

Calvary Mater Newcastle: Emergency department (ED) overview

April to June 2018

All presentations:¹ 9,253 patients
 Emergency presentations:² 9,237 patients

Same period last year	Change since one year ago
9,033	2%
9,021	2%

Calvary Mater Newcastle: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,456 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): 2,309 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,568 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 854 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,310	
6 minutes	8 minutes
14 minutes	24 minutes
2,224	
15 minutes	19 minutes
40 minutes	63 minutes
4,263	
21 minutes	24 minutes
85 minutes	95 minutes
1,181	
23 minutes	21 minutes
105 minutes	96 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 9,253 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
9,033	2%
73%	

* 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 2018*.
- 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 18 July 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department

April to June 2018

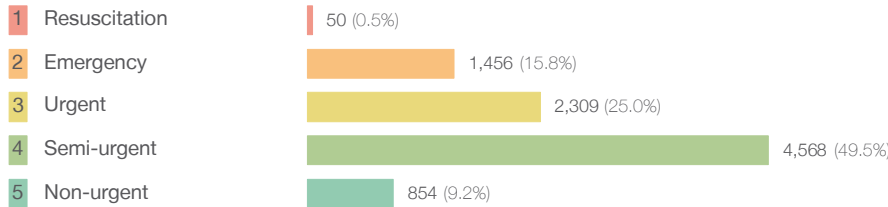
All presentations:¹ 9,253 patients

Same period last year
Change since one year ago

9,033 2%

Emergency presentations² by triage category: 9,237 patients

9,021 2%



43 16.3%

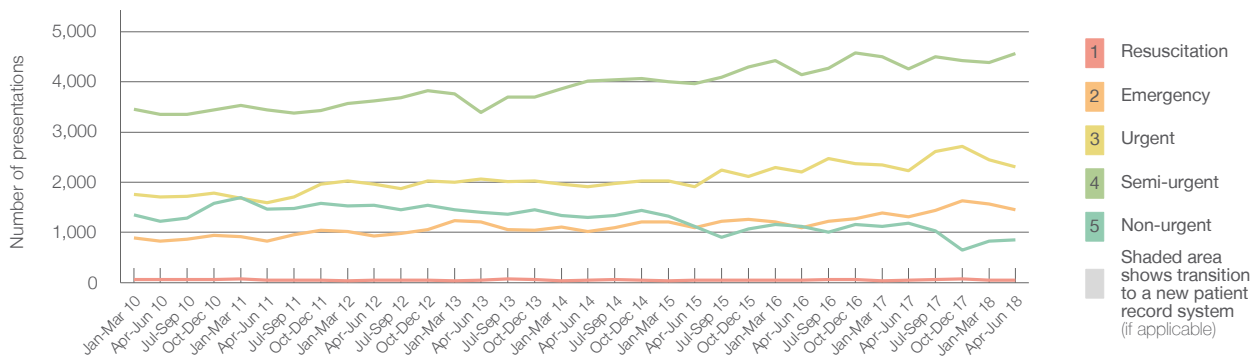
1,310 11.1%

2,224 3.8%

4,263 7.2%

1,181 -27.7%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	65	46	45	54	45	45	51	43	50
Emergency	825	823	924	1,210	1,023	1,095	1,099	1,310	1,456
Urgent	1,709	1,597	1,967	2,066	1,909	1,911	2,201	2,224	2,309
Semi-urgent	3,347	3,446	3,616	3,392	4,010	3,962	4,145	4,263	4,568
Non-urgent	1,224	1,465	1,541	1,402	1,303	1,117	1,121	1,181	854
All emergency presentations	7,170	7,377	8,093	8,124	8,290	8,130	8,617	9,021	9,237

Calvary Mater Newcastle: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,797 patients

