

Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,654 patients
 Emergency presentations:² 9,650 patients

Same period last year	Change since one year ago
9,068	6.5%
9,027	6.9%

Calvary Mater Newcastle: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,433 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,616 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 55 minutes

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

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,037 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,221	
8 minutes	9 minutes
23 minutes	29 minutes
2,474	
19 minutes	23 minutes
49 minutes	83 minutes
4,267	
26 minutes	30 minutes
85 minutes	121 minutes
1,007	
24 minutes	26 minutes
90 minutes	118 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,654 patients

Percentage of patients who spent four hours or less in the ED 66.1%

Same period last year	Change since one year ago
9,068	6.5%
72.8%	

* 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.

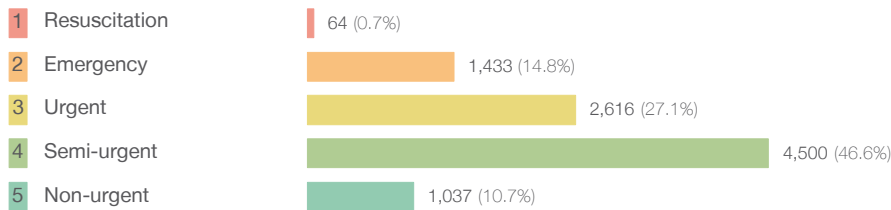
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2017

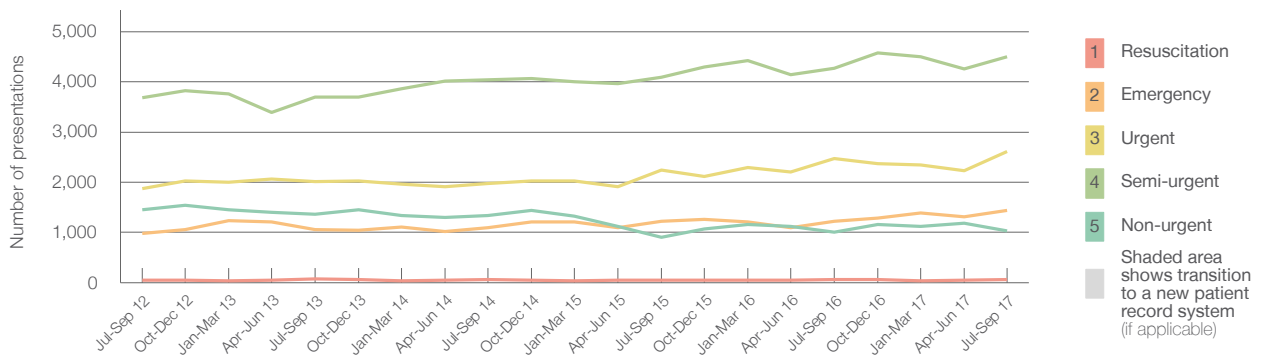
All presentations:¹ 9,654 patients

Emergency presentations² by triage category: 9,650 patients



	Same period last year	Change since one year ago
All presentations	9,068	6.5%
Emergency presentations	9,027	6.9%
Resuscitation	58	10.3%
Emergency	1,221	17.4%
Urgent	2,474	5.7%
Semi-urgent	4,267	5.5%
Non-urgent	1,007	3.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	53	70	58	53	58	64
Emergency	982	1,056	1,089	1,223	1,221	1,433
Urgent	1,871	2,016	1,977	2,245	2,474	2,616
Semi-urgent	3,683	3,701	4,045	4,093	4,267	4,500
Non-urgent	1,450	1,366	1,341	906	1,007	1,037
All emergency presentations	8,039	8,209	8,510	8,520	9,027	9,650

Calvary Mater Newcastle: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,011 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,811	
ED Transfer of care time		
Median time	4 minutes	3 minutes
90th percentile time	25 minutes	19 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 July to September 2017

