

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2017

All presentations:¹ 9,511 patients
 Emergency presentations:² 9,503 patients

Same period last year	Change since one year ago
9,453	0.6%
9,441	0.7%

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,633 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,717 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,429 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 649 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,283	
7 minutes	8 minutes
20 minutes	23 minutes
2,364	
18 minutes	20 minutes
46 minutes	65 minutes
4,572	
24 minutes	26 minutes
89 minutes	99 minutes
1,160	
27 minutes	23 minutes
117 minutes	103 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 9,511 patients

Percentage of patients who spent four hours or less in the ED 72.7%

Same period last year	Change since one year ago
9,453	0.6%
74.3%	

* 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.

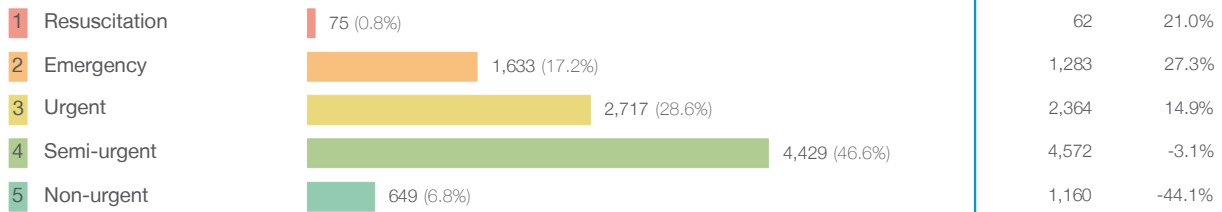
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department October to December 2017

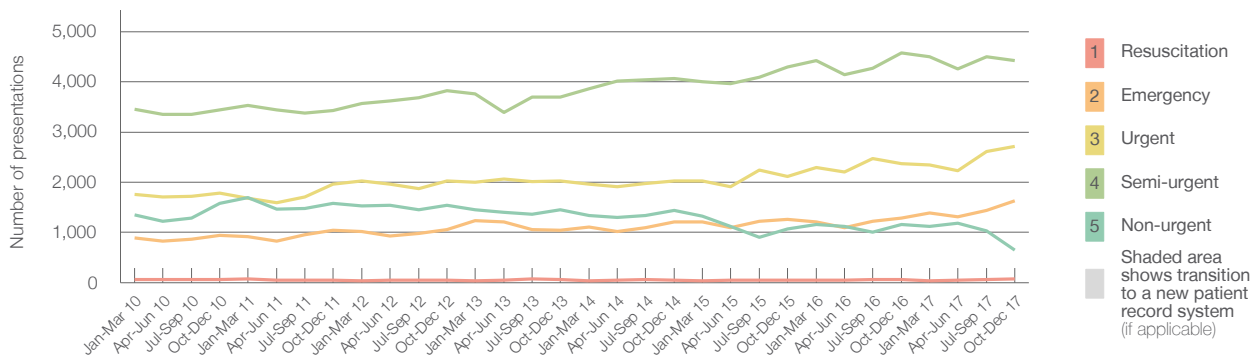
All presentations:¹ 9,511 patients

Emergency presentations² by triage category: 9,503 patients



Same period last year	Change since one year ago
9,453	0.6%
9,441	0.7%
62	21.0%
1,283	27.3%
2,364	14.9%
4,572	-3.1%
1,160	-44.1%

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	68	48	49	56	53	43	62	75
Emergency	944	1,047	1,058	1,042	1,214	1,261	1,283	1,633
Urgent	1,780	1,962	2,023	2,022	2,027	2,118	2,364	2,717
Semi-urgent	3,441	3,425	3,826	3,693	4,062	4,299	4,572	4,429
Non-urgent	1,585	1,579	1,535	1,458	1,442	1,070	1,160	649
All emergency presentations	7,818	8,061	8,491	8,271	8,798	8,791	9,441	9,503

Calvary Mater Newcastle: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,062 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,822	
4 minutes	0 minutes
25 minutes	0 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.

