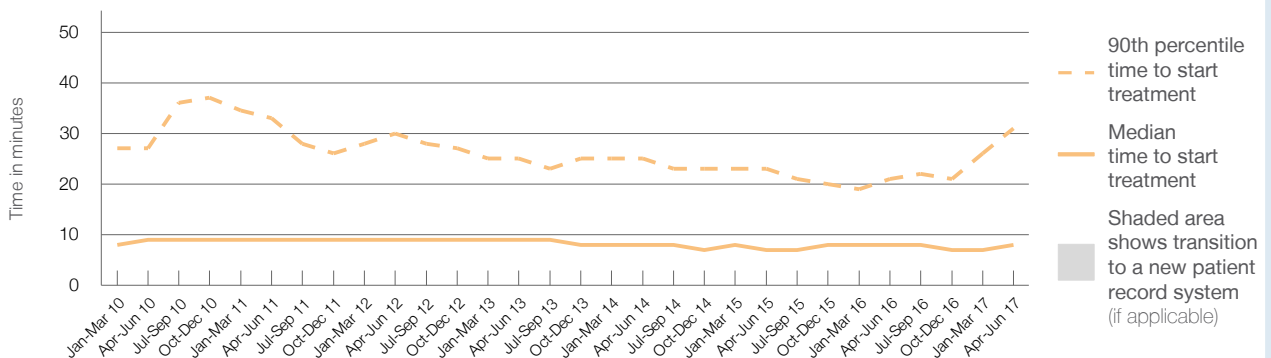
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	9	9	9	9	8	7	8	8
90th percentile time to start treatment[5] (minutes)	27	33	30	25	25	23	21	31

(†)   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 patients waited to start treatment, triage 3
April to June 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 3,142			3,084	
Number of triage 3 patients used to calculate waiting time:[3] 3,021			2,991	
Median time to start treatment[4]		24 minutes	24 minutes	20 minutes
90th percentile time to start treatment[5]		91 minutes	75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017
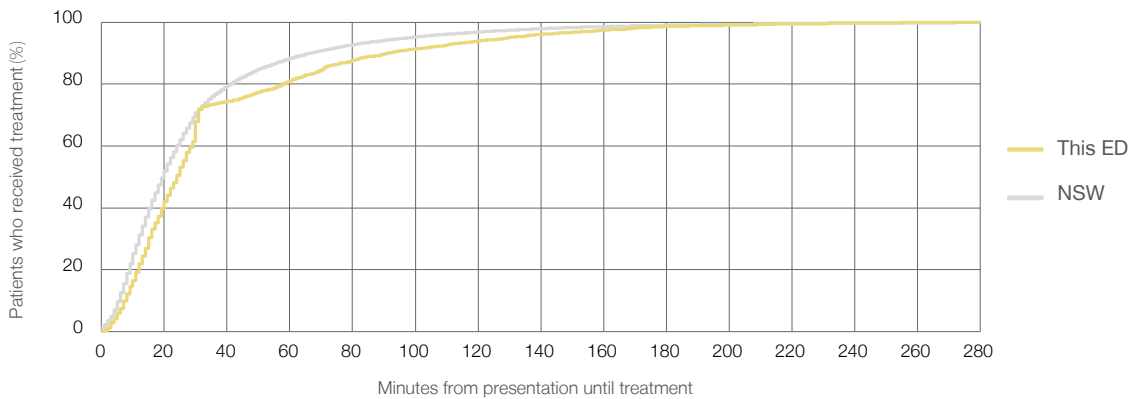
Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017[†‡]
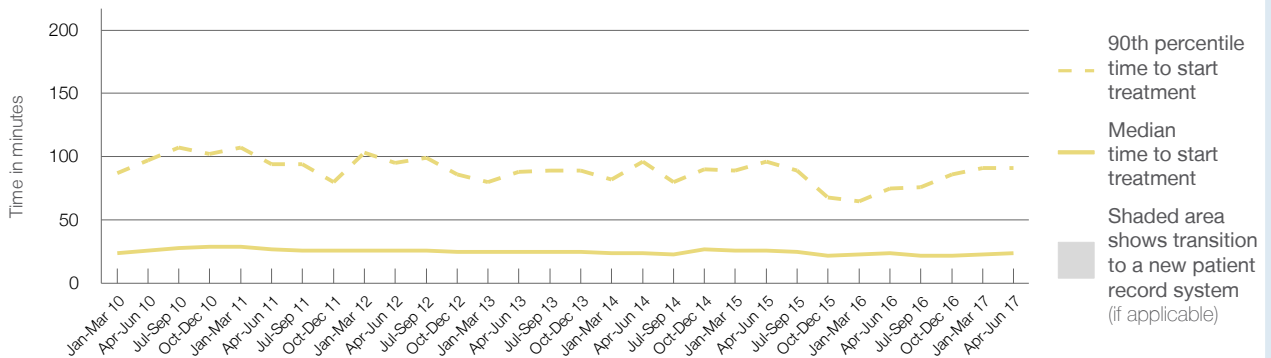
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	26	27	26	25	24	26	24	24
90th percentile time to start treatment[5] (minutes)	97	94	95	88	96	96	75	91

