

Calvary Mater Newcastle: Emergency department (ED) overview

April to June 2017

All presentations:¹ 9,040 patients
Emergency presentations:² 9,028 patients

Same period last year	Change since one year ago
8,665	4.3%
8,617	4.8%

Calvary Mater Newcastle: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,315 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,226 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,263 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,181 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,099	
9 minutes	8 minutes
25 minutes	26 minutes
2,201	
18 minutes	20 minutes
42 minutes	67 minutes
4,145	
22 minutes	25 minutes
66 minutes	99 minutes
1,121	
22 minutes	23 minutes
82 minutes	101 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 9,040 patients

Percentage of patients who spent four hours or less in the ED 73.3%

Same period last year	Change since one year ago
8,665	4.3%
75.9%	

* 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.

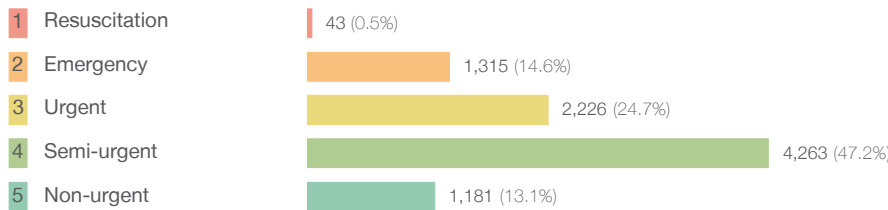
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Calvary Mater Newcastle: Patients presenting to the emergency department

April to June 2017

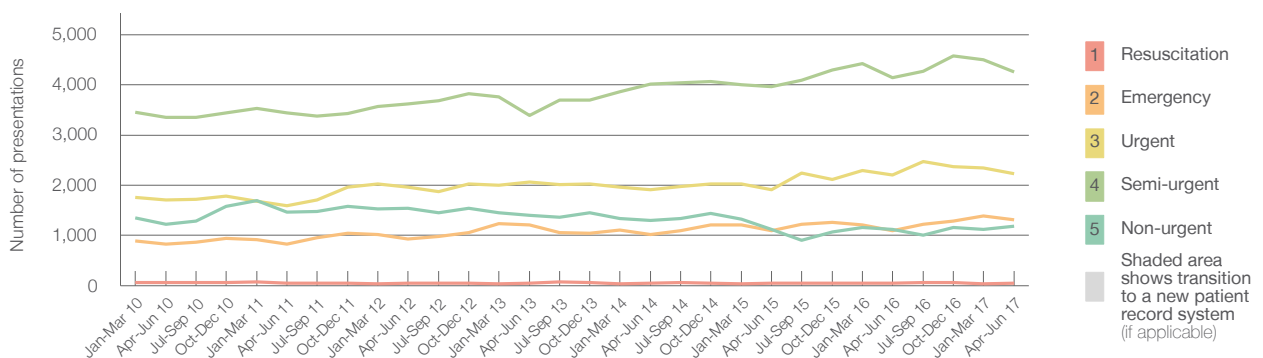
All presentations:¹ 9,040 patients

Emergency presentations² by triage category: 9,028 patients



Same period last year	Change since one year ago
8,665	4.3%
8,617	4.8%
51	-15.7%
1,099	19.7%
2,201	1.1%
4,145	2.8%
1,121	5.4%

Emergency presentations² 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	65	46	45	54	45	45	51	43
Emergency	825	823	924	1,210	1,023	1,095	1,099	1,315
Urgent	1,709	1,597	1,967	2,066	1,909	1,911	2,201	2,226
Semi-urgent	3,347	3,446	3,616	3,392	4,010	3,961	4,145	4,263
Non-urgent	1,224	1,465	1,541	1,402	1,303	1,117	1,121	1,181
All emergency presentations	7,170	7,377	8,093	8,124	8,290	8,129	8,617	9,028

Calvary Mater Newcastle: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,660 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,566	
4 minutes	0 minutes
18 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