Calvary Mater Newcastle: 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: 1,633

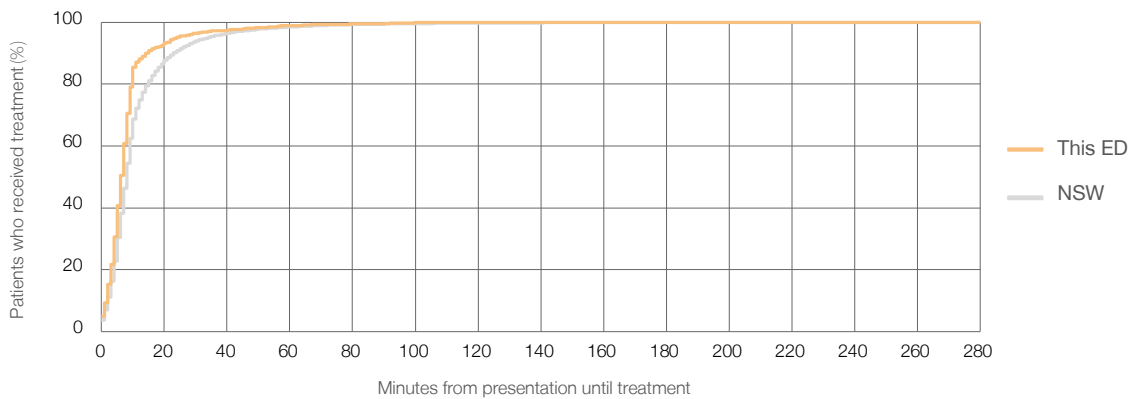
Number of triage 2 patients used to calculate waiting time:³ 1,237

Median time to start treatment⁴ 6 minutes

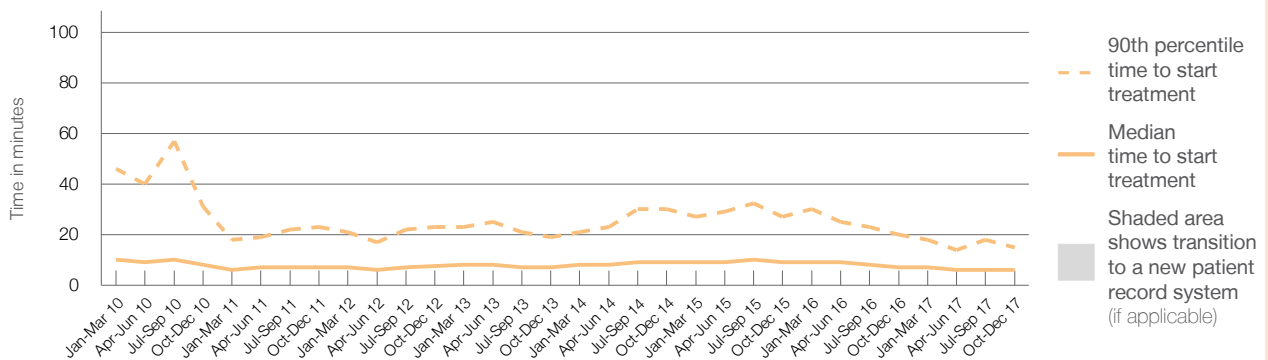
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,283	1,000
7 minutes	8 minutes
20 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)	8	7	8	7	9	9	7	6
90th percentile time to start treatment ⁵ (minutes)	31	23	23	19	30	27	20	15

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Calvary Mater Newcastle: 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: 2,717

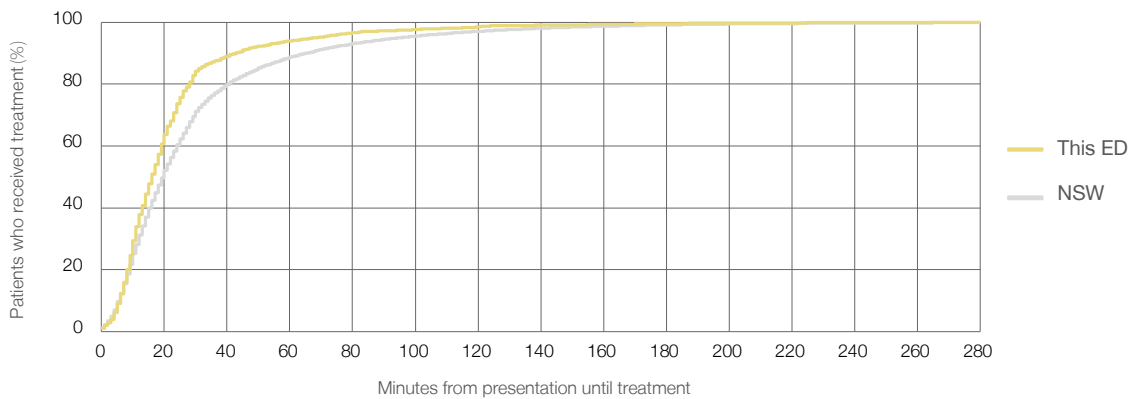
Number of triage 3 patients used to calculate waiting time:³ 2,443

