

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

October to December 2016

All presentations:¹ 12,446 patients

Emergency presentations:² 12,344 patients

Same period last year	Change since one year ago
11,829	5.2%
11,664	5.8%

Maitland Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,021 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,349 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,623 patients

Median time to start treatment⁴ 44 minutes
 90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,332 patients

Median time to start treatment⁴ 52 minutes
 90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,279	
8 minutes	8 minutes
20 minutes	26 minutes
2,679	
22 minutes	20 minutes
68 minutes	67 minutes
6,070	
36 minutes	25 minutes
111 minutes	97 minutes
1,618	
46 minutes	24 minutes
127 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,446 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
11,829	5.2%
75.7%	

* 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, January to March 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.

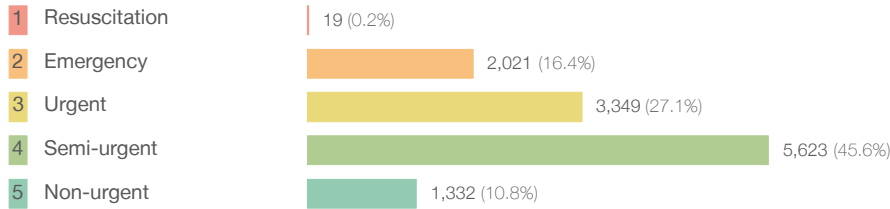
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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 October to December 2016

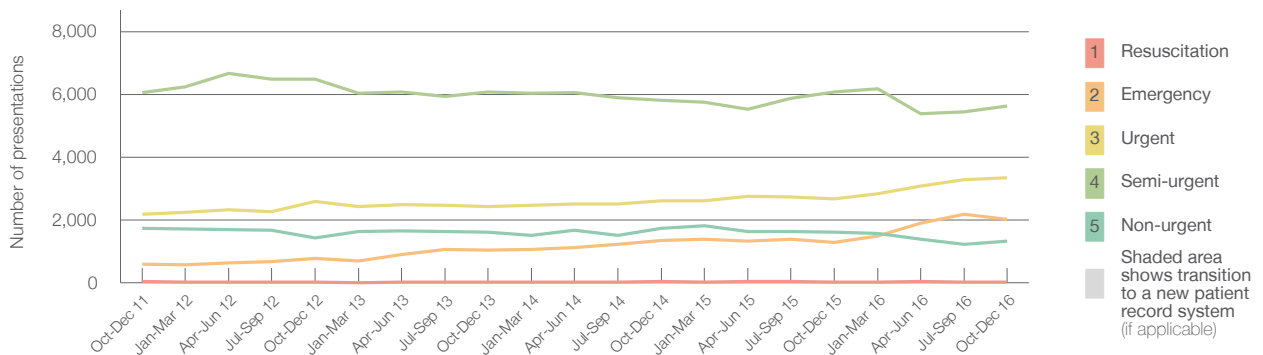
All presentations:¹ 12,446 patients

Emergency presentations² by triage category: 12,344 patients



Same period last year	Change since one year ago
11,829	5.2%
11,664	5.8%
18	5.6%
1,279	58.0%
2,679	25.0%
6,070	-7.4%
1,618	-17.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



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

Maitland Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,096 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,971	
8 minutes	-1 minute
20 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Maitland Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 2,021

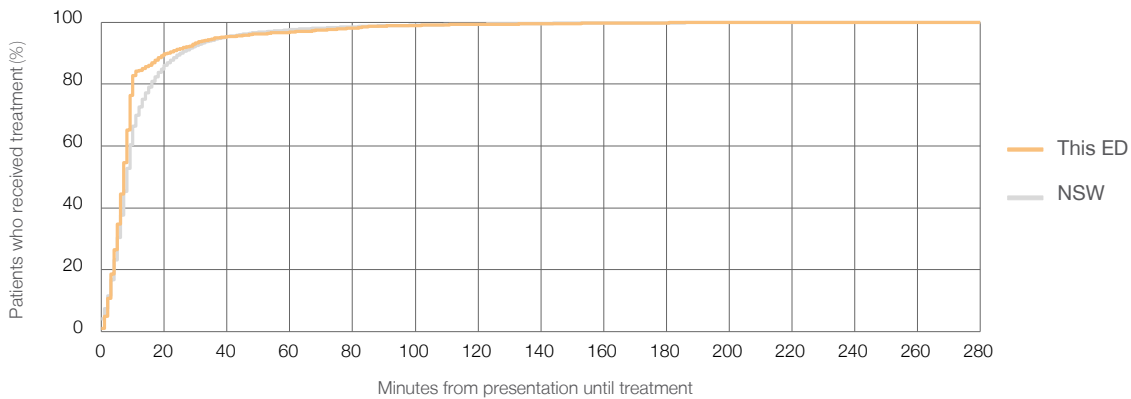
Number of triage 2 patients used to calculate waiting time:³ 1,986