Same period last year
Change since one year ago

2,553

ED Transfer of care time

Median time 4 minutes

4 minutes 0 minutes

90th percentile time 20 minutes

24 minutes -4 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

April to June 2018

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

Number of triage 2 patients: 1,456

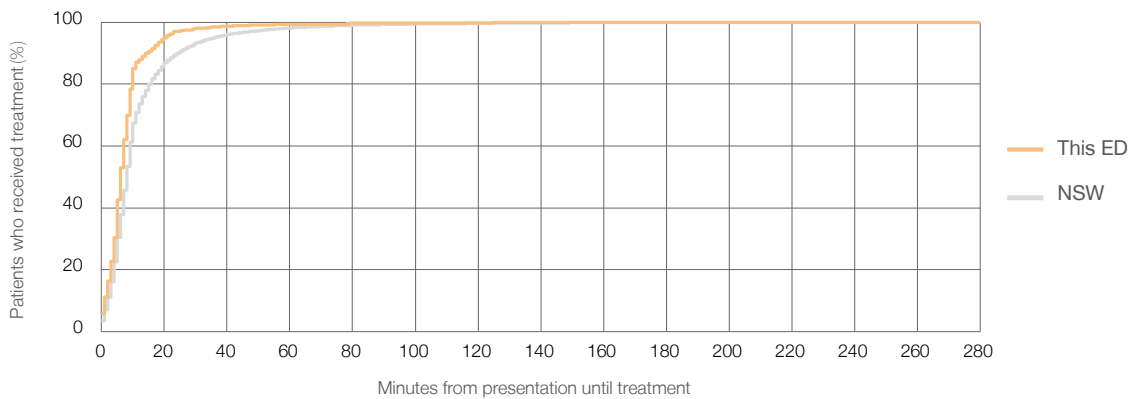
Number of triage 2 patients used to calculate waiting time:³ 1,137

Median time to start treatment⁴ 6 minutes

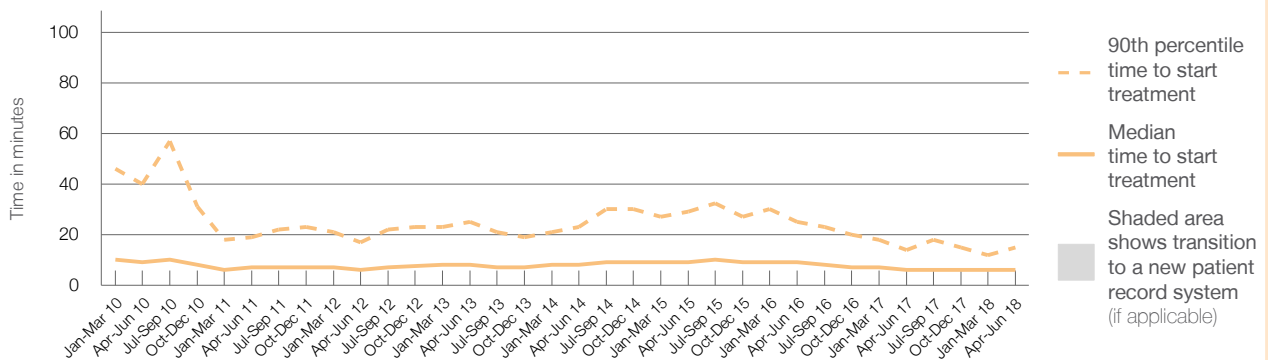
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,310	989
6 minutes	8 minutes
14 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	9	7	6	8	8	9	9	6	6
90th percentile time to start treatment ⁵ (minutes)	40	19	17	25	23	29	25	14	15

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,309

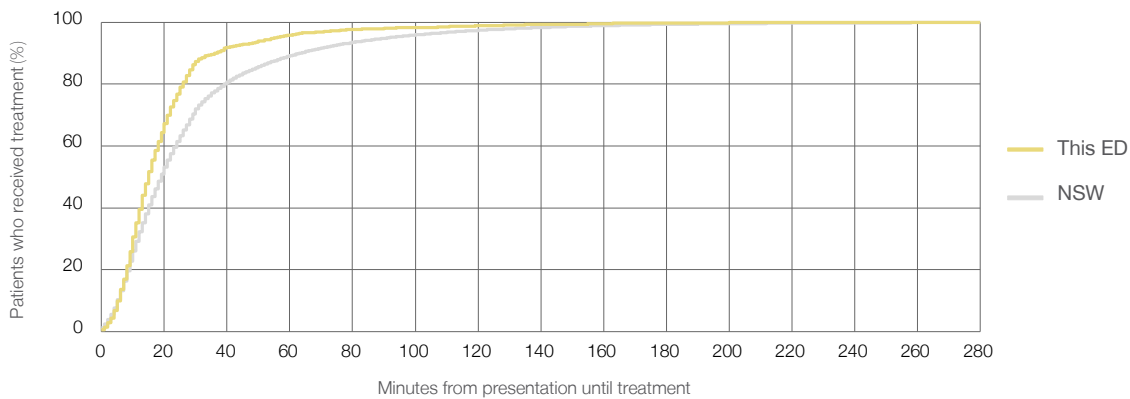
Number of triage 3 patients used to calculate waiting time:³ 2,090

