

## Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 10,269 patients


Emergency presentations:<sup>2</sup> 10,207 patients

Same period last year	Change since one year ago
9,511	8%
9,504	7%



## Calvary Mater Newcastle: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,739 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 90th percentile time to start treatment<sup>5</sup>  14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,893 patients

Median time to start treatment<sup>4</sup>  16 minutes  
 90th percentile time to start treatment<sup>5</sup>  47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,866 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 632 patients

Median time to start treatment<sup>4</sup>  31 minutes  
 90th percentile time to start treatment<sup>5</sup>  147 minutes

Same period last year	NSW (this period)
1,633	
6 minutes	8 minutes
15 minutes	26 minutes
2,718	
16 minutes	20 minutes
43 minutes	72 minutes
4,429	
21 minutes	26 minutes
89 minutes	104 minutes
649	
26 minutes	23 minutes
113 minutes	104 minutes

## Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,269 patients

Percentage of patients who spent four hours or less in the ED  68%

Same period last year	Change since one year ago
9,511	8%
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: October to December 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.

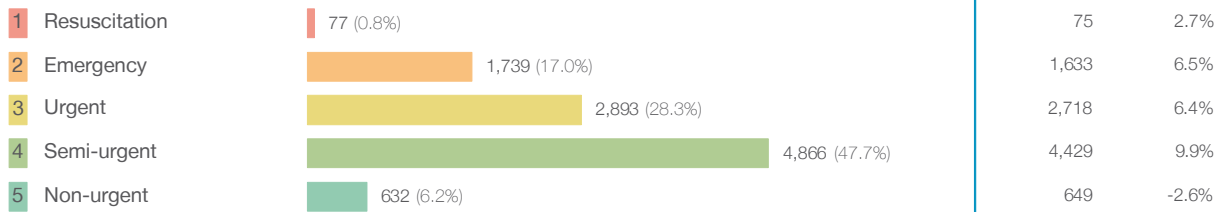
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Calvary Mater Newcastle: Patients presenting to the emergency department October to December 2018

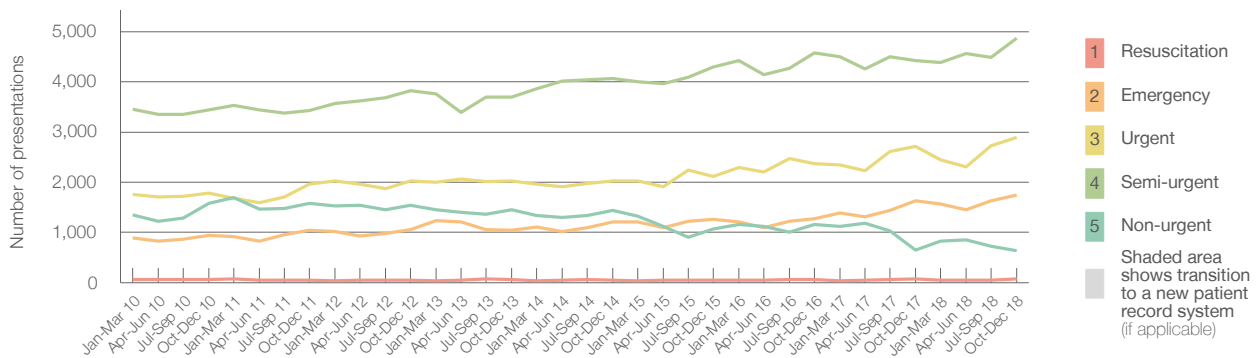
All presentations:<sup>1</sup> 10,269 patients

Emergency presentations<sup>2</sup> by triage category: 10,207 patients



Same period last year	Change since one year ago
9,511	8%
9,504	7%
75	2.7%
1,633	6.5%
2,718	6.4%
4,429	9.9%
649	-2.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	68	48	49	56	53	43	62	75	77
Emergency	944	1,047	1,058	1,042	1,214	1,261	1,275	1,633	1,739
Urgent	1,780	1,962	2,023	2,022	2,027	2,118	2,364	2,718	2,893
Semi-urgent	3,441	3,425	3,826	3,693	4,062	4,299	4,571	4,429	4,866
Non-urgent	1,585	1,579	1,535	1,458	1,442	1,070	1,158	649	632
All emergency presentations	7,818	8,061	8,491	8,271	8,798	8,791	9,430	9,504	10,207

## Calvary Mater Newcastle: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,242 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,951	
4 minutes	2 minutes
25 minutes	6 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 2018