Median time to start treatment⁴ ■ 7 minutes

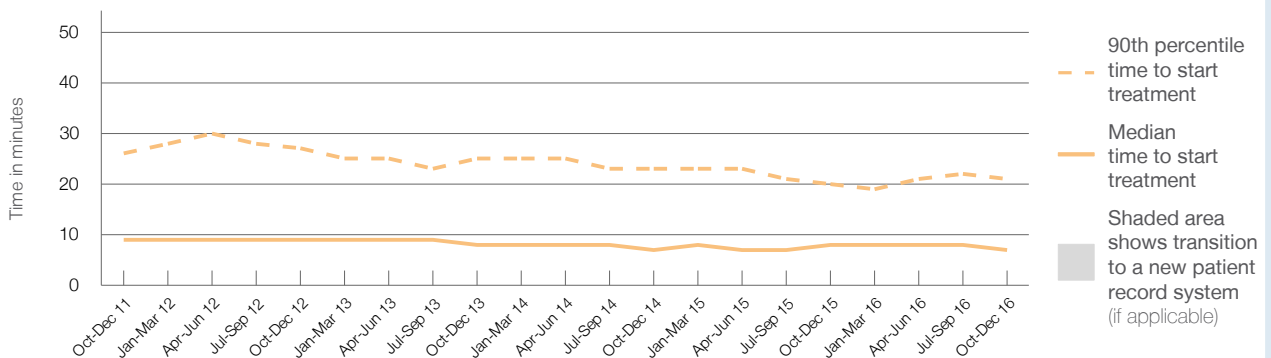
90th percentile time to start treatment⁵ ■ 21 minutes

Same period last year	NSW (this period)
1,279	
1,269	
8 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

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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 3 October to December 2016

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

Number of triage 3 patients: 3,349

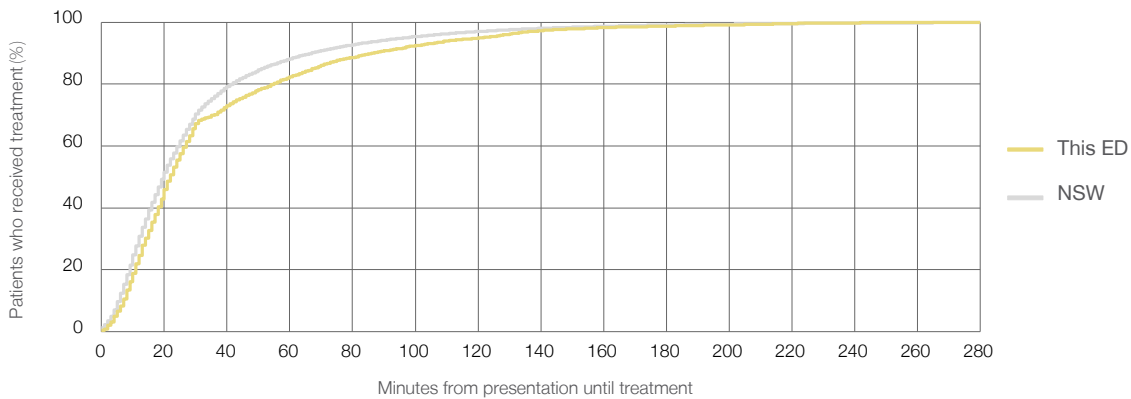
Number of triage 3 patients used to calculate waiting time:³ 3,211