Median time to start treatment⁴ 15 minutes

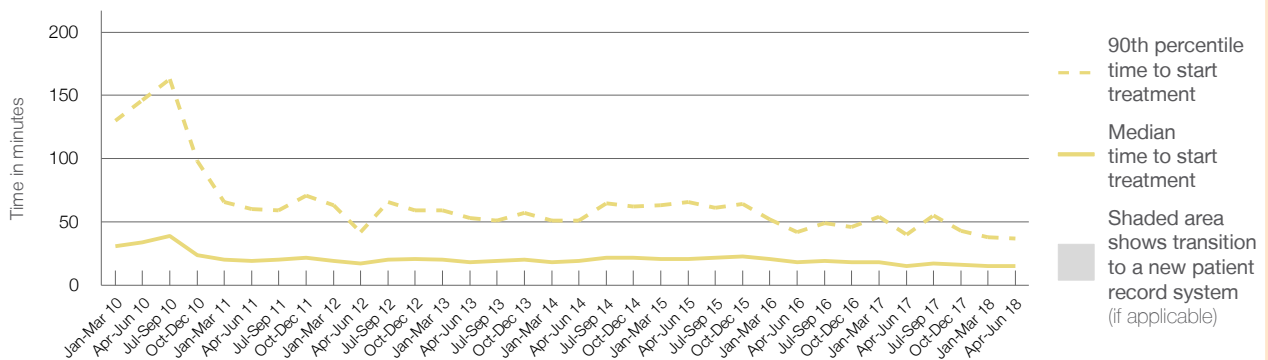
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
2,224	1,973
15 minutes	19 minutes
40 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	34	19	17	18	19	21	18	15	15
90th percentile time to start treatment ⁵ (minutes)	146	60	42	53	51	66	42	40	37

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 4,568

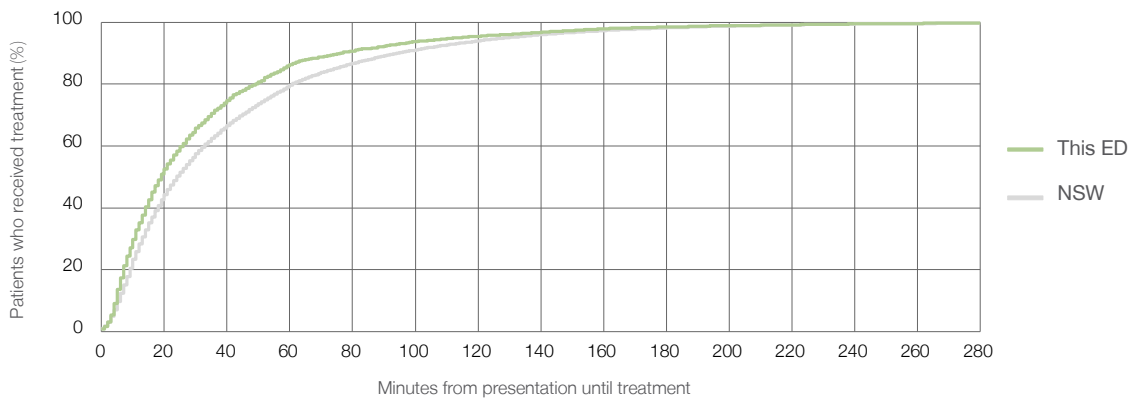
Number of triage 4 patients used to calculate waiting time:³ 4,123