Median time to start treatment⁴ 16 minutes

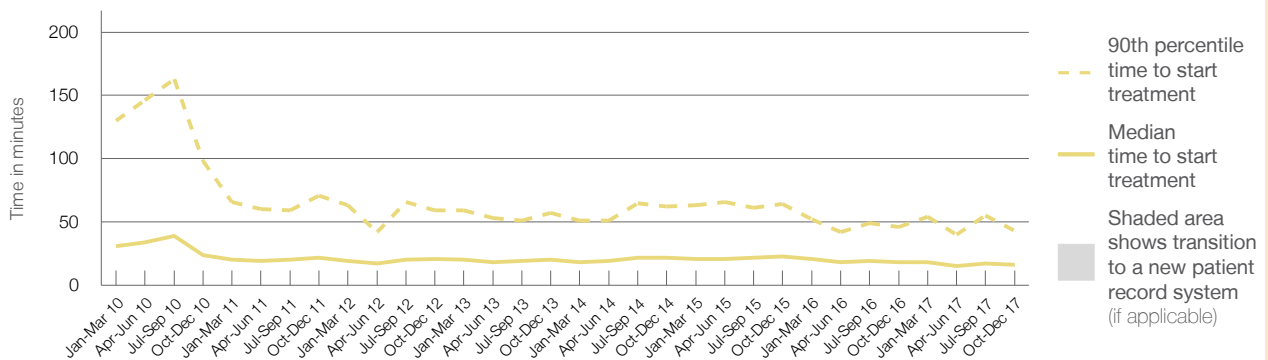
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
2,364	2,073
18 minutes	20 minutes
46 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)	24	22	21	20	22	23	18	16
90th percentile time to start treatment ⁵ (minutes)	98	71	59	57	62	64	46	43

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Calvary Mater Newcastle: 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: 4,429

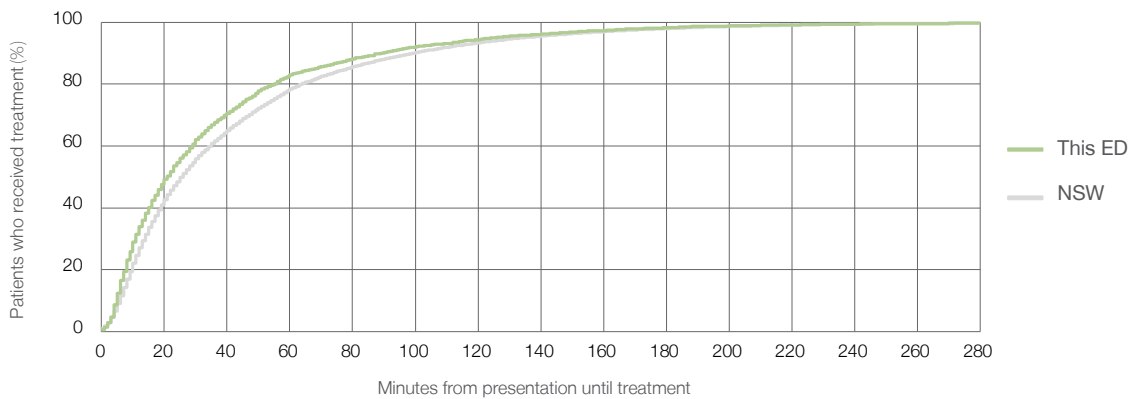
Number of triage 4 patients used to calculate waiting time:³ 3,936