Median time to start treatment⁴ 22 minutes

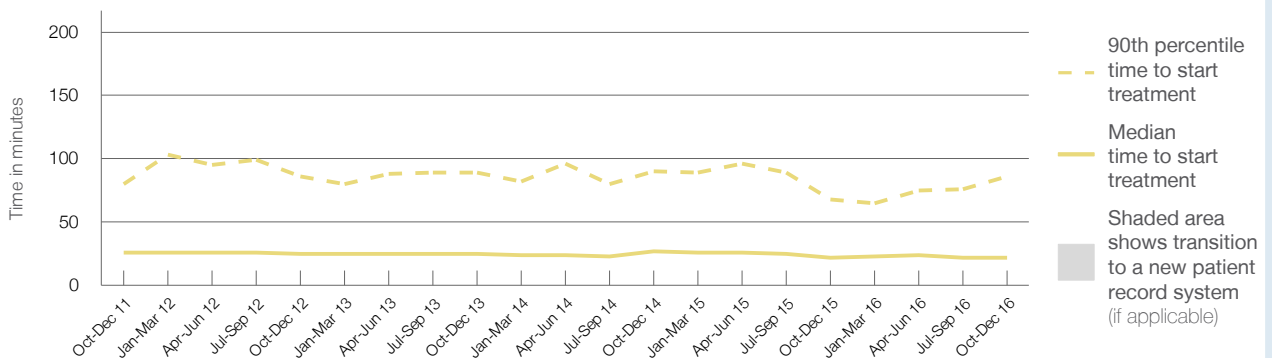
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,679	
2,630	
22 minutes	20 minutes
68 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



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

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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 October to December 2016

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

Number of triage 4 patients: 5,623

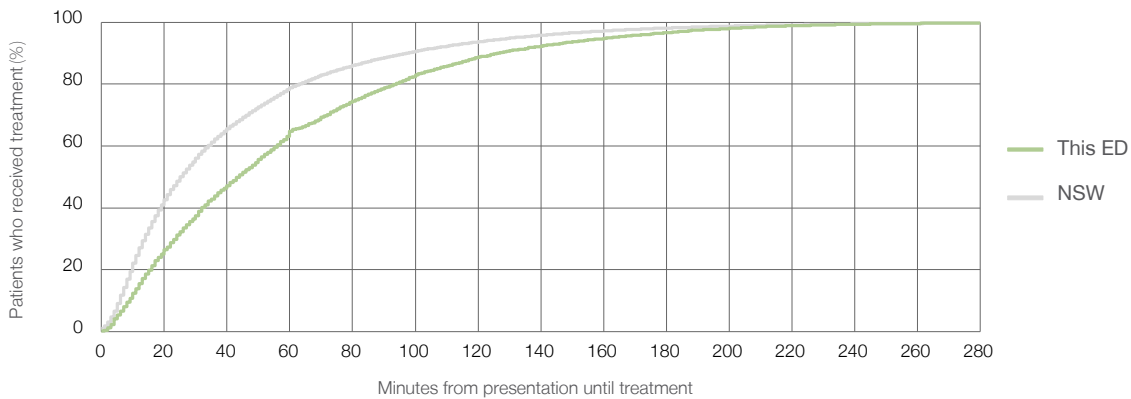
Number of triage 4 patients used to calculate waiting time:³ 4,687

Median time to start treatment⁴ 44 minutes

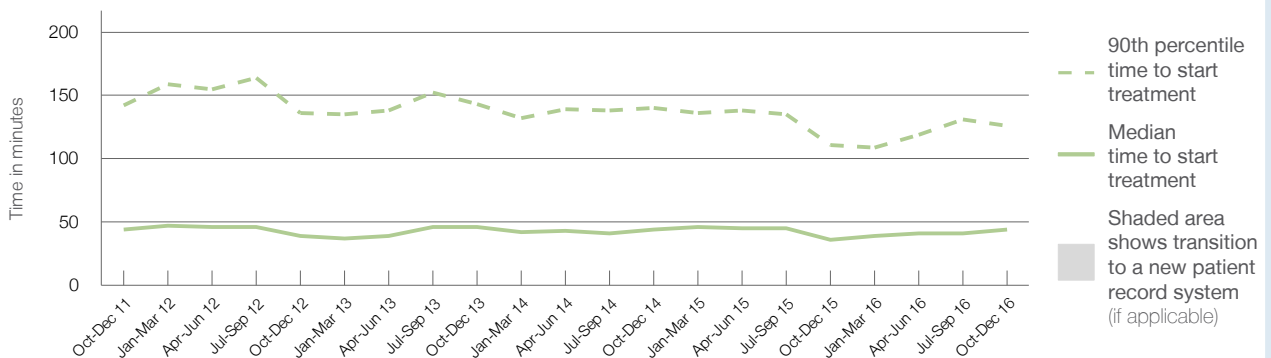
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
6,070	
5,307	
36 minutes	25 minutes
111 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