April to June 2017

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

Number of triage 2 patients: 1,315

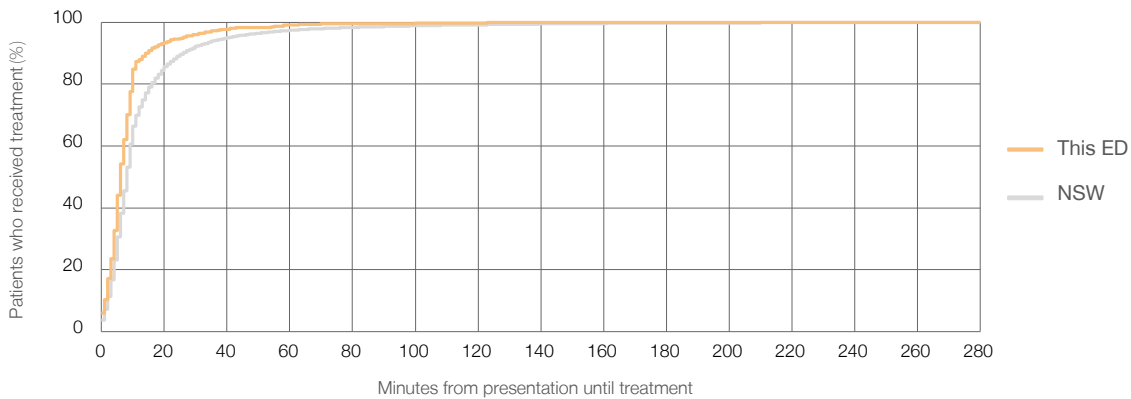
Number of triage 2 patients used to calculate waiting time:³ 994

Median time to start treatment⁴ 6 minutes

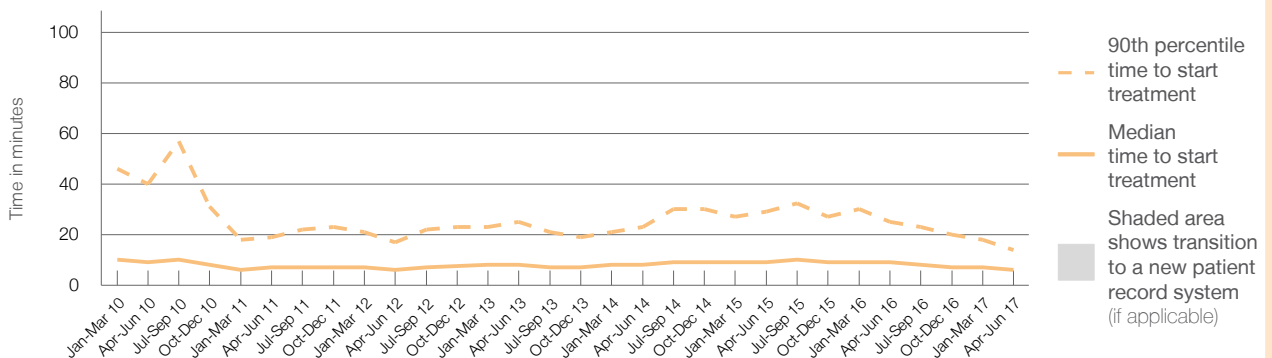
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,099	874
9 minutes	8 minutes
25 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	7	6	8	8	9	9	6
90th percentile time to start treatment ⁵ (minutes)	40	19	17	25	23	29	25	14

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,226

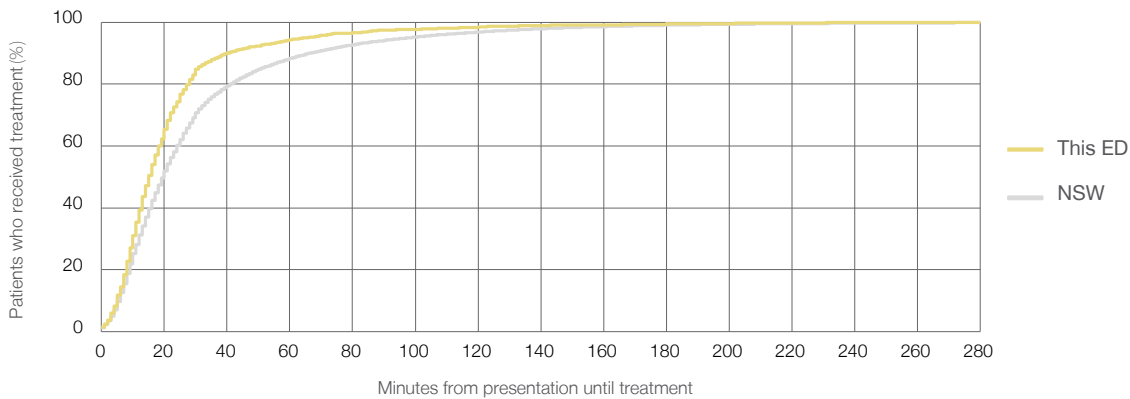
Number of triage 3 patients used to calculate waiting time:³ 1,975