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

Number of triage 2 patients: 1,433

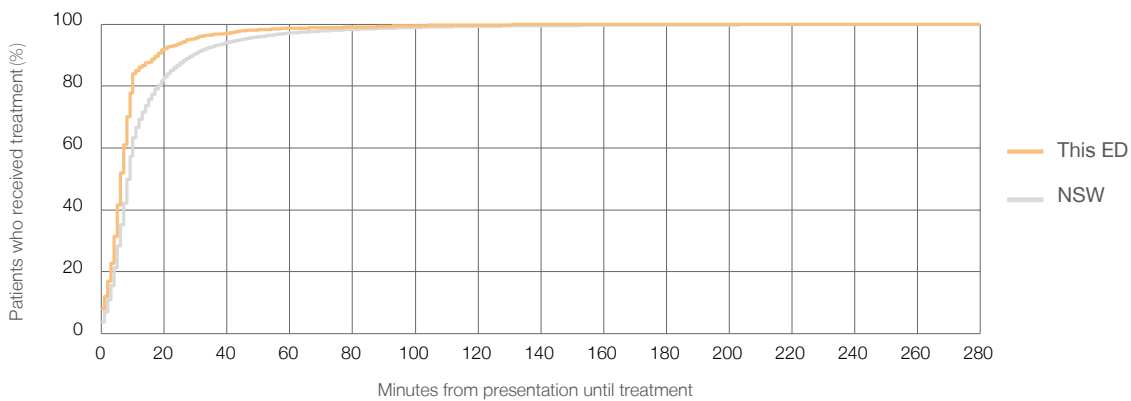
Number of triage 2 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 6 minutes

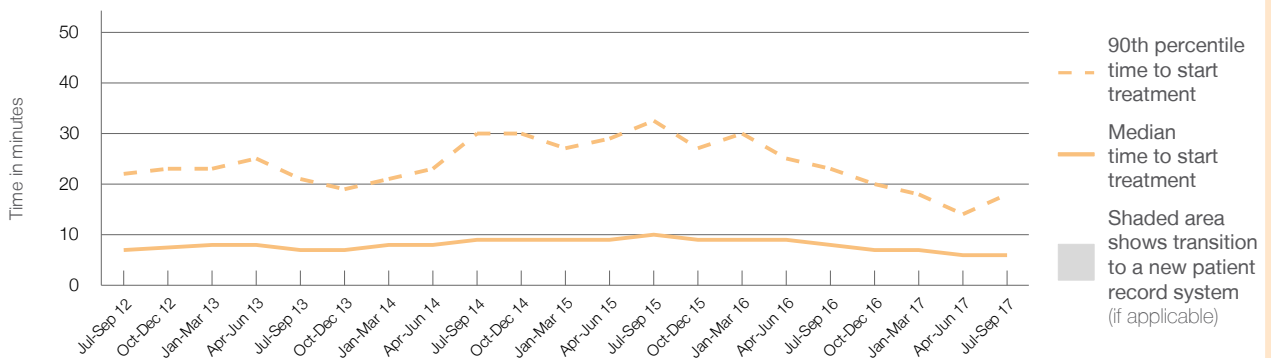
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,221	951
8 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	9	10	8	6
90th percentile time to start treatment ⁵ (minutes)	22	21	30	33	23	18

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,616

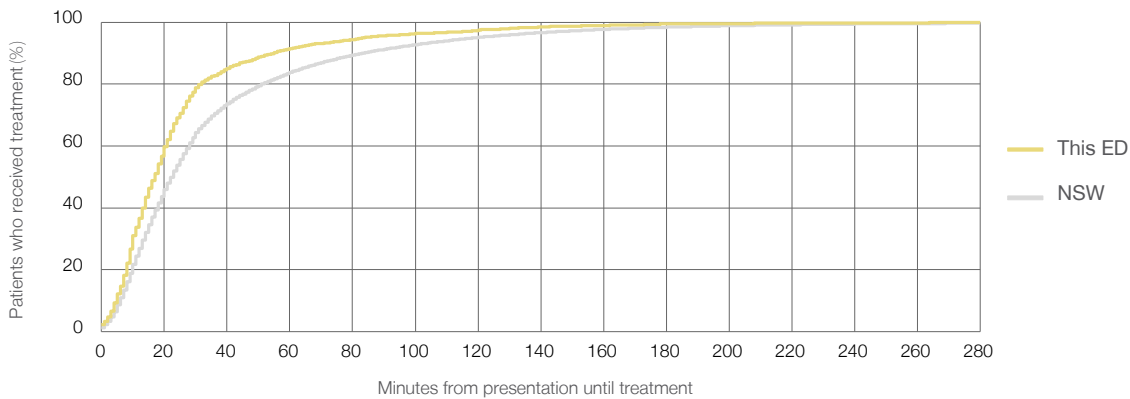
Number of triage 3 patients used to calculate waiting time:³ 2,344