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

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Maitland Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,332

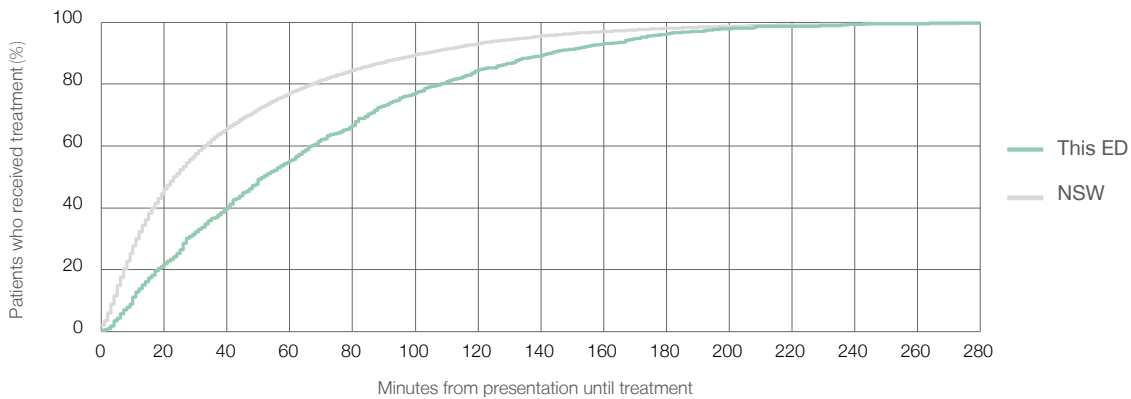
Number of triage 5 patients used to calculate waiting time:³ 938

Median time to start treatment⁴ 52 minutes

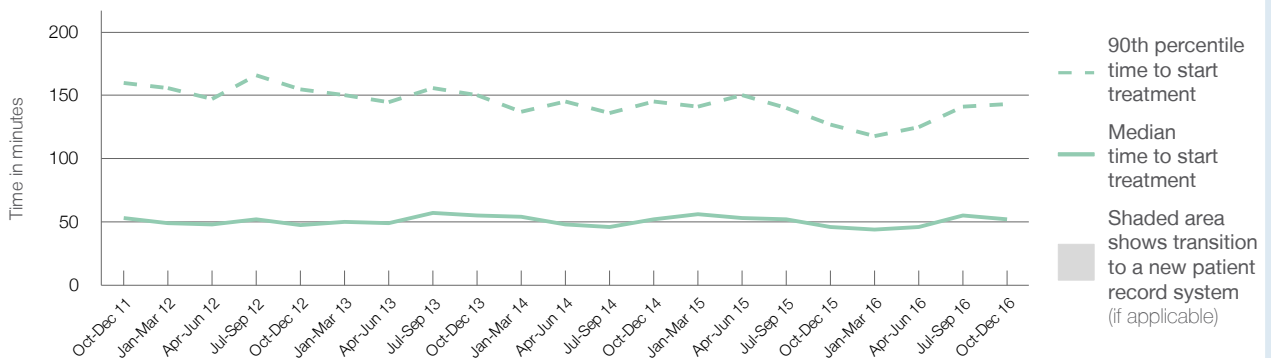
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,618	
1,226	
46 minutes	24 minutes
127 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



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

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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 October to December 2016