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(‡) 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 patients waited to start treatment, triage 4
April to June 2017

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 5,393			5,378	
Number of triage 4 patients used to calculate waiting time:[3] 4,414			4,562	
Median time to start treatment[4]		43 minutes	41 minutes	25 minutes
90th percentile time to start treatment[5]		147 minutes	119 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017
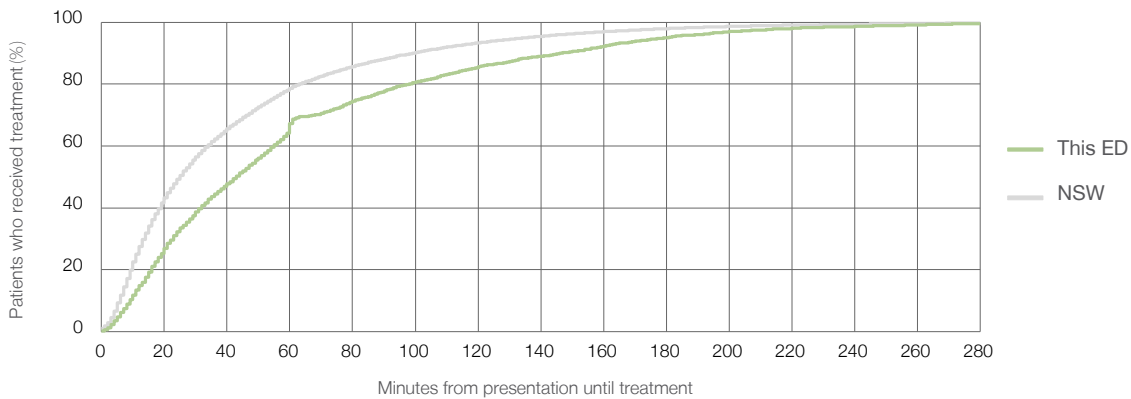
Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017[†‡]
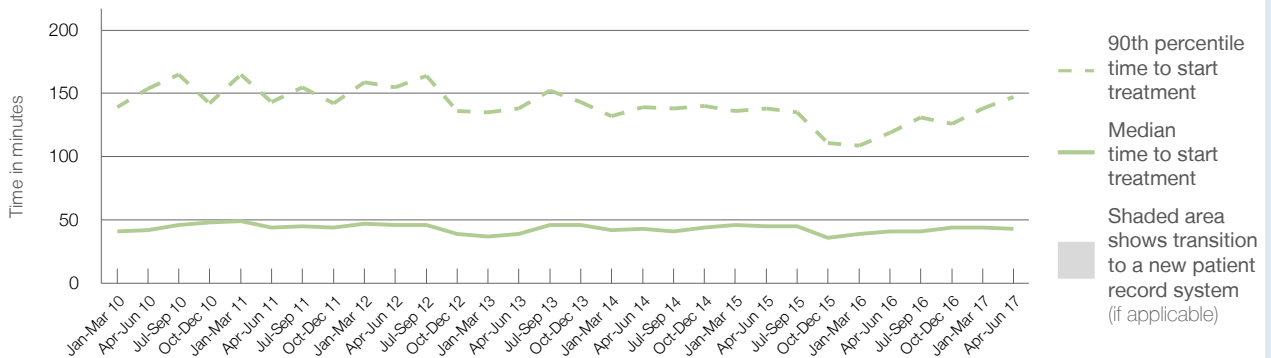
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	42	44	46	39	43	45	41	43
90th percentile time to start treatment[5] (minutes)	154	143	155	138	139	138	119	147

(†) 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 patients waited to start treatment, triage 5
April to June 2017