Median time to start treatment⁴ 19 minutes

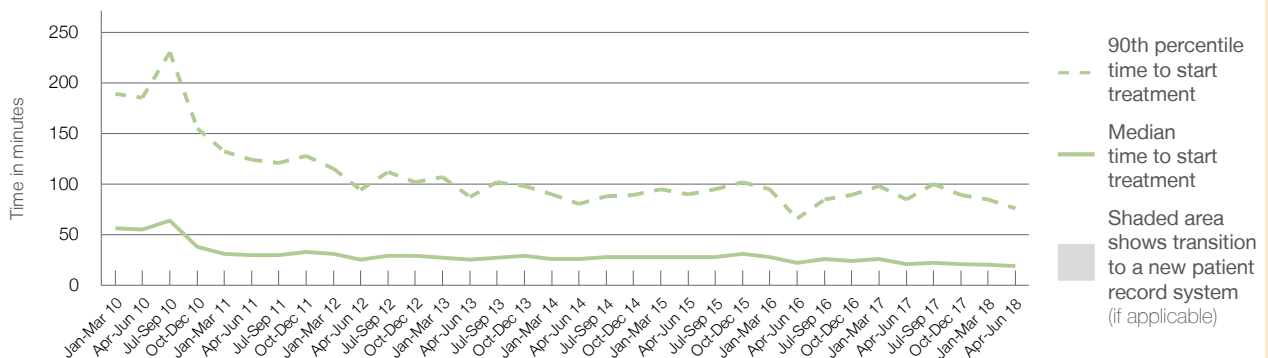
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
4,263	
3,890	
21 minutes	24 minutes
85 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	55	30	25	25	26	28	22	21	19
90th percentile time to start treatment ⁵ (minutes)	185	124	94	87	80	90	66	85	76

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 854

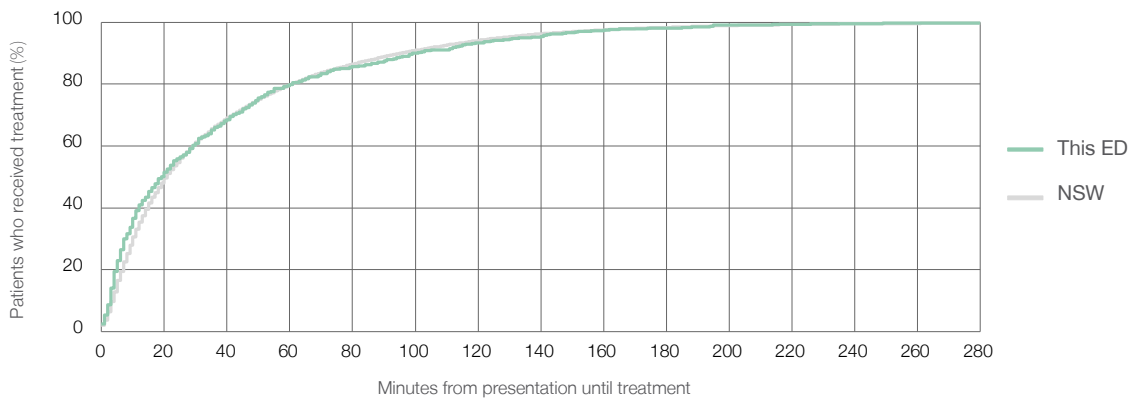
Number of triage 5 patients used to calculate waiting time:³ 694

Median time to start treatment⁴ 19 minutes

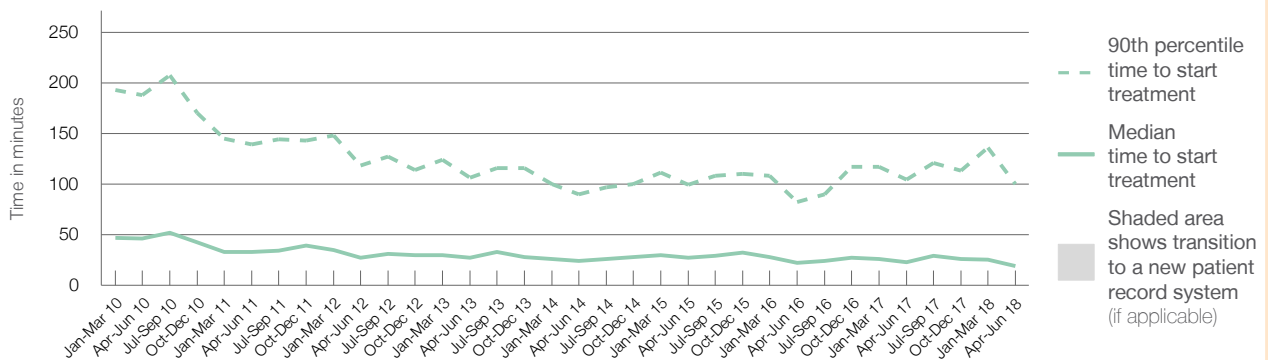
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,181	970
23 minutes	21 minutes
105 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	46	33	27	27	24	27	22	23	19
90th percentile time to start treatment ⁵ (minutes)	188	139	118	106	90	99	82	105	100

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Calvary Mater Newcastle: Time patients spent in the ED