Median time to start treatment⁴ 21 minutes

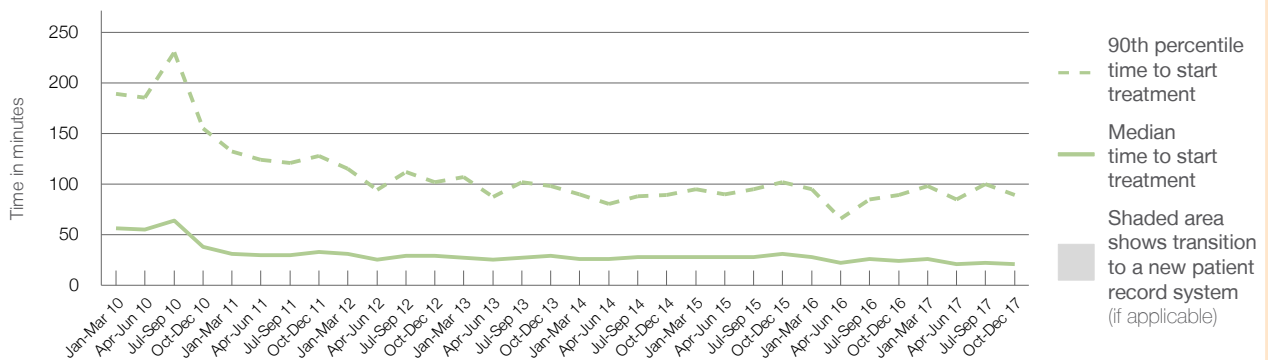
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,572	4,101
24 minutes	26 minutes
89 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)	38	33	29	29	28	31	24	21
90th percentile time to start treatment ⁵ (minutes)	155	128	102	98	89	102	89	89

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Calvary Mater Newcastle: 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: 649

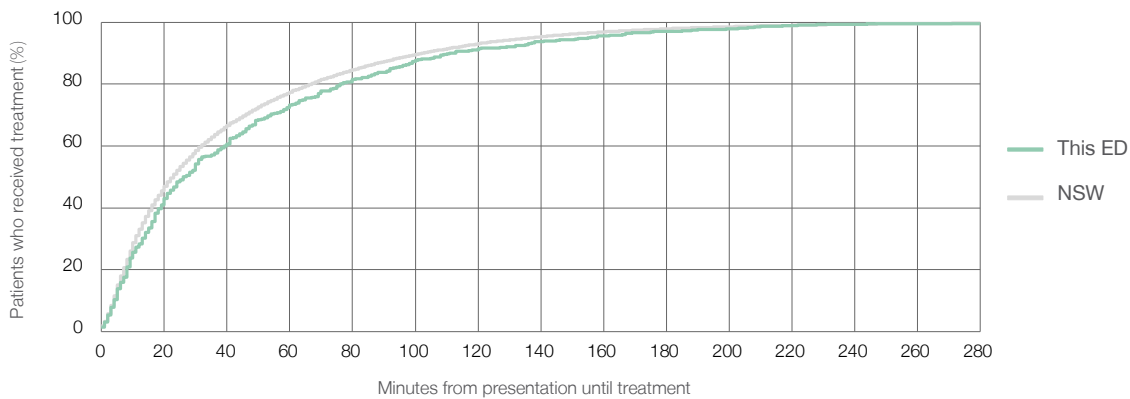
Number of triage 5 patients used to calculate waiting time:³ 529

Median time to start treatment⁴ 26 minutes

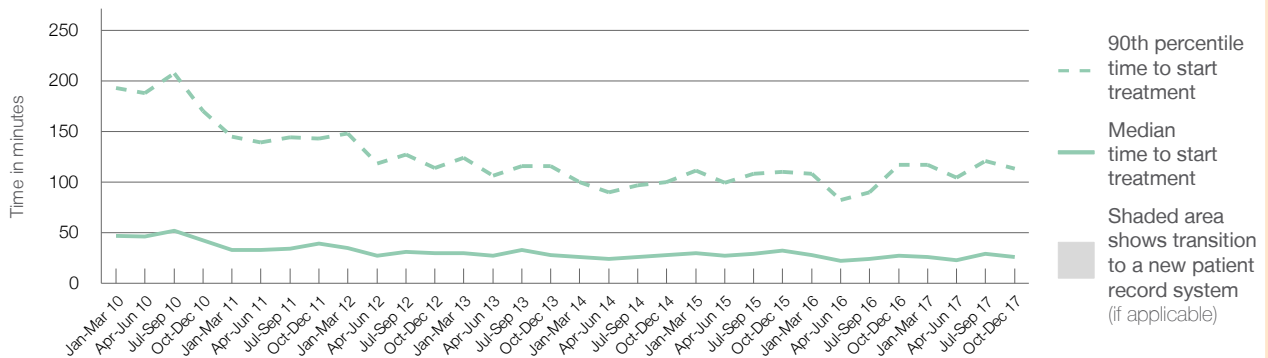
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,160	915
27 minutes	23 minutes
117 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)	43	39	30	28	28	32	27	26
90th percentile time to start treatment ⁵ (minutes)	170	143	114	116	100	110	117	113