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,278		1,378	
Number of triage 5 patients used to calculate waiting time:[3] 903		1,046	
Median time to start treatment[4]	42 minutes	46 minutes	23 minutes
90th percentile time to start treatment[5]	146 minutes	125 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017
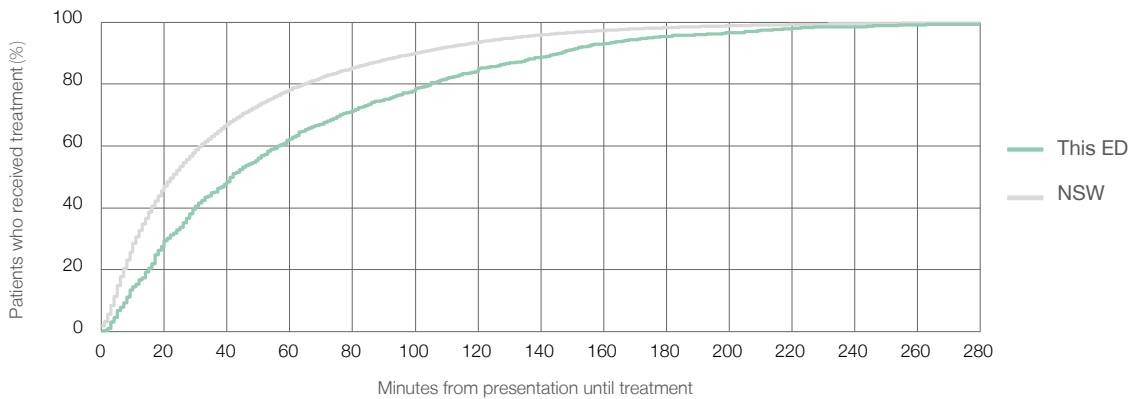
Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017[†‡]
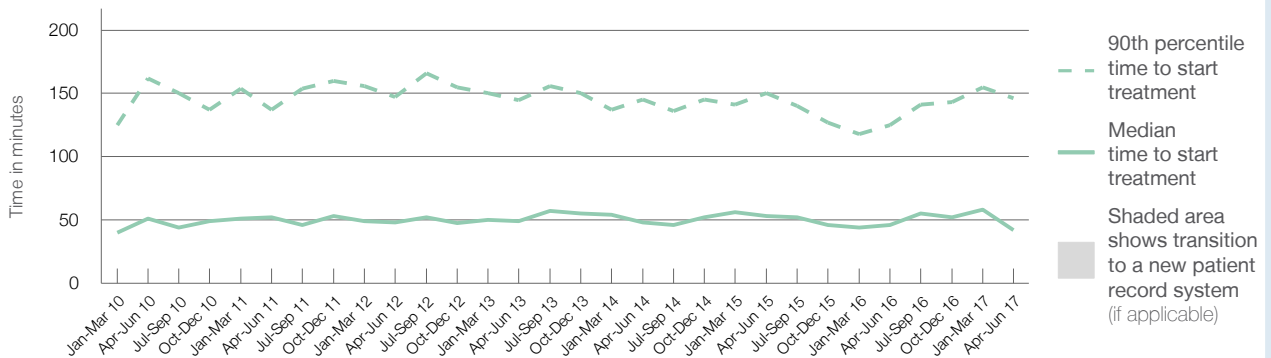
	Apr–Jun 2010	Apr–Jun 2011	Apr–Jun 2012	Apr–Jun 2013	Apr–Jun 2014	Apr–Jun 2015	Apr–Jun 2016	Apr–Jun 2017
Median time to start treatment[4] (minutes)	51	52	48	49	48	53	46	42
90th percentile time to start treatment[5] (minutes)	162	137	147	145	145	150	125	146

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Maitland Hospital

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time patients spent in the ED
April to June 2017

