

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 9,400 patients  
Emergency presentations:<sup>2</sup> 9,399 patients

Same period last year	Change since one year ago
9,180	2.4%
9,133	2.9%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,390 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,345 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,500 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,123 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,214	
9 minutes	8 minutes
30 minutes	26 minutes
2,294	
21 minutes	20 minutes
52 minutes	69 minutes
4,423	
28 minutes	26 minutes
95 minutes	101 minutes
1,157	
28 minutes	23 minutes
108 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

Percentage of patients who spent four hours or less in the ED 70.3%

Same period last year	Change since one year ago
9,180	2.4%
74.9%	

\* 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.

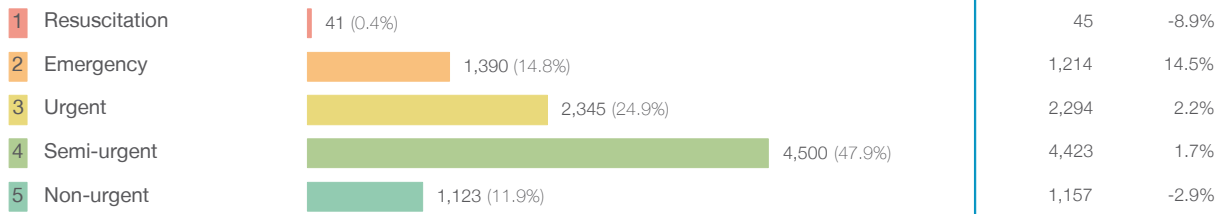
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Calvary Mater Newcastle: Patients presenting to the emergency department January to March 2017

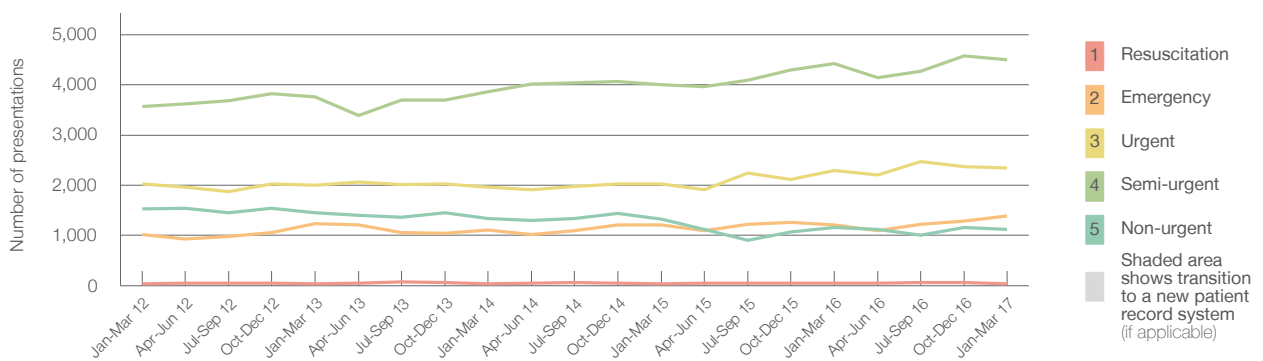
All presentations:<sup>1</sup> 9,400 patients

Emergency presentations<sup>2</sup> by triage category: 9,399 patients



	Same period last year	Change since one year ago
All presentations	9,180	2.4%
Emergency presentations	9,133	2.9%
Resuscitation	45	-8.9%
Emergency	1,214	14.5%
Urgent	2,294	2.2%
Semi-urgent	4,423	1.7%
Non-urgent	1,157	-2.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	41	39	40	35	45	41
Emergency	1,014	1,231	1,112	1,213	1,214	1,390
Urgent	2,020	1,999	1,964	2,027	2,294	2,345
Semi-urgent	3,566	3,759	3,864	3,999	4,423	4,500
Non-urgent	1,531	1,453	1,343	1,329	1,157	1,123
All emergency presentations	8,172	8,481	8,323	8,603	9,133	9,399

## Calvary Mater Newcastle: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,794 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,490	
Median time	5 minutes	0 minutes
90th percentile time	26 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.