Median time to start treatment⁴ 17 minutes

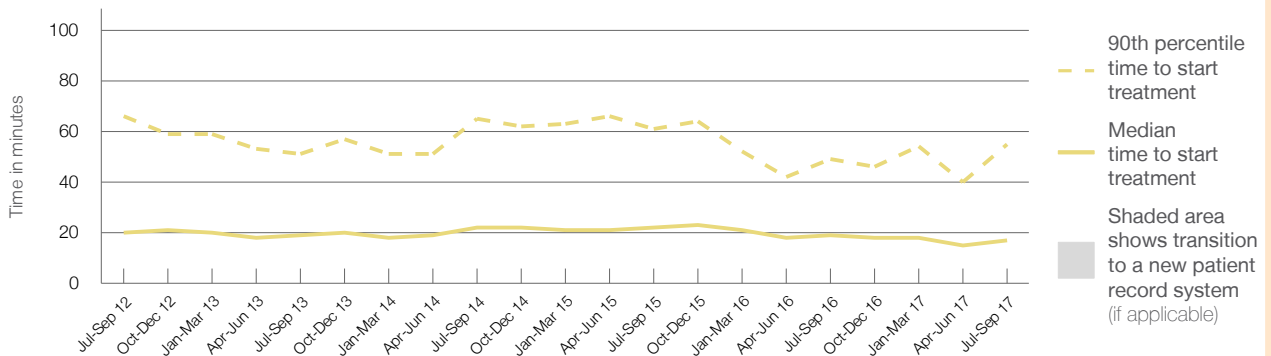
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,474	2,143
19 minutes	23 minutes
49 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	19	22	22	19	17
90th percentile time to start treatment ⁵ (minutes)	66	51	65	61	49	55

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,500

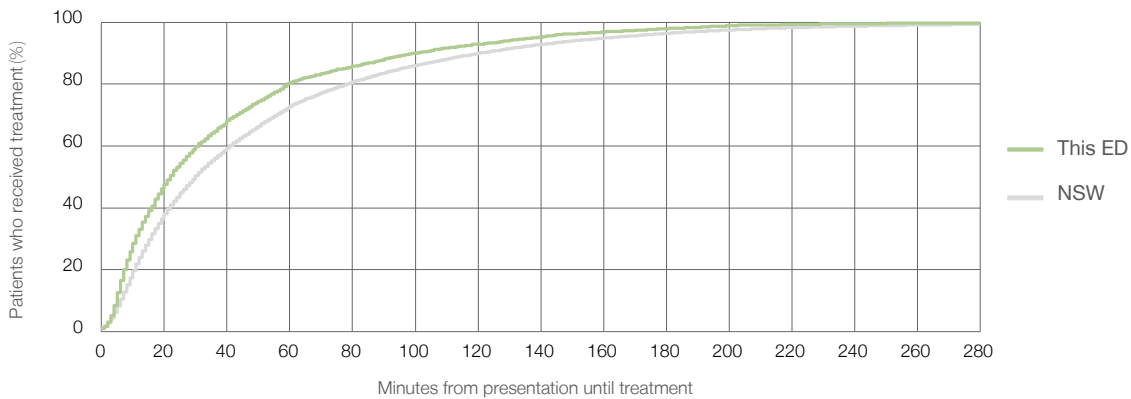
Number of triage 4 patients used to calculate waiting time:³ 3,944