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

Number of triage 2 patients: 1,739

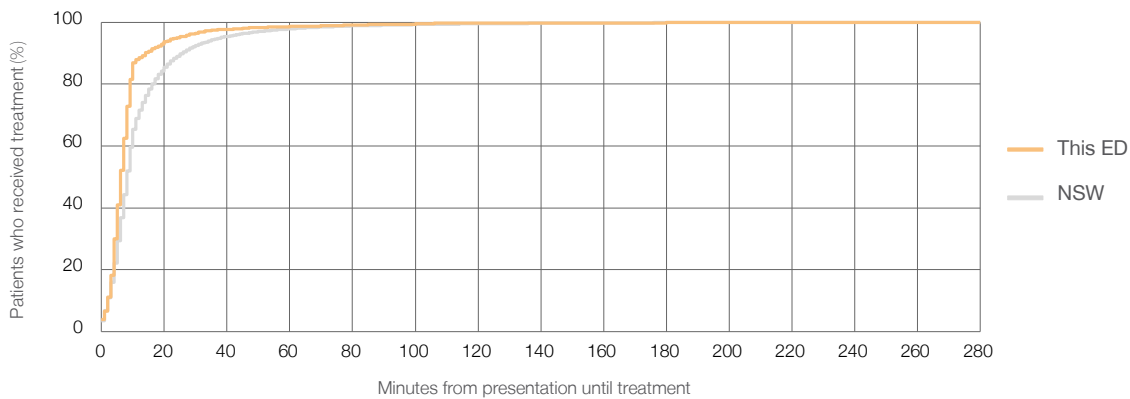
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,317

Median time to start treatment<sup>4</sup>  6 minutes

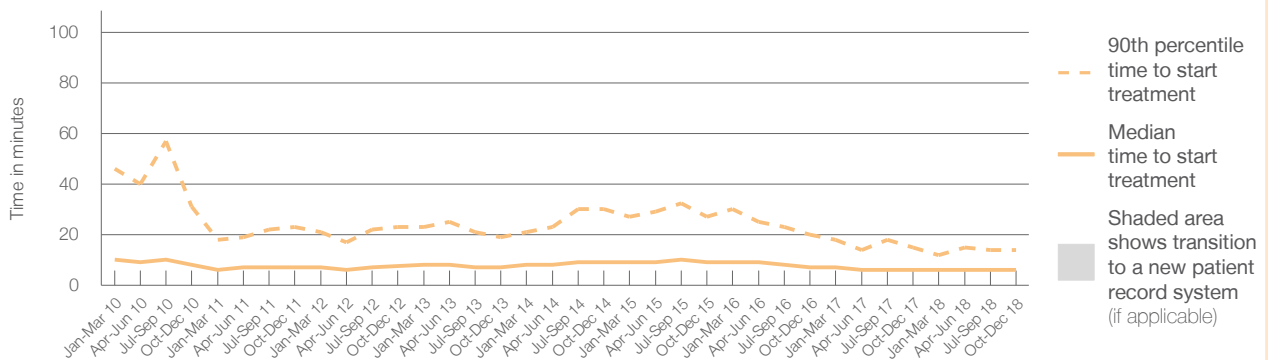
90th percentile time to start treatment<sup>5</sup>  14 minutes

Same period last year	NSW (this period)
1,633	
1,237	
6 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	7	9	9	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	31	23	23	19	30	27	20	15	14

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,893

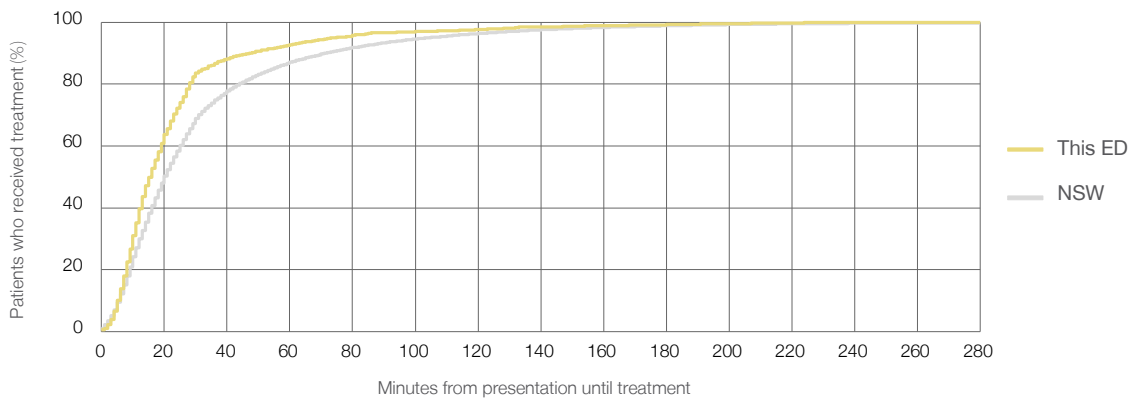
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,579