Median time to start treatment⁴ 15 minutes

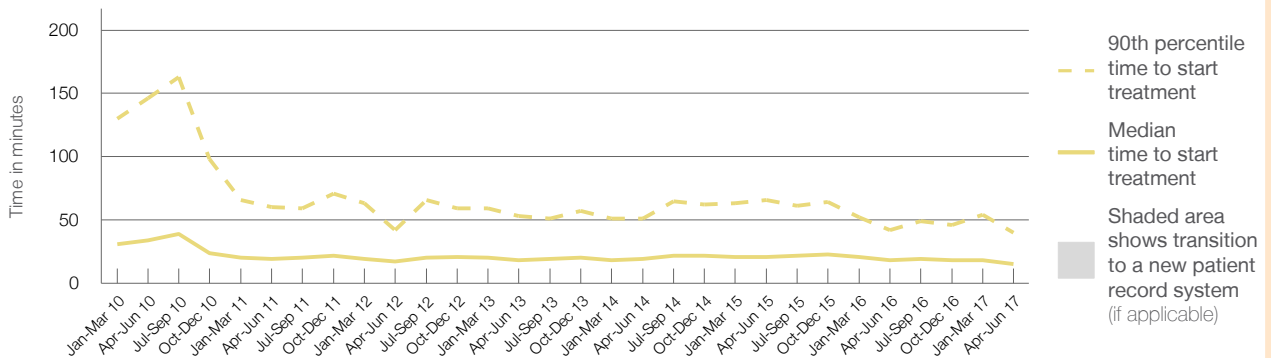
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
2,201	1,916
18 minutes	20 minutes
42 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)	34	19	17	18	19	21	18	15
90th percentile time to start treatment ⁵ (minutes)	146	60	42	53	51	66	42	40

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

April to June 2017

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

Number of triage 4 patients: 4,263

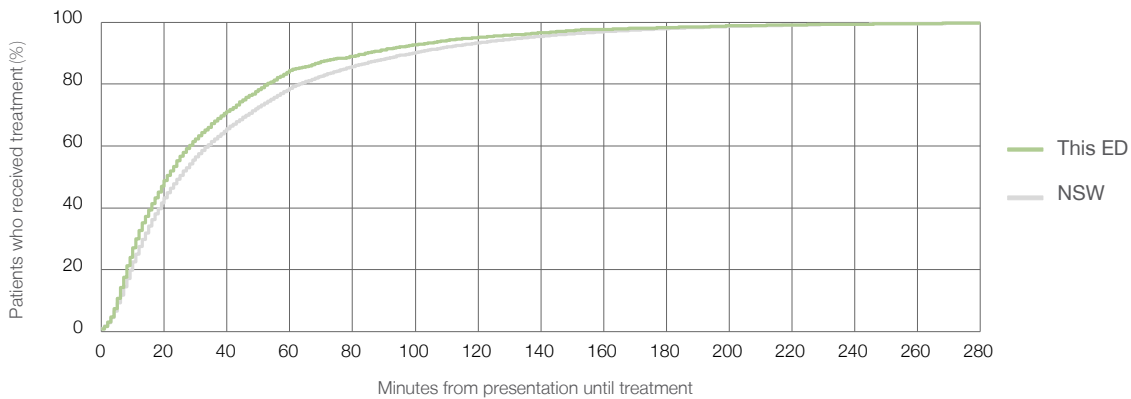
Number of triage 4 patients used to calculate waiting time:³ 3,890

Median time to start treatment⁴ 21 minutes

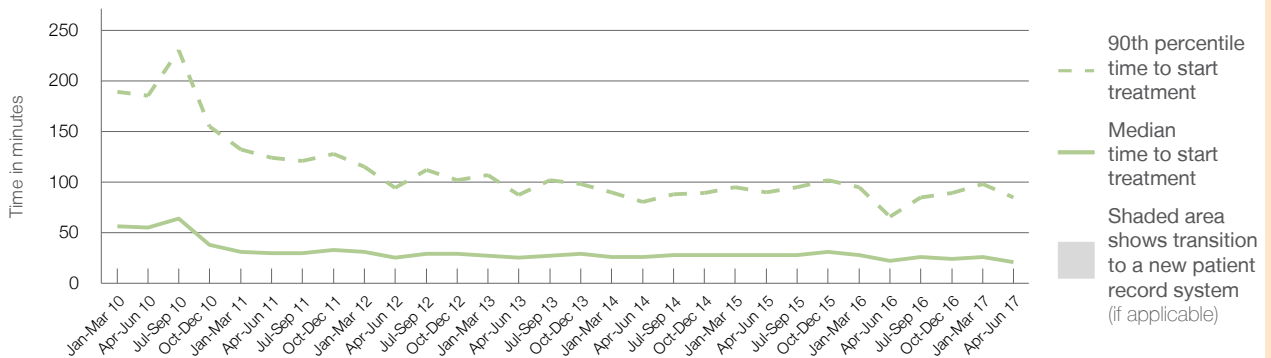
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
4,145	3,839
22 minutes	25 minutes
66 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)	55	30	25	25	26	28	22	21
90th percentile time to start treatment ⁵ (minutes)	185	124	94	87	80	90	66	85