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,390

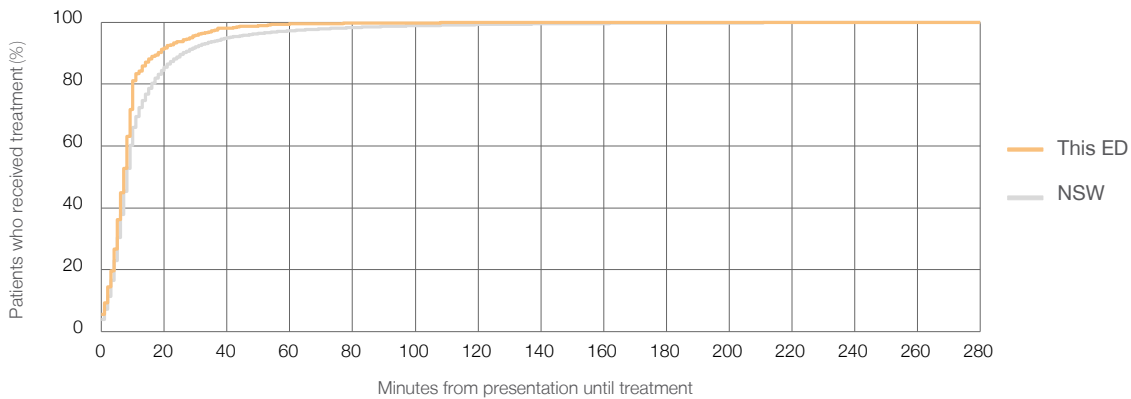
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,019

Median time to start treatment<sup>4</sup> ■ 7 minutes

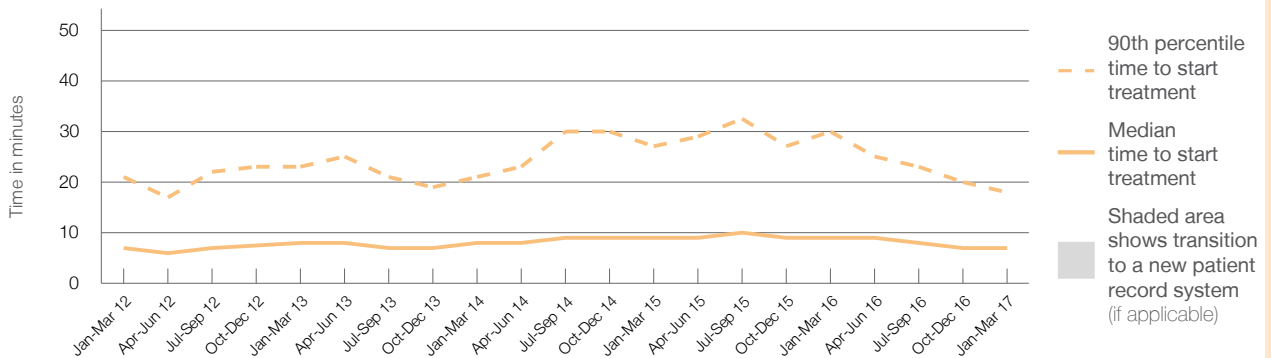
90th percentile time to start treatment<sup>5</sup> ■ 18 minutes

Same period last year	NSW (this period)
1,214	950
9 minutes	8 minutes
30 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	9	9	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	23	21	27	30	18

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### Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 January to March 2017