Median time to start treatment<sup>4</sup> 16 minutes

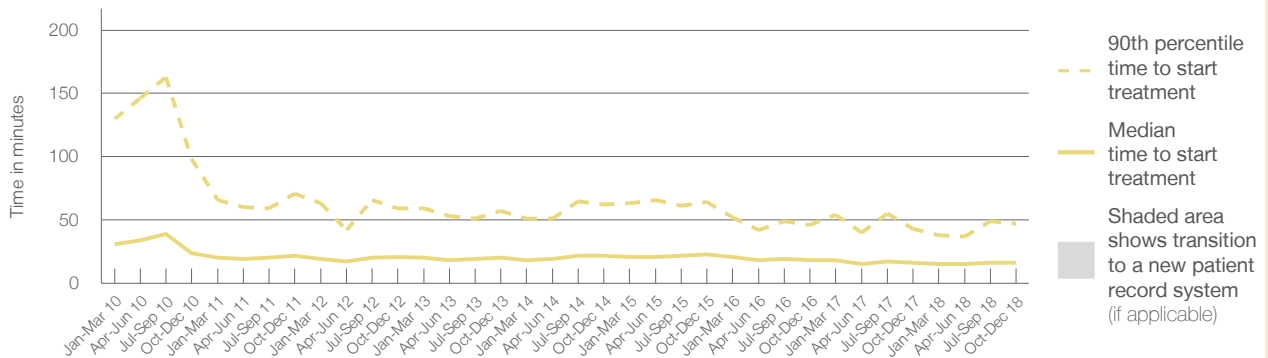
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
2,718	
2,444	
16 minutes	20 minutes
43 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	24	22	21	20	22	23	18	16	16
90th percentile time to start treatment <sup>5</sup> (minutes)	98	71	59	57	62	64	46	43	47

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,866

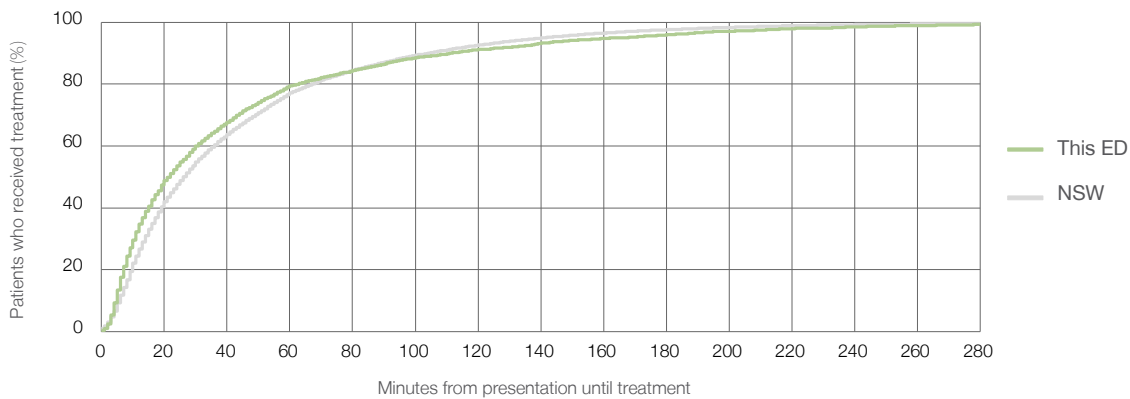
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,195