April to June 2018

All presentations:¹ 9,253 patients

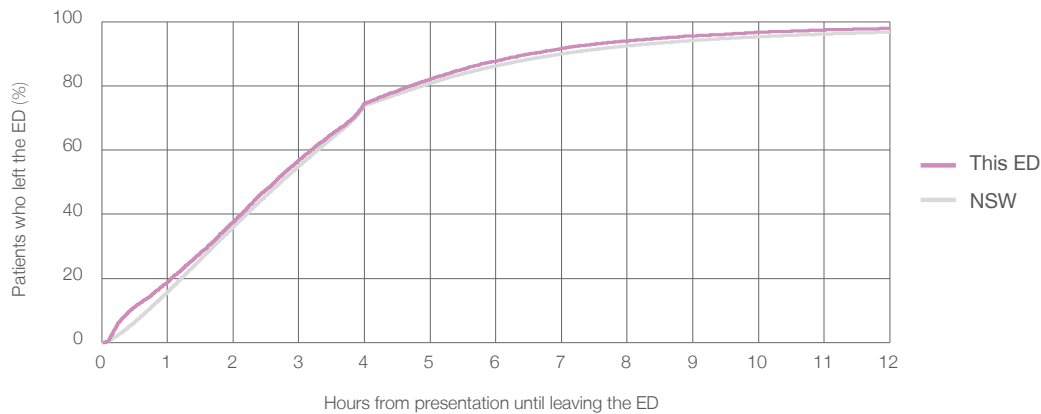
Presentations used to calculate time to leaving the ED:⁶ 9,253 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

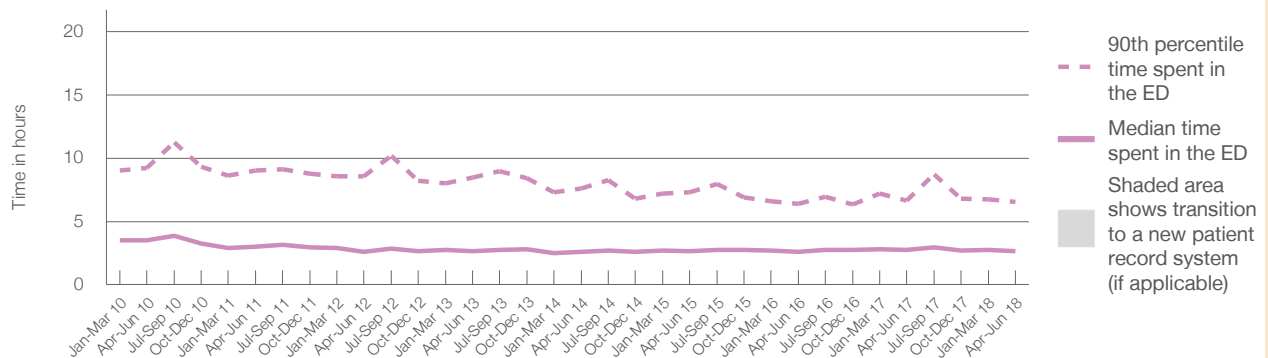
90th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
9,033	9,033
2 hours and 44 minutes	2 hours and 44 minutes
6 hours and 39 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 31m	2h 59m	2h 37m	2h 40m	2h 35m	2h 38m	2h 37m	2h 44m	2h 38m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 15m	9h 0m	8h 34m	8h 29m	7h 35m	7h 18m	6h 23m	6h 39m	6h 32m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Calvary Mater Newcastle: Time patients spent in the ED
 By mode of separation
 April to June 2018