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

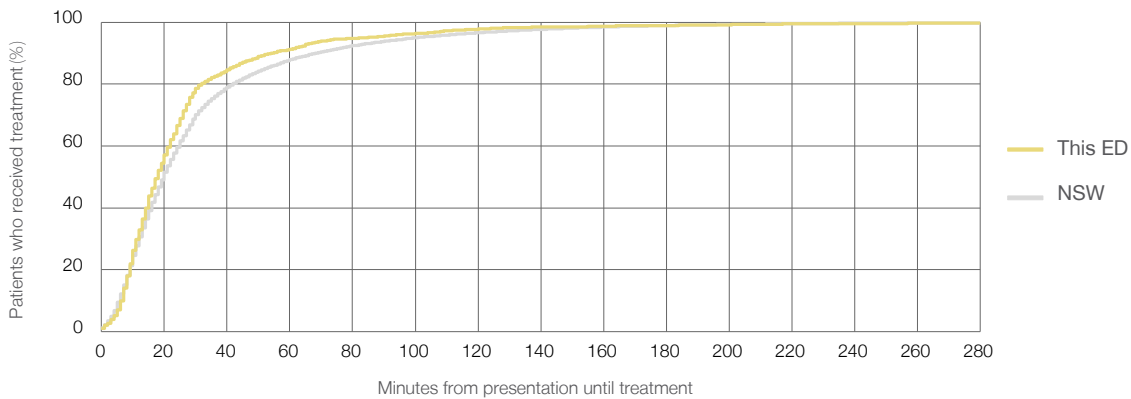
Number of triage 3 patients: 2,345

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,026

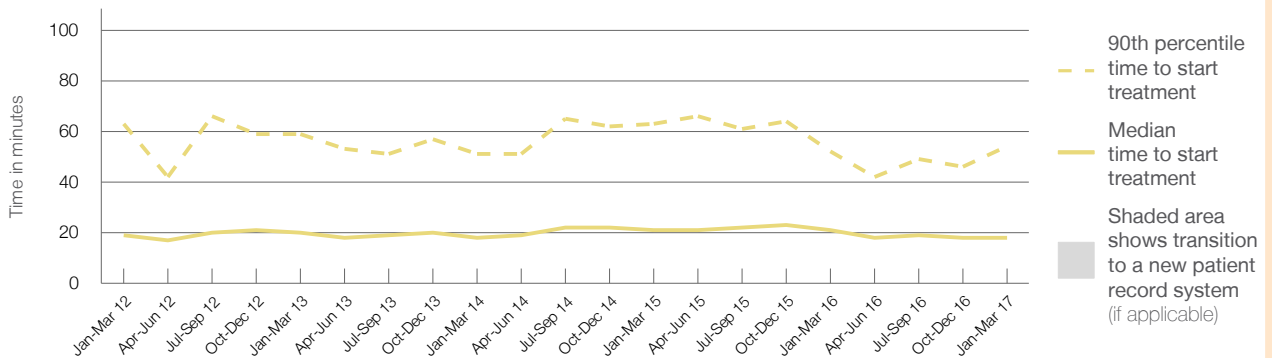
Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
2,294	
1,934	
21 minutes	20 minutes
52 minutes	69 minutes

#### Percentage of triage 3 patients who received treatment by time, January to March 2017



#### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	19	20	18	21	21	18
90th percentile time to start treatment <sup>5</sup> (minutes)	63	59	51	63	52	54

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,500

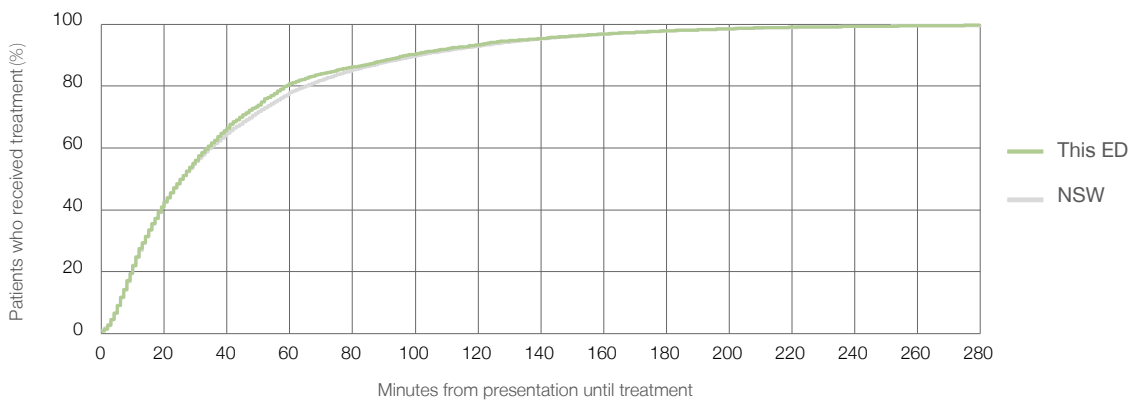
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,070