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,121

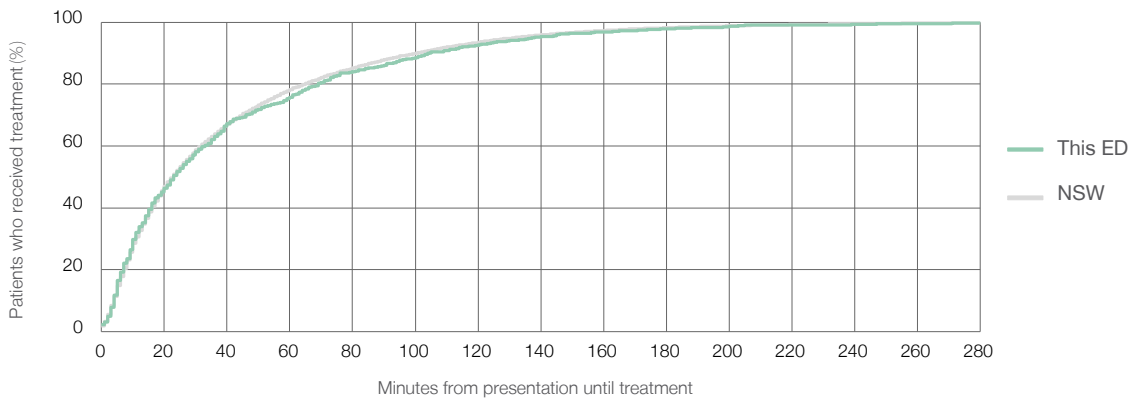
Number of triage 5 patients used to calculate waiting time:³ 970

Median time to start treatment⁴ 23 minutes

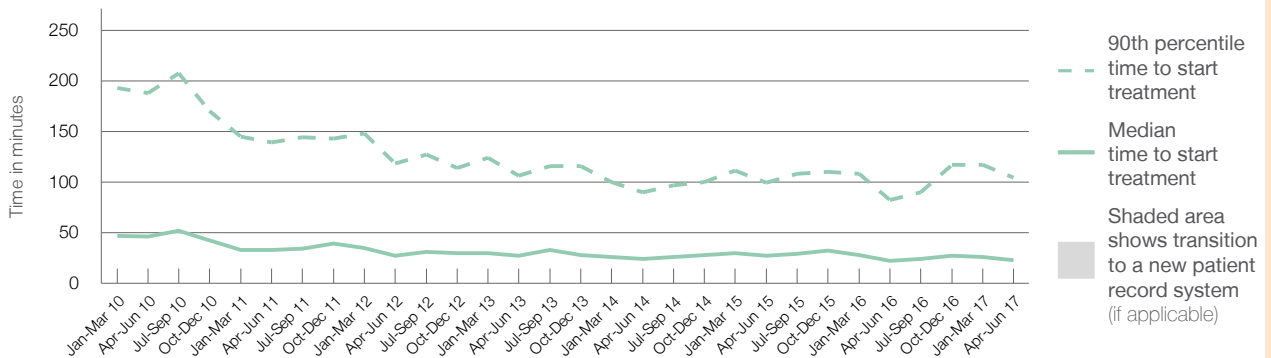
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,121	957
22 minutes	23 minutes
82 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)	46	33	27	27	24	27	22	23
90th percentile time to start treatment ⁵ (minutes)	188	139	118	106	90	99	82	105

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Calvary Mater Newcastle: Time patients spent in the ED

