

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2018

All presentations:¹ 9,307 patients

Emergency presentations:² 9,292 patients

Same period last year	Change since one year ago
9,399	-1%
9,398	-1%

Calvary Mater Newcastle: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,569 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,449 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,389 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 830 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
1,390	
7 minutes	8 minutes
18 minutes	23 minutes
2,345	
18 minutes	20 minutes
54 minutes	65 minutes
4,500	
26 minutes	25 minutes
98 minutes	98 minutes
1,123	
26 minutes	22 minutes
117 minutes	97 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 9,307 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
9,399	-1%
70%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

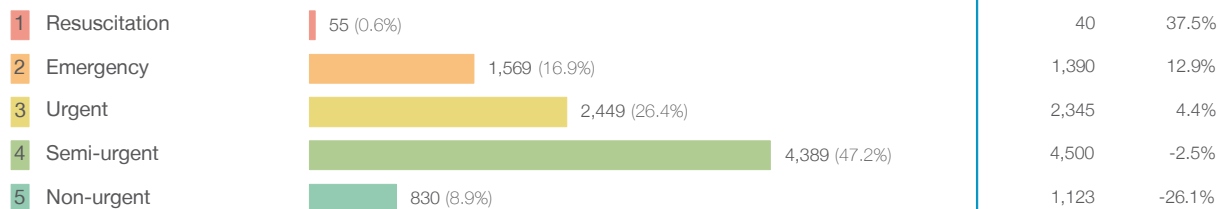
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department

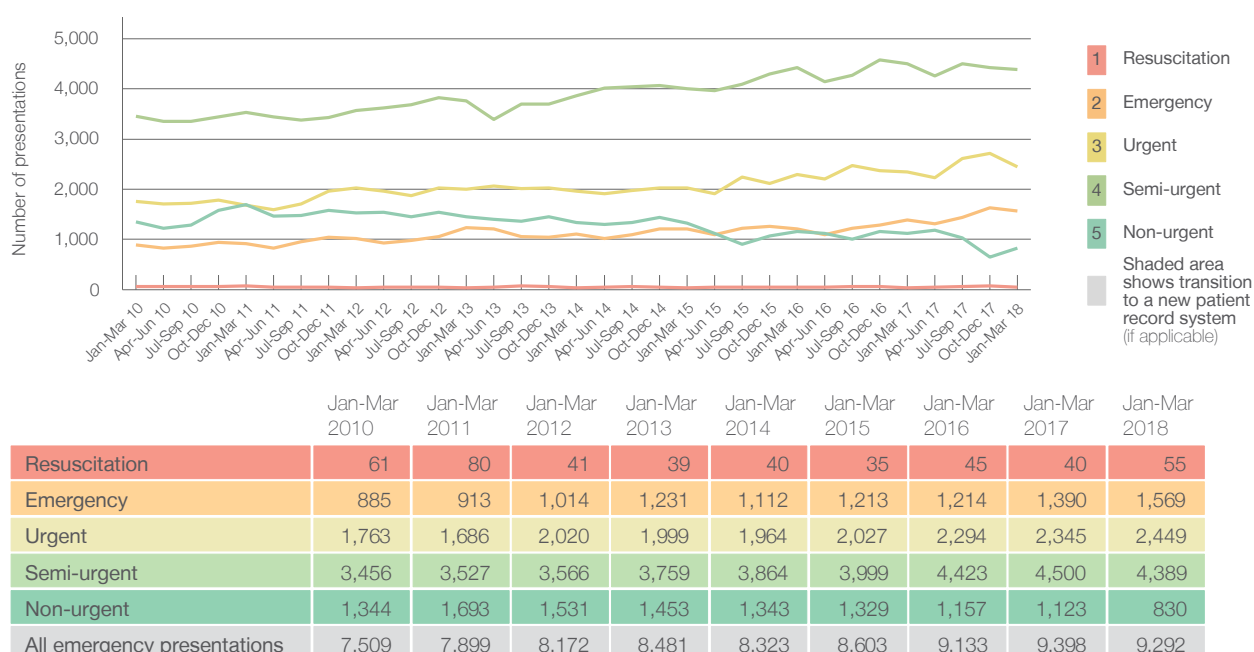
January to March 2018

All presentations:¹ 9,307 patients

Emergency presentations² by triage category: 9,292 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Calvary Mater Newcastle: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,831 patients