Median time to start treatment⁴ 22 minutes

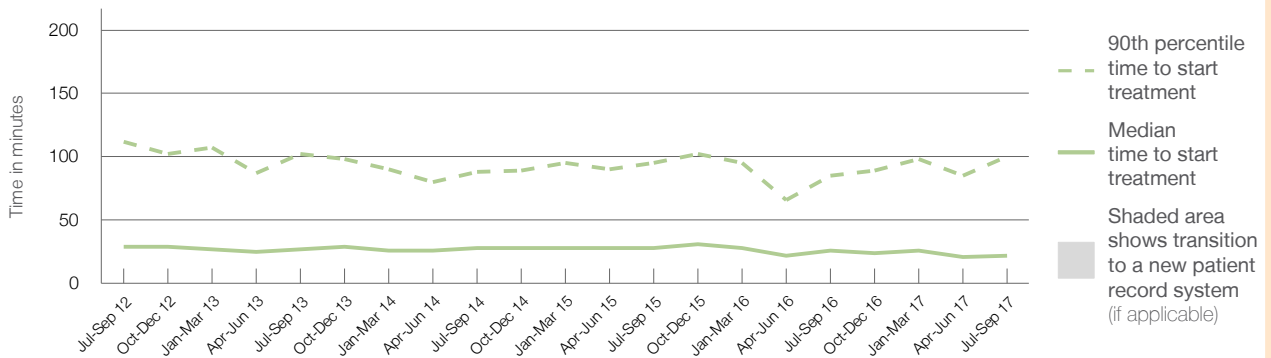
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
4,267	
3,846	
26 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	27	28	28	26	22
90th percentile time to start treatment ⁵ (minutes)	112	102	88	95	85	100

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Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,037

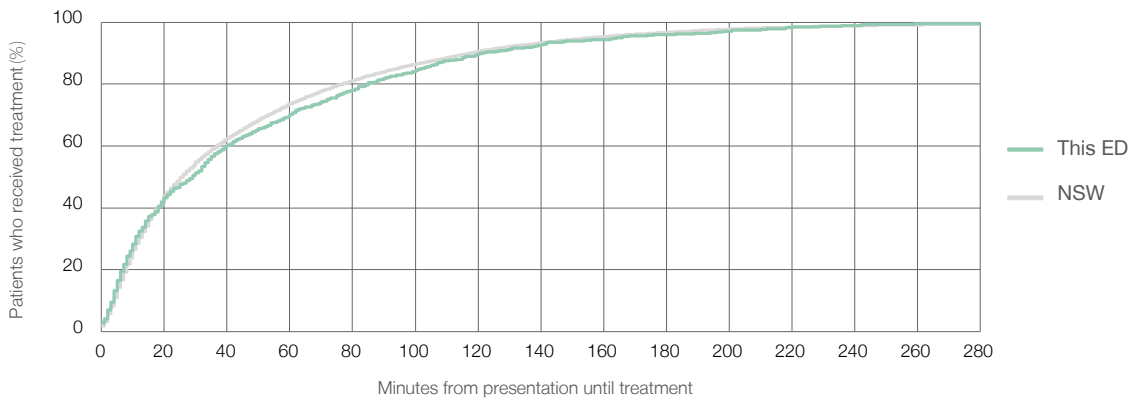
Number of triage 5 patients used to calculate waiting time:³ 826

Median time to start treatment⁴ 29 minutes

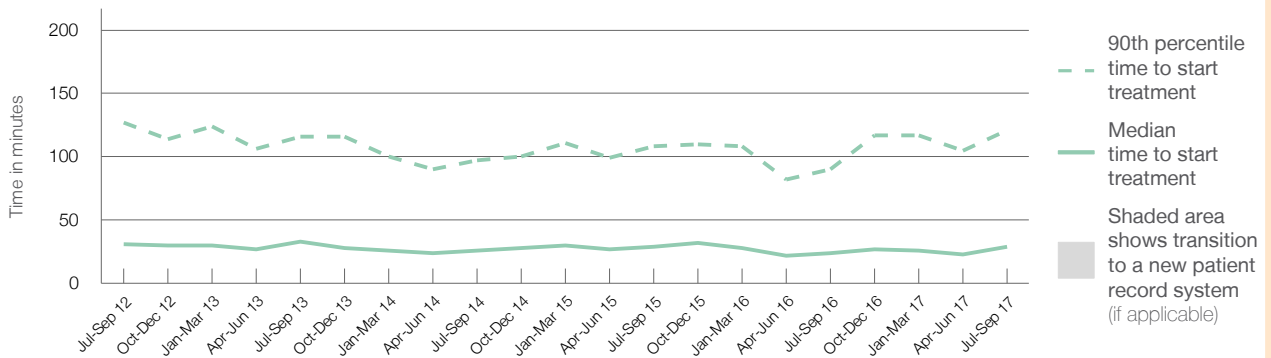
90th percentile time to start treatment⁵ 121 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,007	809
Median time to start treatment ⁴	24 minutes	26 minutes
90th percentile time to start treatment ⁵	90 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	33	26	29	24	29
90th percentile time to start treatment ⁵ (minutes)	127	116	97	108	90	121