April to June 2017

All presentations:¹ 9,040 patients

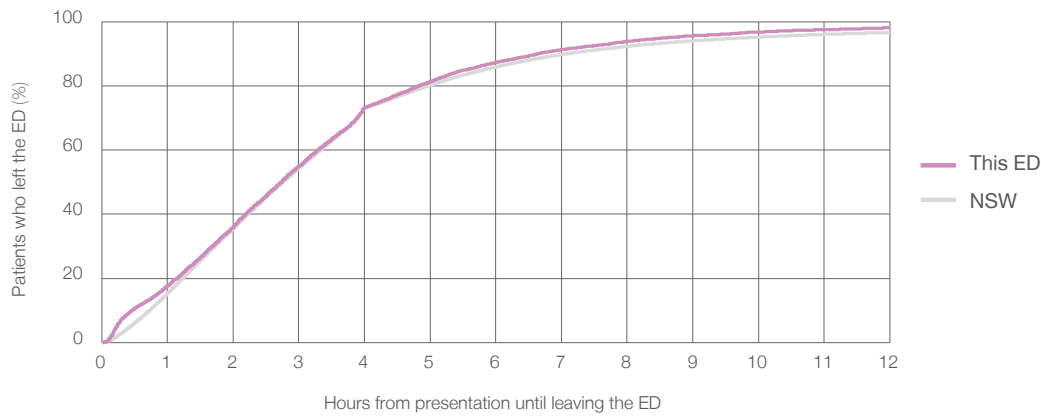
Presentations used to calculate time to leaving the ED:⁶ 9,040 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

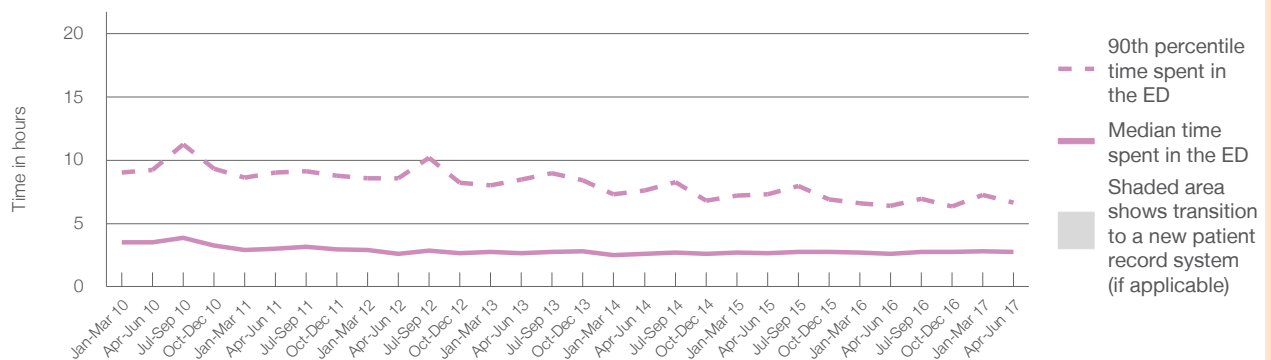
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

Same period last year	NSW (this period)
8,665	8,665
2 hours and 37 minutes	2 hours and 46 minutes
6 hours and 23 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)	3h 31m	2h 59m	2h 37m	2h 40m	2h 35m	2h 38m	2h 37m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 15m	9h 0m	8h 34m	8h 29m	7h 35m	7h 18m	6h 23m	6h 39m

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Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