|	Same period last year	NSW (this period)
All presentations:[1] 11,850 patients	11,882	
Presentations used to calculate time to leaving the ED:[6] 11,850 patients	11,882	
Median time spent in the ED [8] 3 hours and 15 minutes	2 hours and 58 minutes	2 hours and 46 minutes
90th percentile time spent in the ED [9] 7 hours and 36 minutes	7 hours and 3 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017
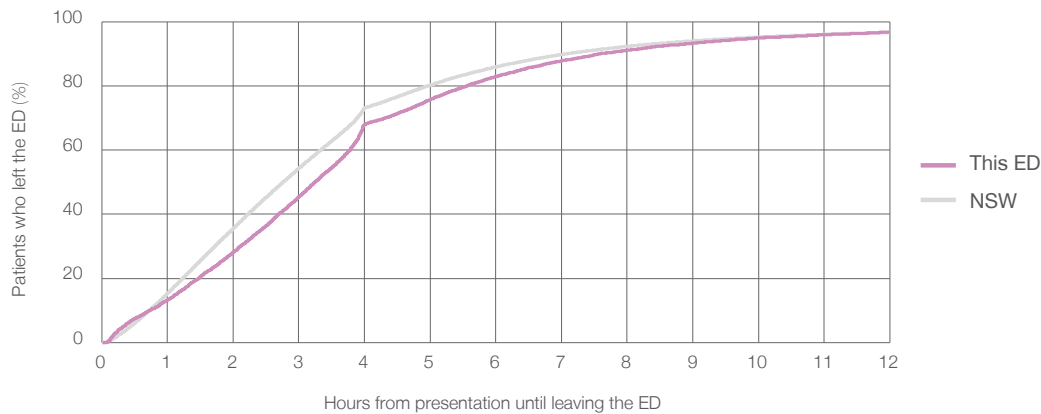
Time patients spent in the ED, by quarter, April 2012 to June 2017 [†‡]
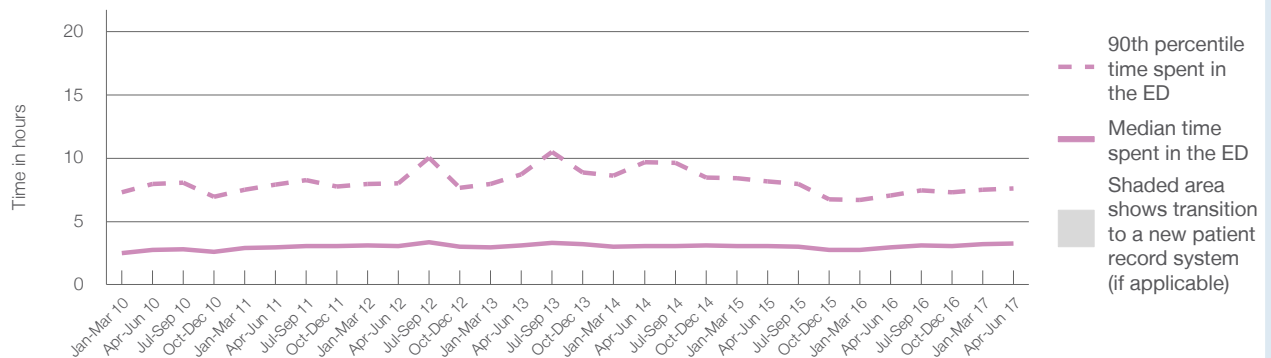
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED [8] (hours, minutes)	2h 46m	2h 57m	3h 2m	3h 5m	3h 3m	3h 2m	2h 58m	3h 15m
90th percentile time to leaving the ED [9] (hours, minutes)	7h 58m	7h 54m	8h 1m	8h 44m	9h 41m	8h 9m	7h 3m	7h 36m

(†) 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.

Major hospitals (B)
Hunter New England Local Health District

Maitland Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1] 11,850 patients			
Presentations used to calculate time to leaving the ED:[6] 11,850 patients		11,882	-0.3%
Treated and discharged	7,329 (61.8%)	7,954	-7.9%
Treated and admitted to hospital	2,462 (20.8%)	2,223	10.8%
Patient left without, or before completing, treatment	624 (5.3%)	437	42.8%
Transferred to another hospital	267 (2.3%)	245	9.0%
Other	1,168 (9.9%)	1,023	14.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017 [†‡]