All presentations:¹ 12,446 patients

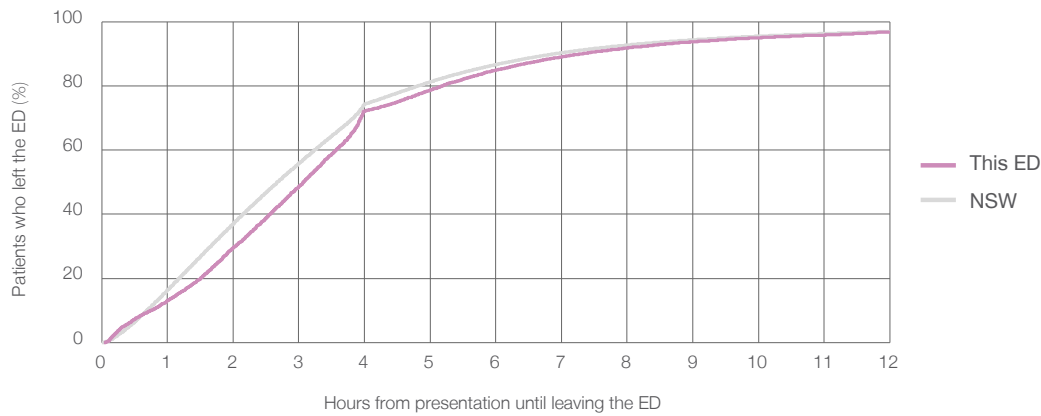
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

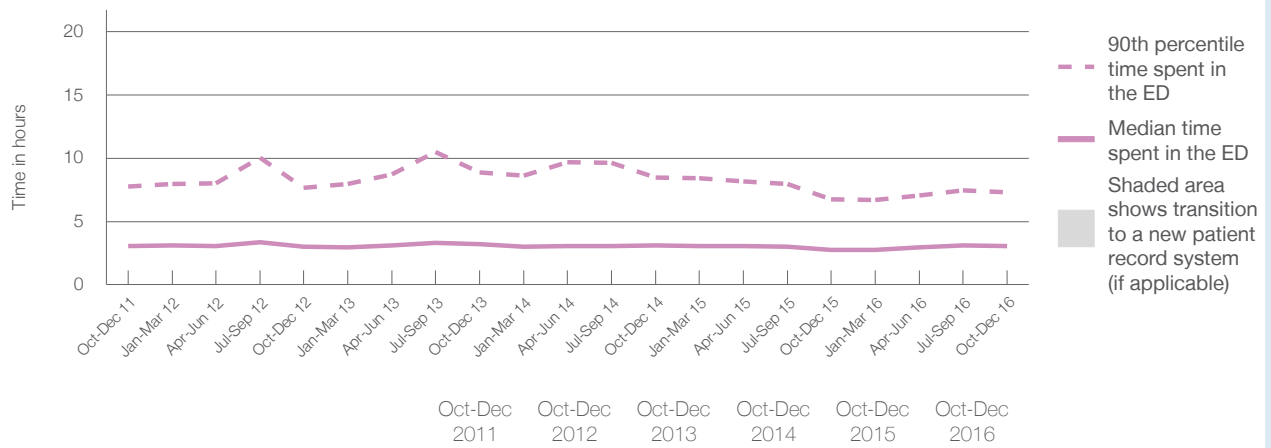
90th percentile time spent in the ED⁹ 7 hours and 19 minutes

Same period last year	NSW (this period)
11,829	11,829
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



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

(†) 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 trans 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 spent in the ED