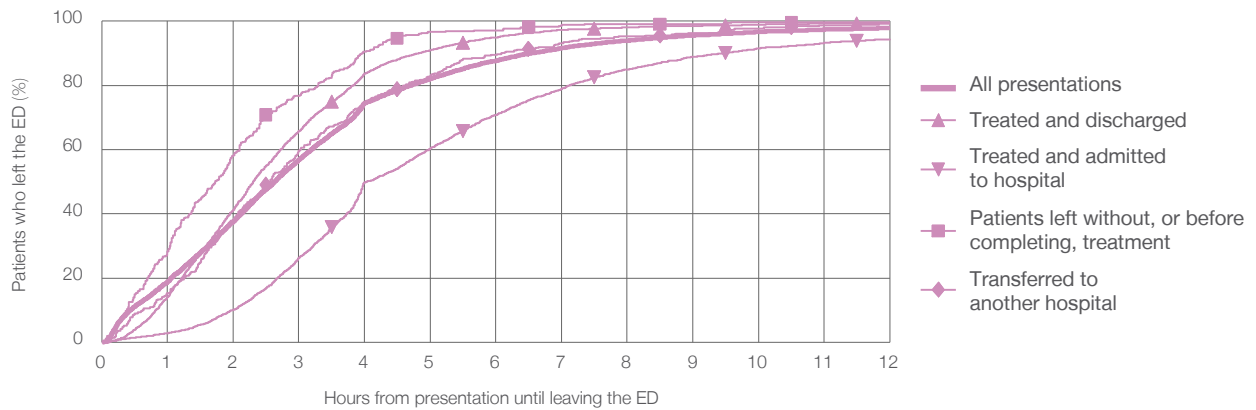
All presentations:¹ 9,253 patients

Presentations used to calculate time to leaving the ED:⁶ 9,253 patients

Treated and discharged	4,630 (50.0%)
Treated and admitted to hospital	2,912 (31.5%)
Patient left without, or before completing, treatment	357 (3.9%)
Transferred to another hospital	383 (4.1%)
Other	971 (10.5%)

Same period last year	Change since one year ago
9,033	2%
4,334	6.8%
2,993	-2.7%
317	12.6%
407	-5.9%
982	-1.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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	14.1%	41.3%	65.7%	83.7%	94.9%	98.0%	98.9%	99.4%
Treated and admitted to hospital	2.9%	10.1%	26.2%	49.9%	70.8%	85.0%	91.6%	94.4%
Patient left without, or before completing, treatment	28.3%	58.3%	76.8%	90.5%	97.2%	99.2%	99.7%	99.7%
Transferred to another hospital	15.4%	38.1%	59.5%	74.2%	89.6%	95.3%	97.7%	99.2%
All presentations	18.9%	37.6%	56.8%	74.5%	87.7%	94.0%	96.7%	97.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Calvary Mater Newcastle: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 9,253 patients

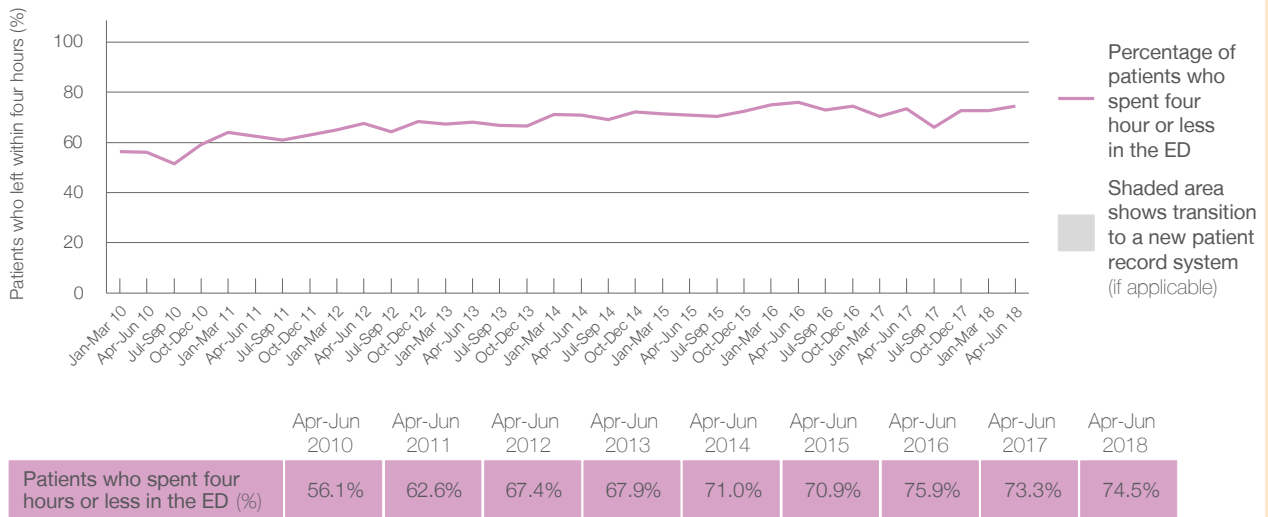
Presentations used to calculate time to leaving the ED: ⁶ 9,253 patients

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 9,253 patients	9,033	2%
Presentations used to calculate time to leaving the ED: ⁶ 9,253 patients	9,033	2%
Percentage of patients who spent four hours or less in the ED	73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* 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 2018*.
- 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 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).