Median time to start treatment<sup>4</sup>  26 minutes

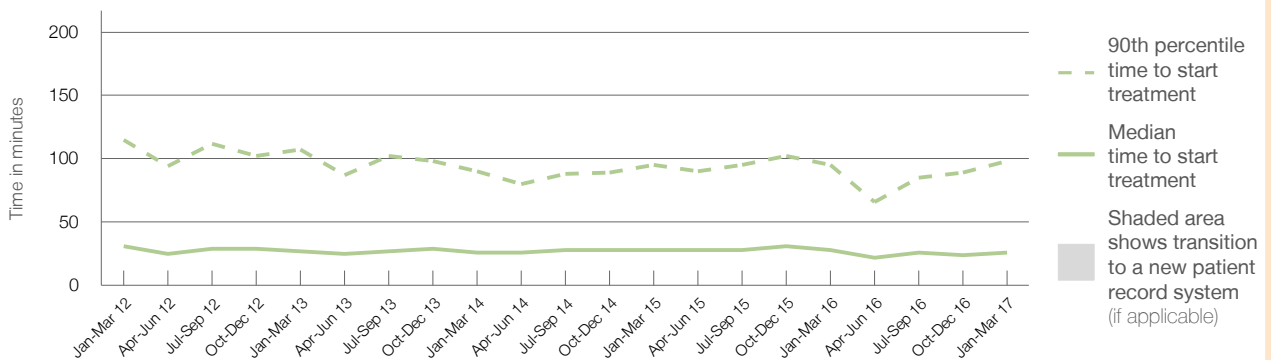
90th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
4,423	
3,982	
28 minutes	26 minutes
95 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	31	27	26	28	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	115	107	90	95	95	98

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,123

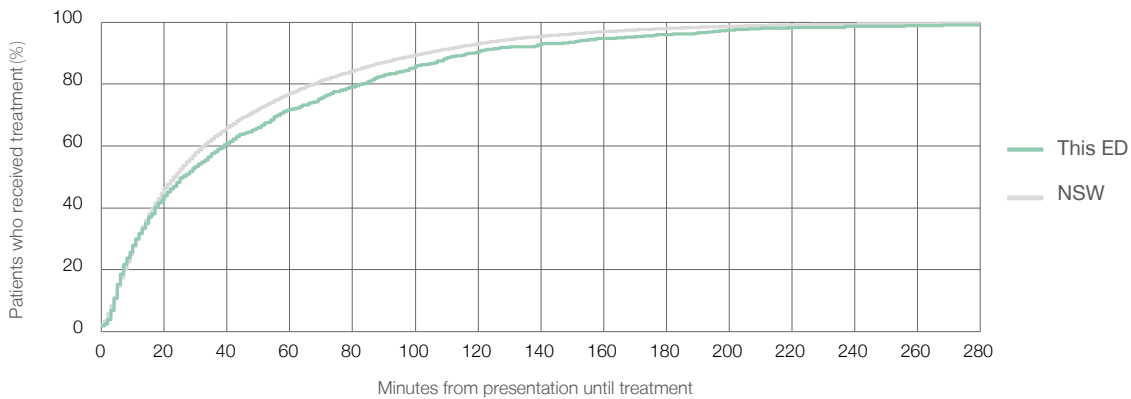
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 916