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Calvary Mater Newcastle: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,654 patients

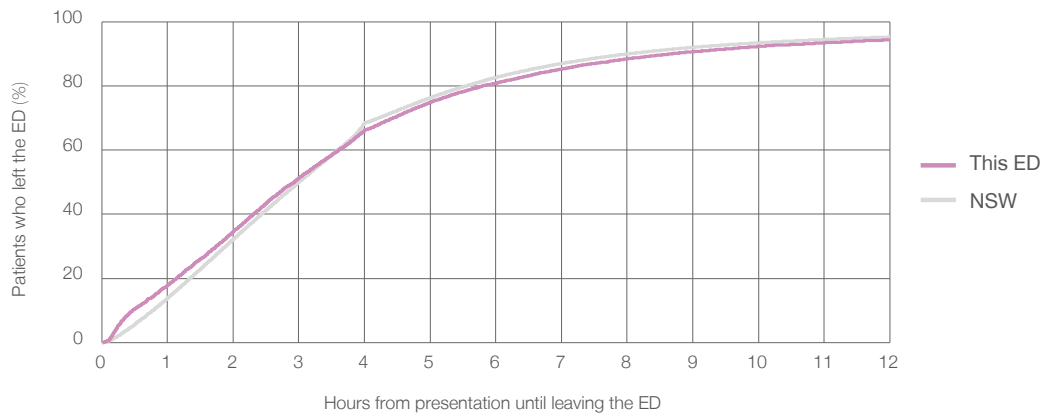
Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

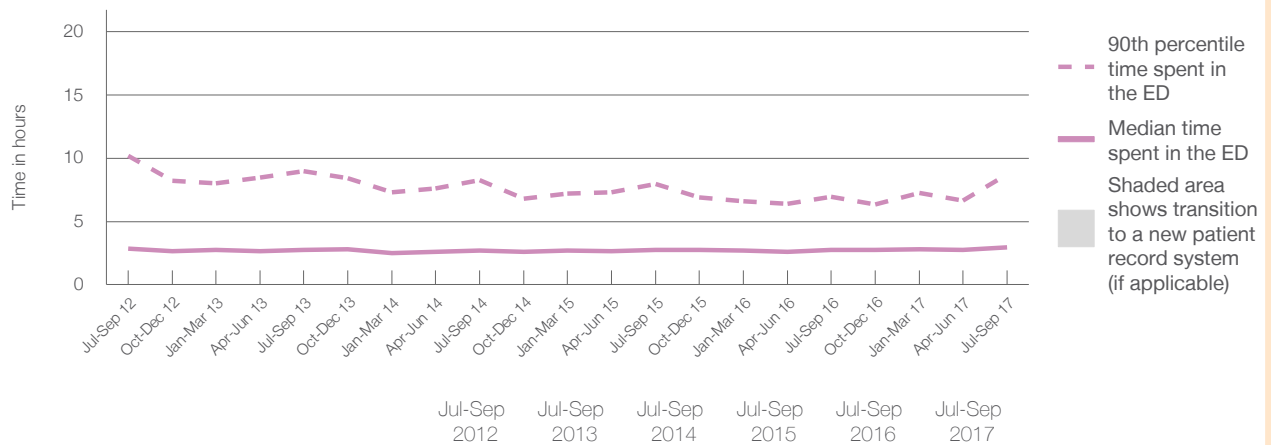
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

Same period last year	NSW (this period)
9,068	9,068
2 hours and 46 minutes	3 hours and 0 minutes
6 hours and 58 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	2h 45m	2h 42m	2h 45m	2h 46m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 10m	8h 58m	8h 15m	7h 57m	6h 58m	8h 42m

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Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