Median time to start treatment<sup>4</sup> 22 minutes

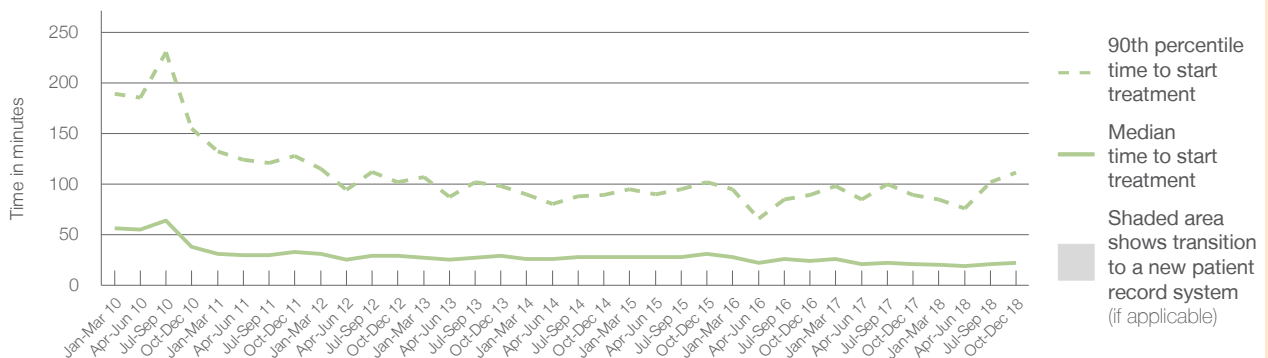
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
4,429	3,936
21 minutes	26 minutes
89 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	38	33	29	29	28	31	24	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	155	128	102	98	89	102	89	89	111

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

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 632

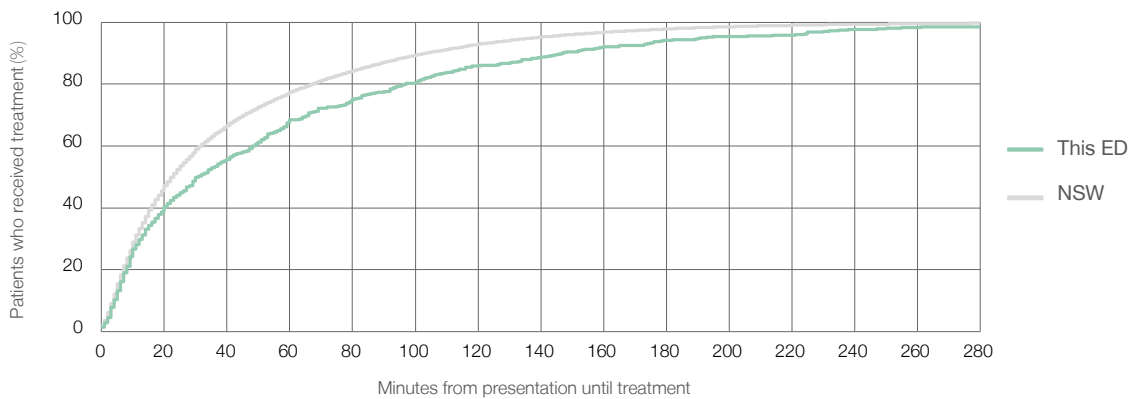
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 459

Median time to start treatment<sup>4</sup> 31 minutes

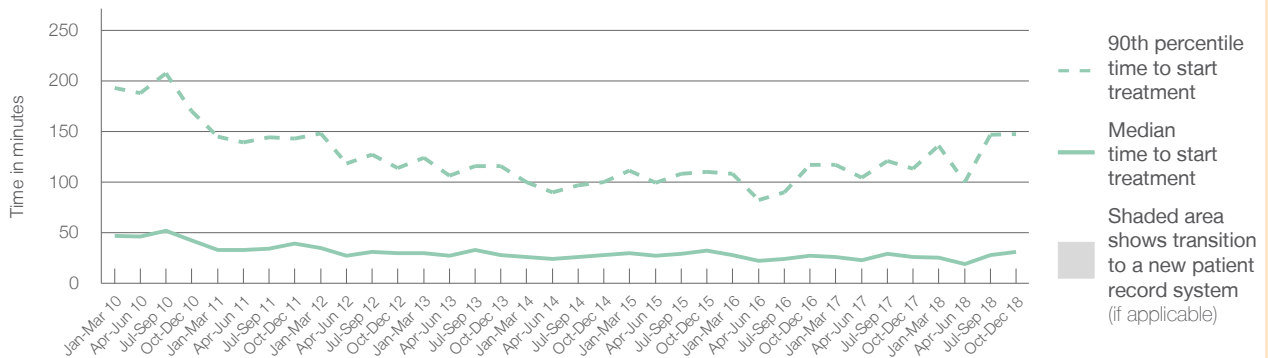
90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
649	
529	
26 minutes	23 minutes
113 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	43	39	30	28	28	32	27	26	31
90th percentile time to start treatment <sup>5</sup> (minutes)	170	143	114	116	100	110	117	113	147