ED Transfer of care time



(†) 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

January to March 2018

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

Number of triage 2 patients: 1,569

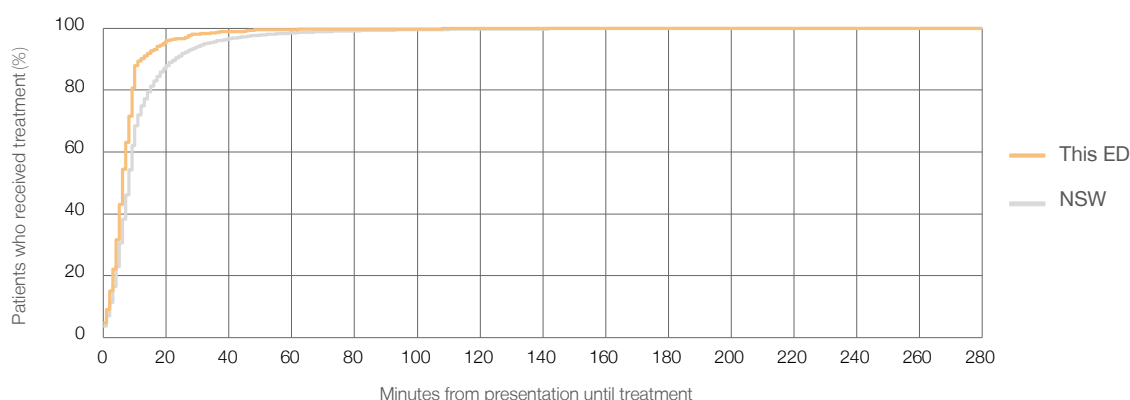
Number of triage 2 patients used to calculate waiting time: ³ 1,174

Median time to start treatment ⁴ 6 minutes

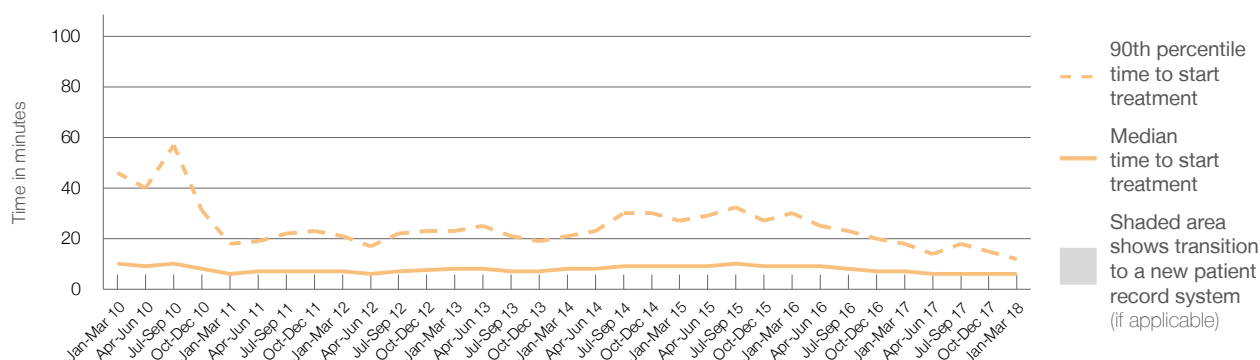
90th percentile time to start treatment ⁵ 12 minutes

Same period last year	NSW (this period)
1,390	
1,019	
7 minutes	8 minutes
18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	10	6	7	8	8	9	9	7	6
90th percentile time to start treatment ⁵ (minutes)	46	18	21	23	21	27	30	18	12

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

January to March 2018

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

Number of triage 3 patients: 2,449

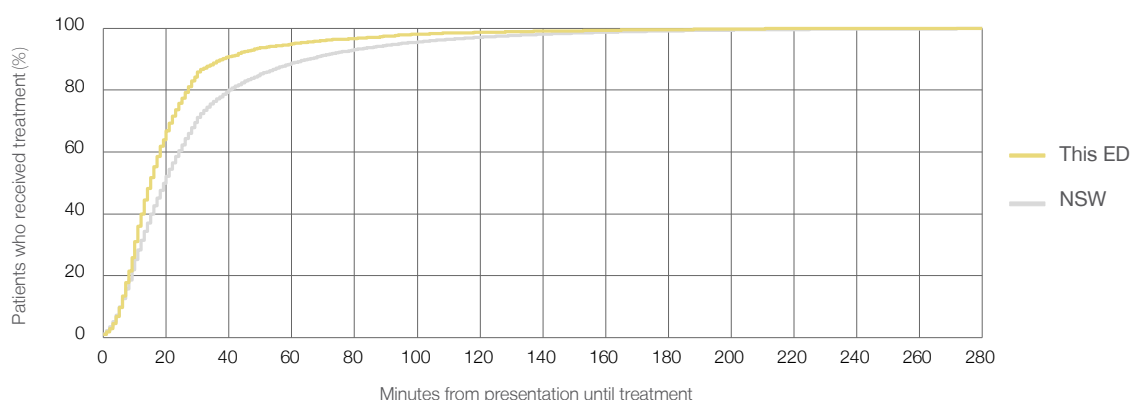
Number of triage 3 patients used to calculate waiting time:³ 2,203