By mode of separation

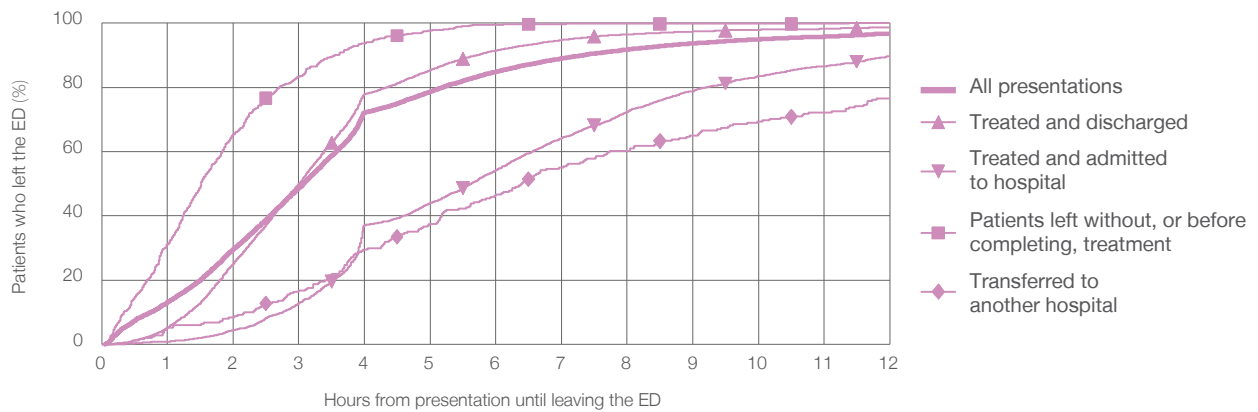
October to December 2016

All presentations:¹ 12,446 patients

Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

		Same period last year	Change since one year ago
Treated and discharged	8,157 (65.5%)	7,972	2.3%
Treated and admitted to hospital	2,284 (18.4%)	2,196	4.0%
Patient left without, or before completing, treatment	587 (4.7%)	405	44.9%
Transferred to another hospital	251 (2.0%)	244	2.9%
Other	1,167 (9.4%)	1,012	15.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	5.2%	25.2%	50.1%	77.9%	91.5%	96.5%	98.0%	98.7%
Treated and admitted to hospital	0.8%	4.4%	12.8%	37.1%	54.2%	72.3%	83.5%	89.8%
Patient left without, or before completing, treatment	31.2%	65.4%	83.3%	93.7%	99.5%	99.8%	99.8%	100%
Transferred to another hospital	5.2%	8.4%	16.7%	29.5%	46.6%	60.2%	69.3%	76.5%
All presentations	13.1%	29.6%	48.7%	72.2%	84.9%	91.8%	95.0%	96.8%

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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 spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 12,446 patients

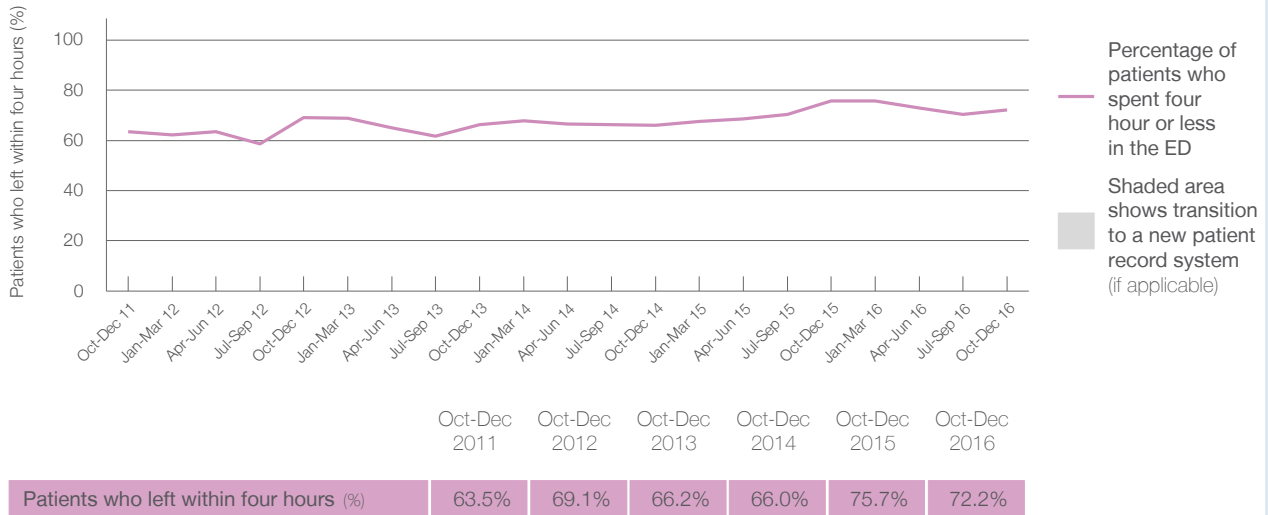
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

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



Same period last year	Change since one year ago
11,829	5.2%
11,829	5.2%
75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).