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## Calvary Mater Newcastle: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 10,269 patients

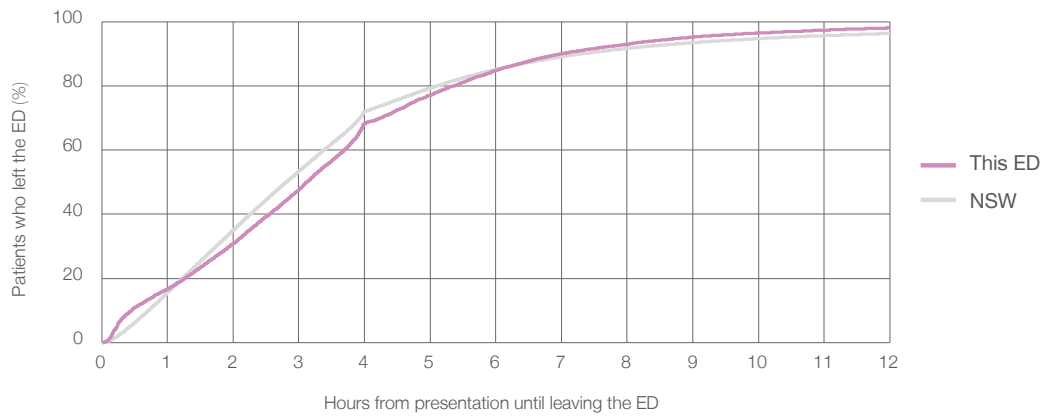
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,269 patients

Median time spent in the ED<sup>8</sup> 3 hours and 7 minutes

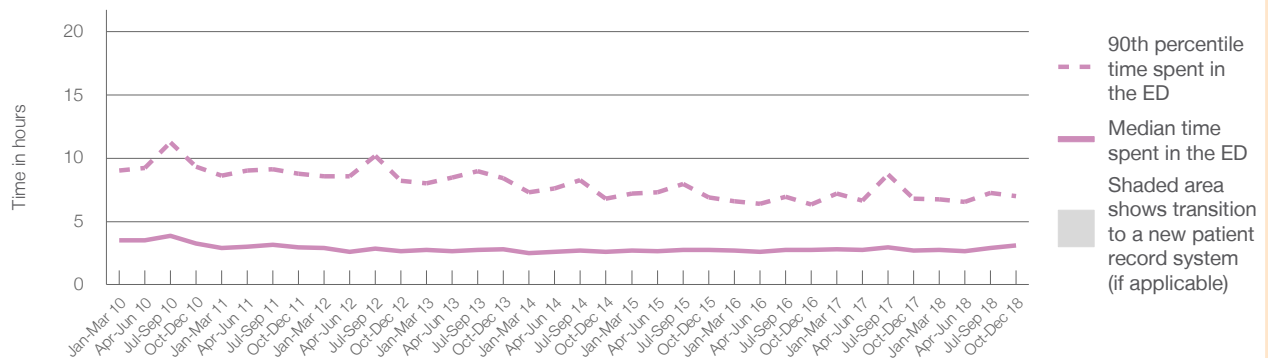
90th percentile time spent in the ED<sup>9</sup> 7 hours and 1 minutes

Same period last year	NSW (this period)
9,511	9,511
2 hours and 43 minutes	2 hours and 49 minutes
6 hours and 47 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 16m	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m	2h 43m	3h 7m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 21m	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 20m	6h 47m	7h 1m

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**Calvary Mater Newcastle: Time patients spent in the ED**  
By mode of separation  
October to December 2018