Median time to start treatment⁴ 15 minutes

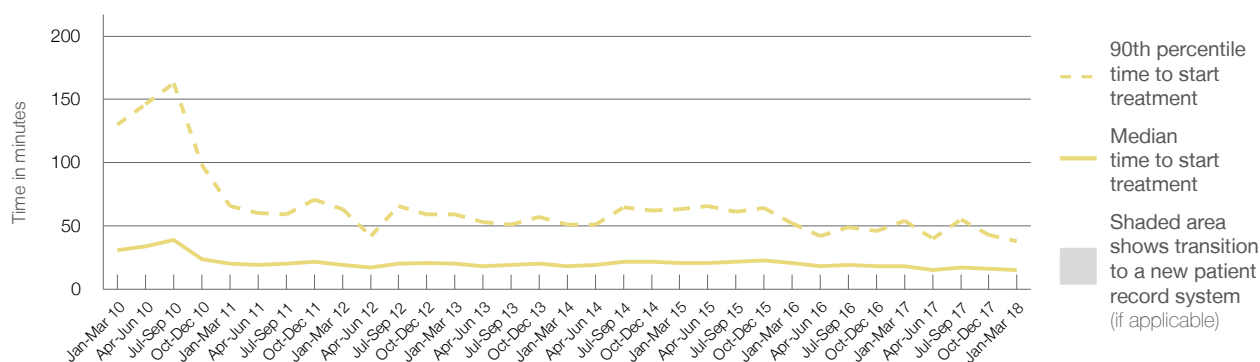
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,345	
2,026	
18 minutes	20 minutes
54 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	31	20	19	20	18	21	21	18	15
90th percentile time to start treatment ⁵ (minutes)	130	66	63	59	51	63	52	54	38