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Calvary Mater Newcastle: Time patients spent in the ED

October to December 2017

All presentations:¹ 9,511 patients

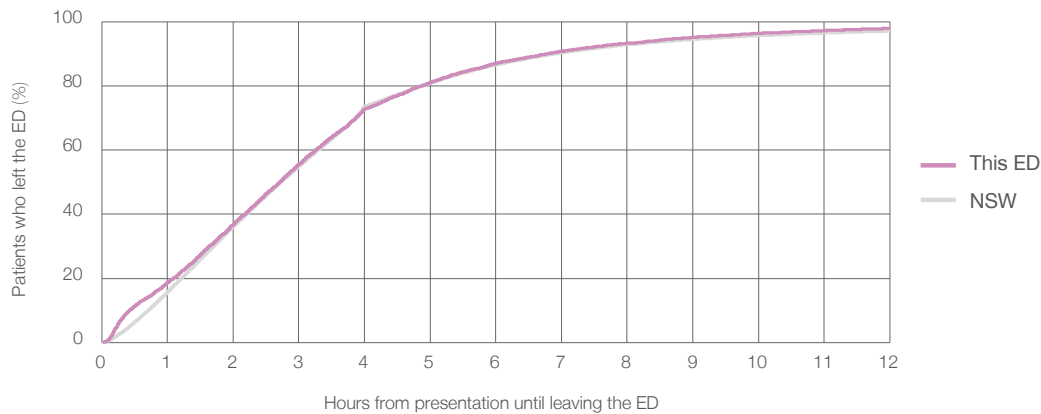
Presentations used to calculate time to leaving the ED:⁶ 9,511 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

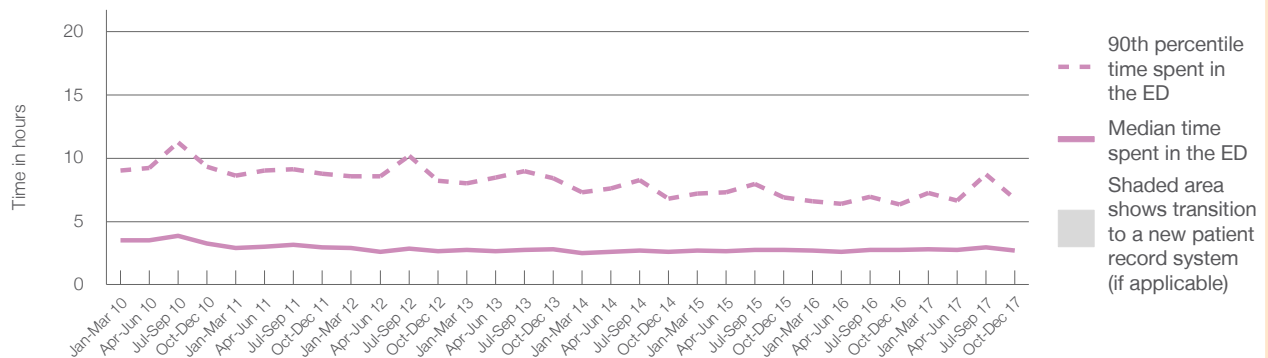
90th percentile time spent in the ED⁹ 6 hours and 47 minutes

Same period last year	NSW (this period)
9,453	9,453
2 hours and 44 minutes	2 hours and 44 minutes
6 hours and 21 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)	3h 16m	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m	2h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 21m	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 21m	6h 47m

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Calvary Mater Newcastle: Time patients spent in the ED
By mode of separation
October to December 2017