April to June 2017

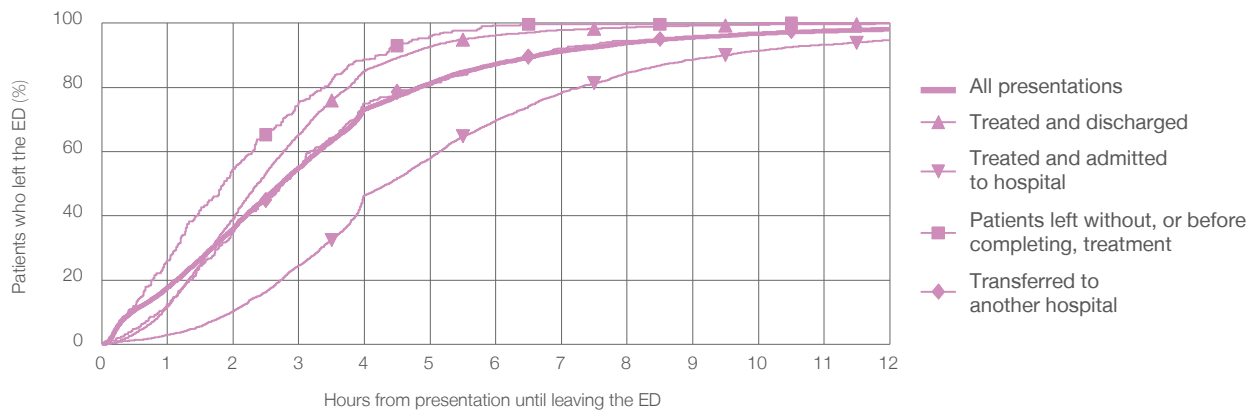
All presentations:¹ 9,040 patients

Presentations used to calculate time to leaving the ED:⁶ 9,040 patients

Treated and discharged	4,267 (47.2%)
Treated and admitted to hospital	3,067 (33.9%)
Patient left without, or before completing, treatment	317 (3.5%)
Transferred to another hospital	407 (4.5%)
Other	982 (10.9%)

Same period last year	Change since one year ago
8,665	4.3%
4,197	1.7%
2,976	3.1%
258	22.9%
385	5.7%
849	15.7%

Percentage of patients who left the ED by time and mode of separation, April to June 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	11.8%	39.1%	65.3%	85.2%	96.3%	98.7%	99.5%	99.8%
Treated and admitted to hospital	2.9%	10.4%	24.5%	46.5%	69.7%	84.6%	91.4%	94.8%
Patient left without, or before completing, treatment	26.2%	54.6%	75.4%	88.6%	99.4%	99.7%	100%	100%
Transferred to another hospital	12.5%	35.1%	54.8%	74.9%	87.5%	94.6%	96.8%	98.5%
All presentations	17.7%	36.0%	55.0%	73.3%	87.4%	93.9%	96.7%	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

April to June 2017

All presentations at the emergency department:¹ 9,040 patients

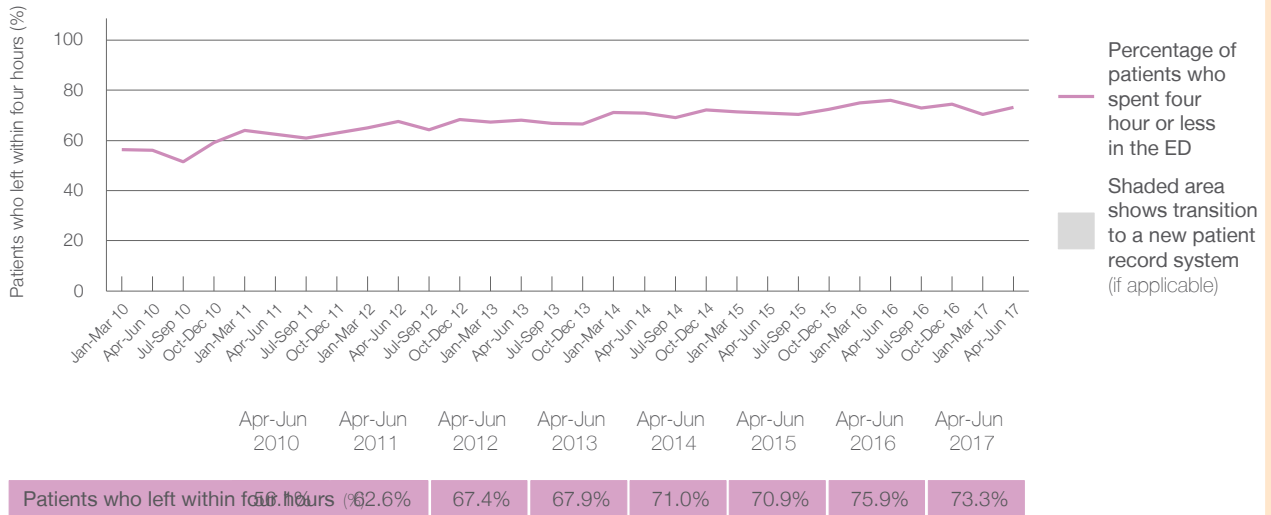
Presentations used to calculate time to leaving the ED:⁶ 9,040 patients

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	8,665	4.3%
Presentations used to calculate time to leaving the ED	8,665	4.3%
Percentage of patients who spent four hours or less in the ED	75.9%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	62.6%
Apr-Jun 2011	67.4%
Apr-Jun 2012	67.9%
Apr-Jun 2013	71.0%
Apr-Jun 2014	70.9%
Apr-Jun 2015	75.9%
Apr-Jun 2016	73.3%
Apr-Jun 2017	73.3%

* 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.

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- 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).