Median time to start treatment<sup>4</sup> 26 minutes

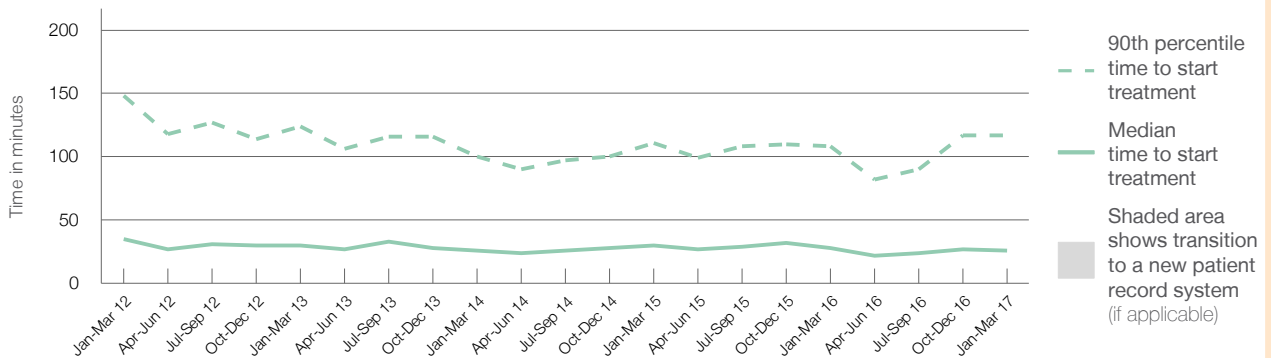
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,157	955
28 minutes	23 minutes
108 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	35	30	26	30	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	148	124	100	111	108	117

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

January to March 2017

All presentations:<sup>1</sup> 9,400 patients

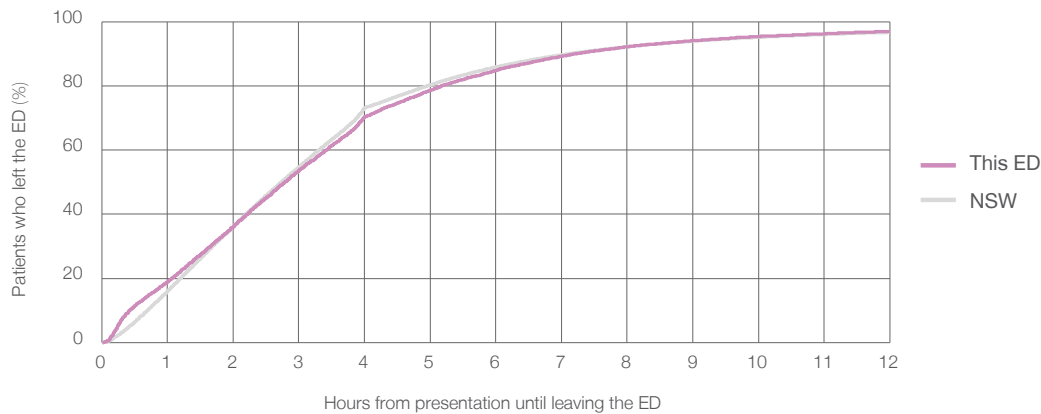
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

Median time spent in the ED<sup>8</sup> 2 hours and 47 minutes

90th percentile time spent in the ED<sup>9</sup> 7 hours and 14 minutes

Same period last year	NSW (this period)
9,180	9,180
2 hours and 42 minutes	2 hours and 44 minutes
6 hours and 37 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m	2h 47m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 35m	8h 1m	7h 19m	7h 11m	6h 37m	7h 14m

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

By mode of separation

January to March 2017

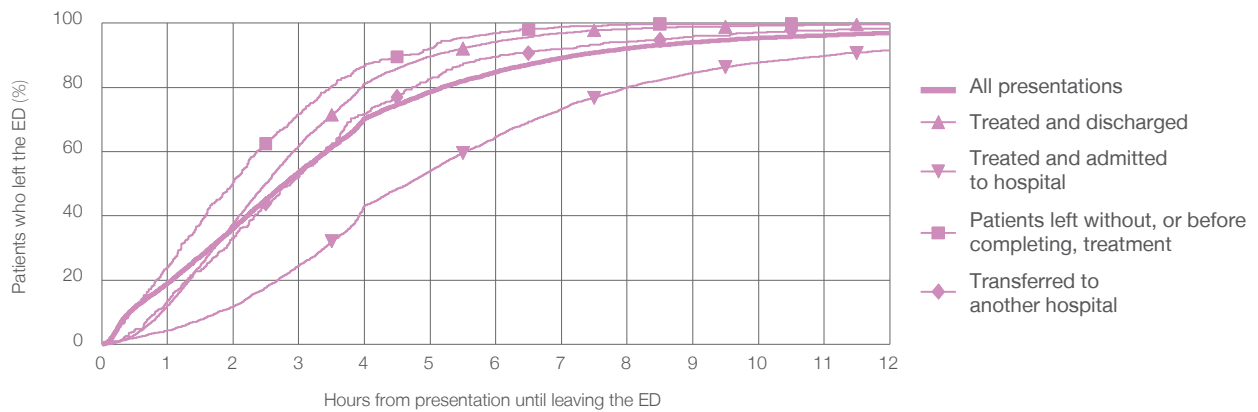
All presentations:<sup>1</sup> 9,400 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