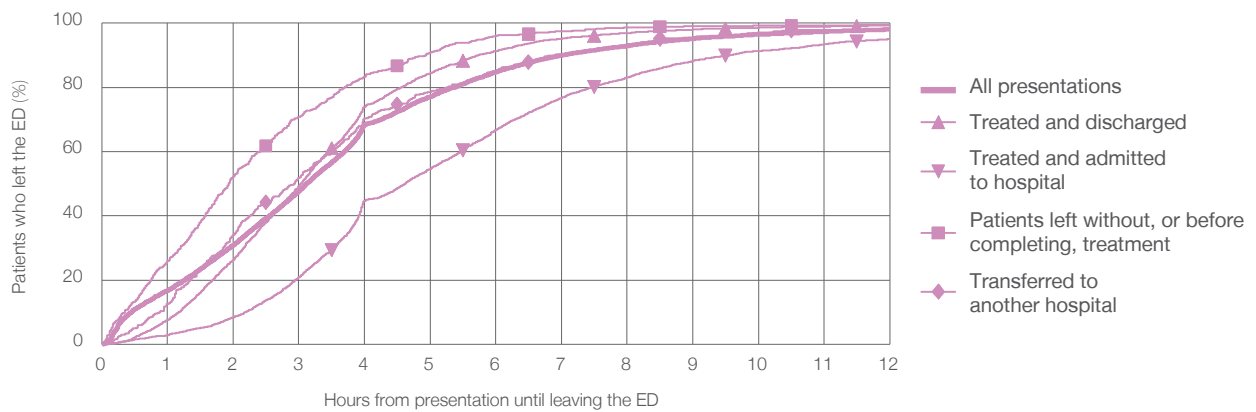
All presentations:<sup>1</sup> 10,269 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,269 patients

Treated and discharged	4,715 (45.9%)
Treated and admitted to hospital	3,166 (30.8%)
Patient left without, or before completing, treatment	704 (6.9%)
Transferred to another hospital	463 (4.5%)
Other	1,221 (11.9%)

Same period last year	Change since one year ago
9,511	8%
4,499	4.8%
3,009	5.2%
431	63.3%
508	-8.9%
1,064	14.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<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	7.6%	26.3%	49.3%	74.1%	91.4%	96.9%	98.6%	99.3%
Treated and admitted to hospital	2.8%	8.4%	20.8%	44.7%	66.7%	83.1%	91.4%	95.1%
Patient left without, or before completing, treatment	26.0%	52.1%	70.7%	83.4%	96.0%	98.7%	99.3%	99.4%
Transferred to another hospital	12.5%	34.1%	51.8%	70.4%	85.1%	93.3%	97.2%	98.3%
All presentations	16.8%	30.9%	47.7%	68.3%	84.8%	93.0%	96.5%	98.1%

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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 2018

All presentations at the emergency department: <sup>1</sup> 10,269 patients

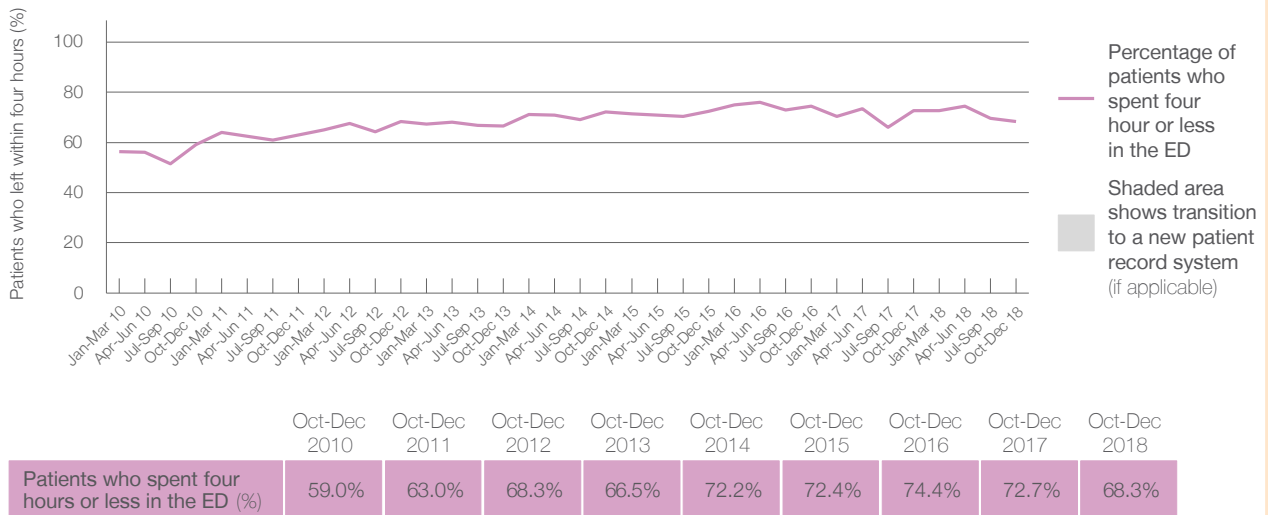
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,269 patients

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	9,511	8%
Presentations used to calculate time to leaving the ED	9,511	8%
Percentage of patients who spent four hours or less in the ED	72.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡</sup>



\* 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: October to December 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).