July to September 2017

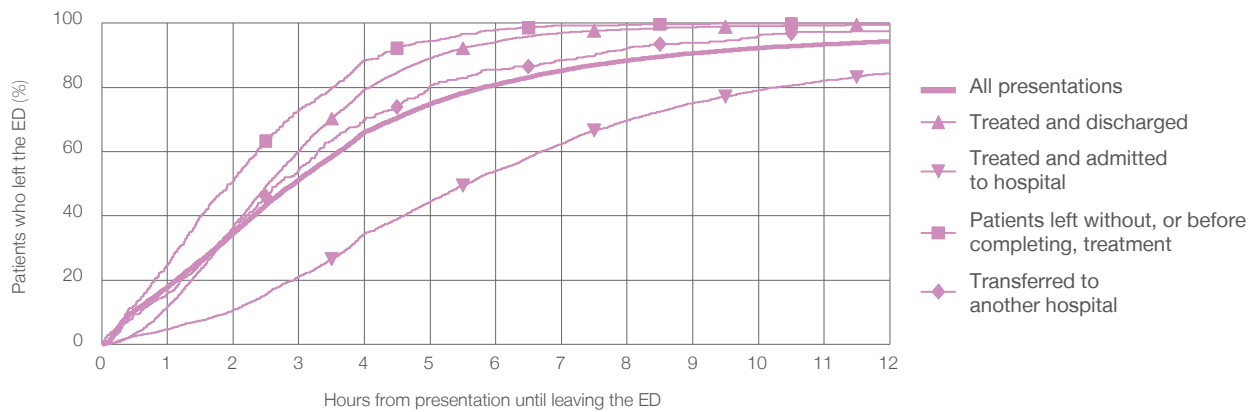
All presentations:¹ 9,654 patients

Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

Treated and discharged	4,353 (45.1%)
Treated and admitted to hospital	3,303 (34.2%)
Patient left without, or before completing, treatment	591 (6.1%)
Transferred to another hospital	400 (4.1%)
Other	1,007 (10.4%)

Same period last year	Change since one year ago
9,068	6.5%
4,085	6.6%
3,285	0.5%
312	89.4%
371	7.8%
1,015	-0.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	11.6%	36.6%	60.2%	79.3%	94.2%	98.1%	99.2%	99.5%
Treated and admitted to hospital	4.6%	10.7%	21.2%	34.4%	54.0%	69.8%	79.1%	84.5%
Patient left without, or before completing, treatment	24.7%	50.9%	72.8%	88.3%	98.0%	99.5%	99.8%	99.8%
Transferred to another hospital	16.0%	35.8%	54.5%	70.0%	85.5%	92.3%	96.3%	97.5%
All presentations	17.9%	34.7%	51.3%	66.1%	80.9%	88.4%	92.3%	94.3%

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Calvary Mater Newcastle: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 9,654 patients

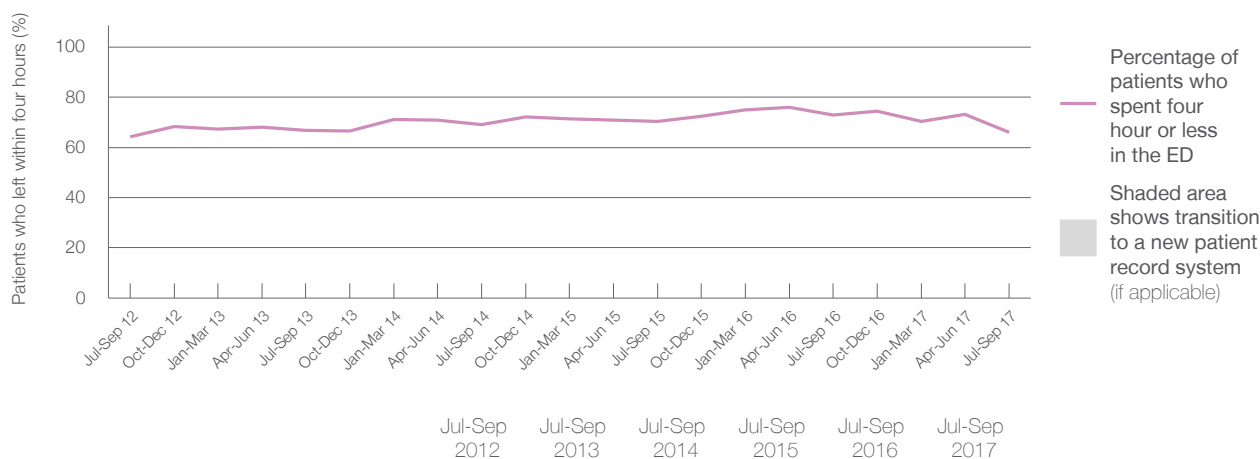
Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

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	9,068	6.5%
Presentations used to calculate time to leaving the ED	9,068	6.5%
Percentage of patients who spent four hours or less in the ED	72.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	64.4%	66.8%	69.2%	70.3%	72.8%	66.1%

* 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).