Treated and discharged	4,269 (45.4%)
Treated and admitted to hospital	3,162 (33.6%)
Patient left without, or before completing, treatment	467 (5.0%)
Transferred to another hospital	422 (4.5%)
Other	1,080 (11.5%)

Same period last year	Change since one year ago
9,180	2.4%
4,319	-1.2%
2,996	5.5%
387	20.7%
432	-2.3%
1,046	3.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	12.0%	37.5%	61.8%	81.1%	94.2%	98.2%	99.2%	99.6%
Treated and admitted to hospital	4.3%	11.8%	24.6%	43.2%	64.6%	80.0%	87.7%	91.6%
Patient left without, or before completing, treatment	24.0%	50.5%	71.7%	86.7%	97.0%	99.6%	99.8%	99.8%
Transferred to another hospital	13.5%	33.2%	52.1%	71.8%	89.6%	94.1%	97.2%	98.3%
All presentations	19.0%	36.2%	53.6%	70.3%	84.8%	92.2%	95.4%	96.9%

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## Calvary Mater Newcastle: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 9,400 patients

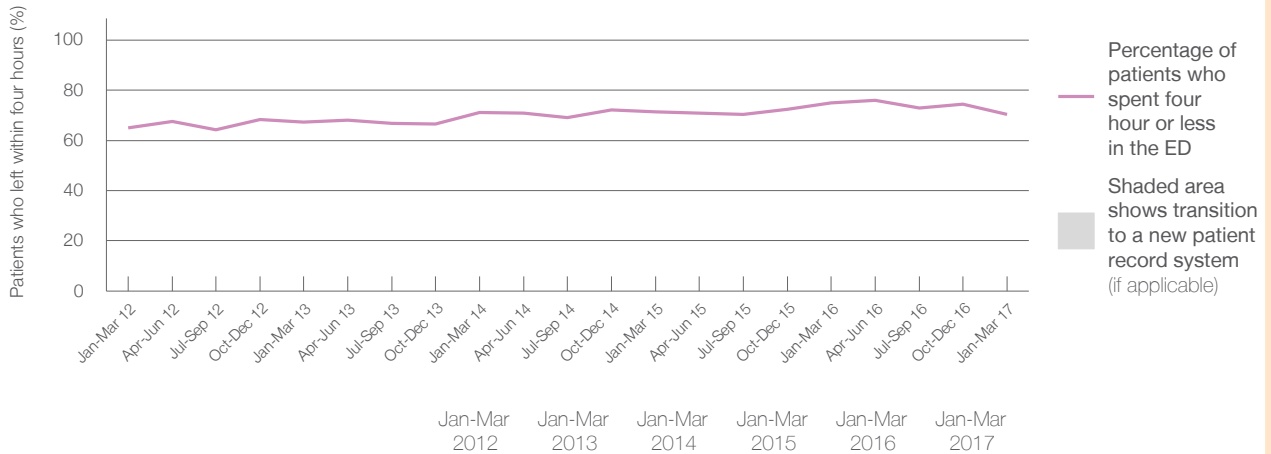
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

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	9,180	2.4%
Presentations used to calculate time to leaving the ED	9,180	2.4%
Percentage of patients who spent four hours or less in the ED	74.9%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	64.9%	67.4%	71.2%	71.3%	74.9%	70.3%

\* 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.

‡ 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).