Patients who left the ED (%) — Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
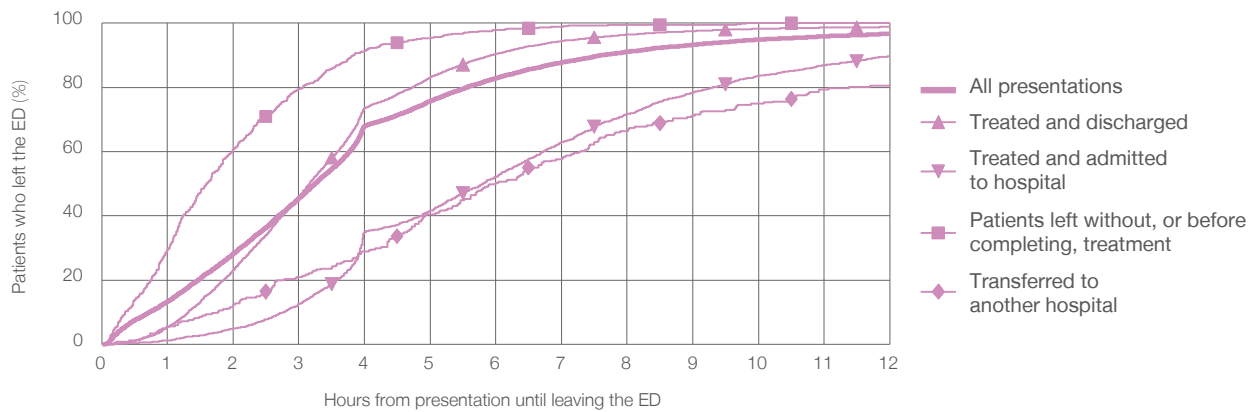
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.3%	23.2%	46.1%	73.6%	90.4%	96.5%	98.3%	98.9%
Treated and admitted to hospital	1.1%	5.0%	12.5%	35.0%	52.2%	71.7%	83.6%	89.7%
Patient left without, or before completing, treatment	29.5%	60.7%	79.6%	91.5%	97.9%	99.5%	100%	100%
Transferred to another hospital	5.6%	12.4%	21.0%	28.8%	50.2%	66.3%	74.9%	80.9%
All presentations	13.3%	28.2%	45.5%	68.0%	82.9%	91.1%	94.9%	96.7%

(†) 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
April to June 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 11,850 patients		11,882	-0.3%
Presentations used to calculate time to leaving the ED:[6] 11,850 patients		11,882	-0.3%
Percentage of patients who spent four hours or less in the ED	68.0%	72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 [†‡]

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Patients who left within four hours (%)	67.2%	64.5%	63.4%	65.1%	66.6%	68.5%	72.9%	68.0%

Legend:
- Percentage of patients who spent four hour or less in the ED
- Shaded area shows transition to a new patient record system (if applicable)
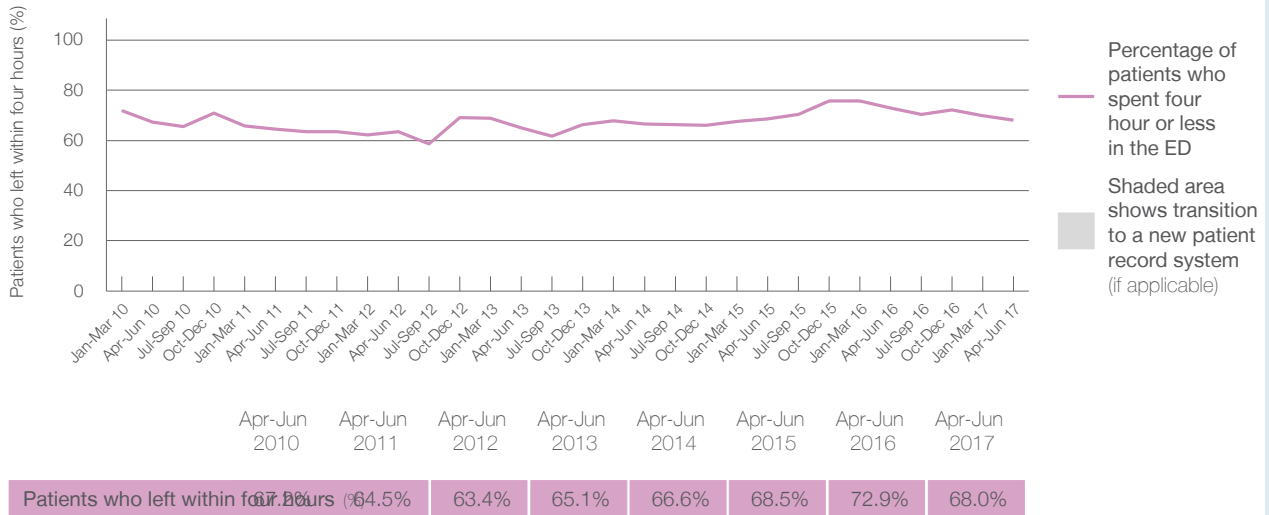
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 105% 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Maitland Hospital

Major hospitals (B)
Hunter New England Local Health District