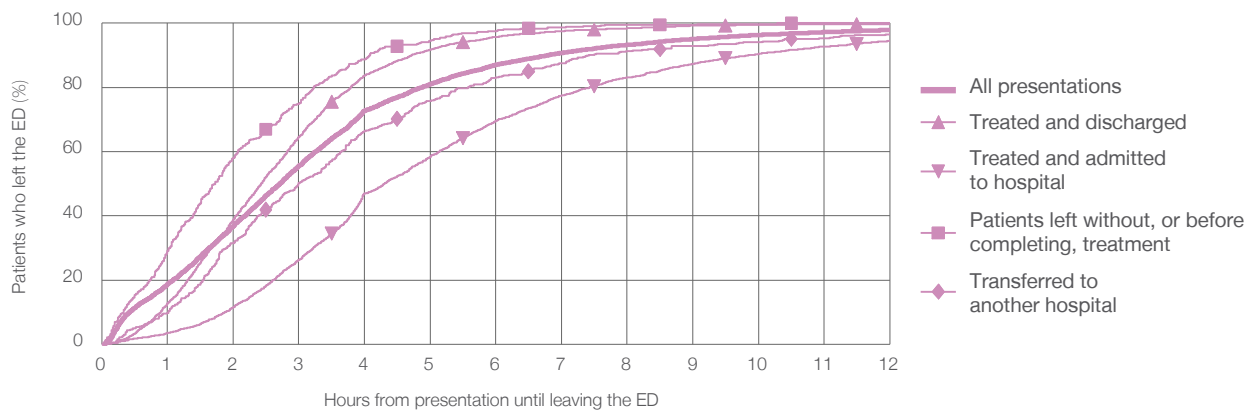
All presentations:¹ 9,511 patients

Presentations used to calculate time to leaving the ED:⁶ 9,511 patients

Treated and discharged	4,403 (46.3%)
Treated and admitted to hospital	3,105 (32.6%)
Patient left without, or before completing, treatment	431 (4.5%)
Transferred to another hospital	508 (5.3%)
Other	1,064 (11.2%)

Same period last year	Change since one year ago
9,453	0.6%
4,372	0.7%
3,215	-3.4%
428	0.7%
396	28.3%
1,042	2.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	38.8%	64.7%	83.7%	95.8%	98.4%	99.5%	99.8%
Treated and admitted to hospital	3.5%	11.6%	26.3%	47.0%	69.6%	83.1%	90.4%	94.5%
Patient left without, or before completing, treatment	29.0%	58.0%	74.9%	88.6%	97.4%	99.5%	99.8%	100%
Transferred to another hospital	9.8%	31.5%	50.2%	66.3%	83.1%	91.3%	94.1%	96.5%
All presentations	18.7%	36.9%	55.6%	72.7%	87.0%	93.3%	96.3%	97.9%

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Calvary Mater Newcastle: 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 9,511 patients

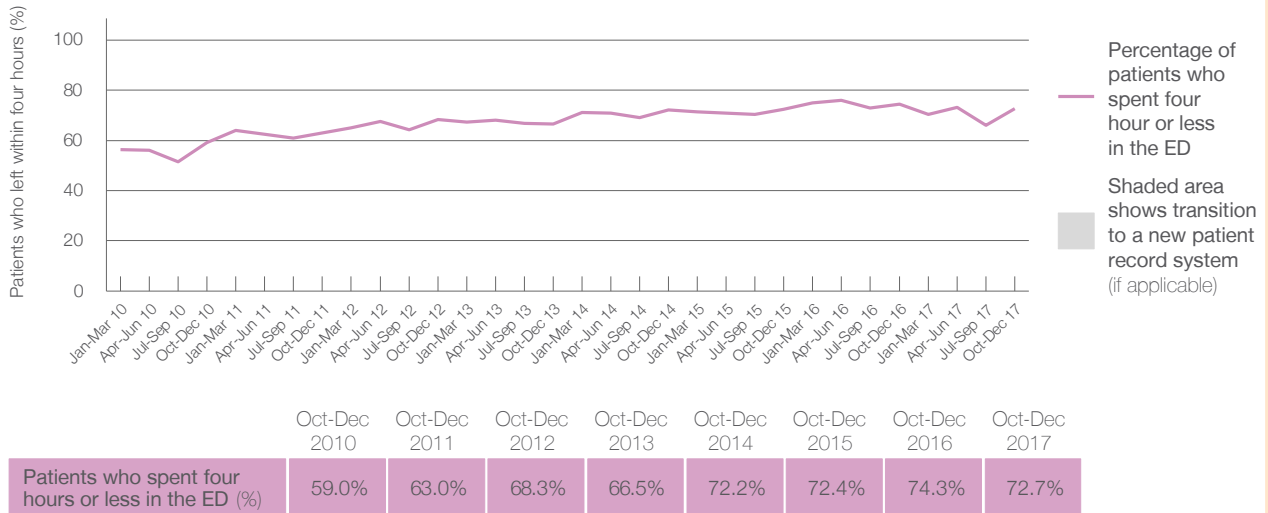
Presentations used to calculate time to leaving the ED: ⁶ 9,511 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 9,511 patients	9,453	0.6%
Presentations used to calculate time to leaving the ED: ⁶ 9,511 patients	9,453	0.6%
Percentage of patients who spent four hours or less in the ED	74.3%	

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