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

January to March 2018

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

Number of triage 4 patients: 4,389

Number of triage 4 patients used to calculate waiting time:³ 3,875

Median time to start treatment⁴

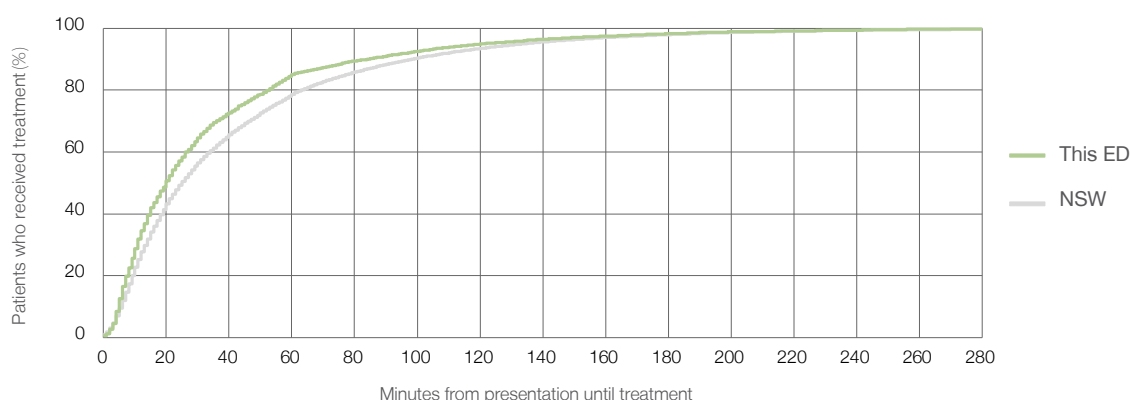
20 minutes

90th percentile time to start treatment⁵

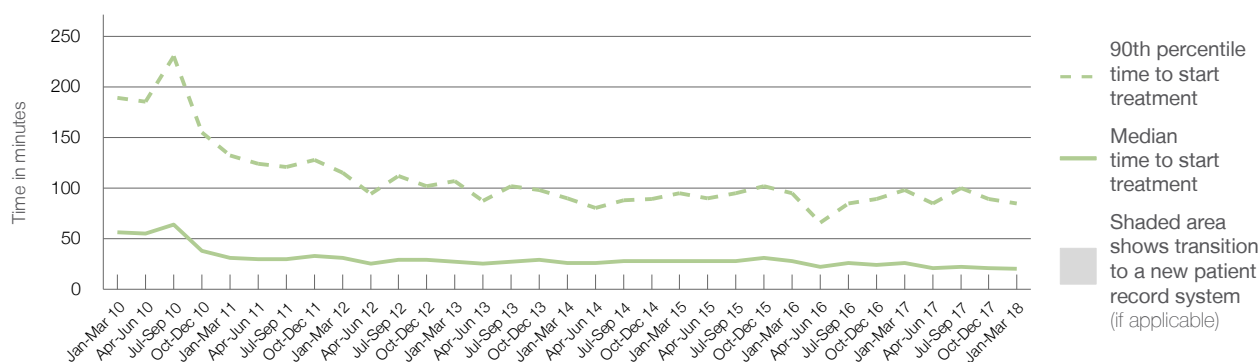
85 minutes

Same period last year	NSW (this period)
4,500	
4,073	
26 minutes	25 minutes
98 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	56	31	31	27	26	28	28	26	20
90th percentile time to start treatment ⁵ (minutes)	189	132	115	107	90	95	95	98	85

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

January to March 2018

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

Number of triage 5 patients: 830

Number of triage 5 patients used to calculate waiting time:³ 628

Median time to start treatment⁴

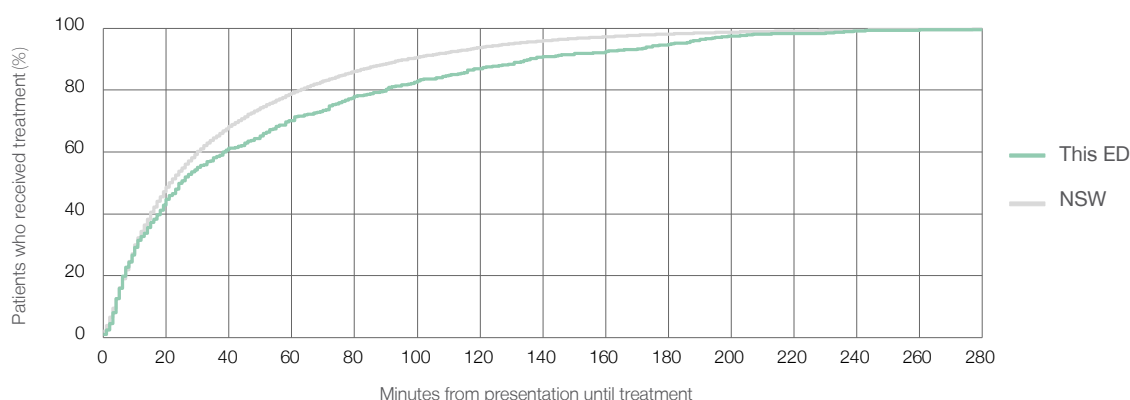
25 minutes

90th percentile time to start treatment⁵

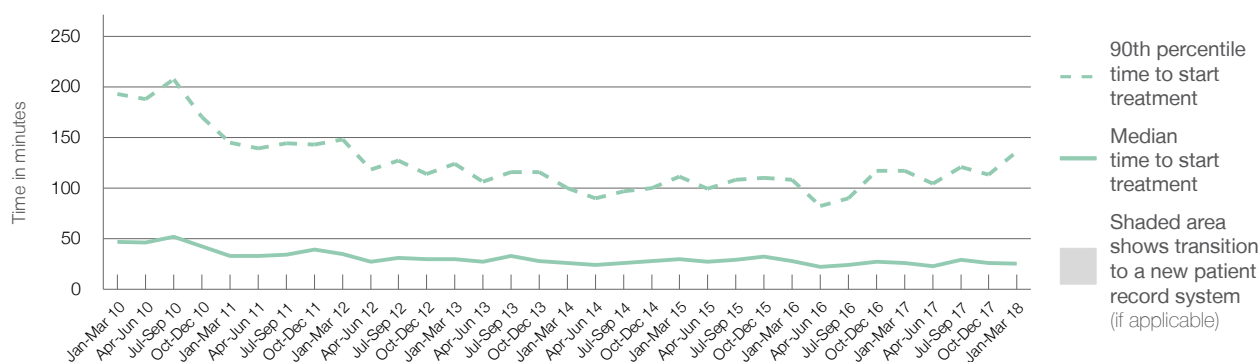
136 minutes

Same period last year	NSW (this period)
1,123	
916	
26 minutes	22 minutes
117 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	47	33	35	30	26	30	28	26	25
90th percentile time to start treatment ⁵ (minutes)	193	145	148	124	100	111	108	117	136

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Calvary Mater Newcastle: Time patients spent in the ED

January to March 2018

All presentations:¹ 9,307 patients

Presentations used to calculate time to leaving the ED:⁶ 9,307 patients

Median time spent in the ED⁸

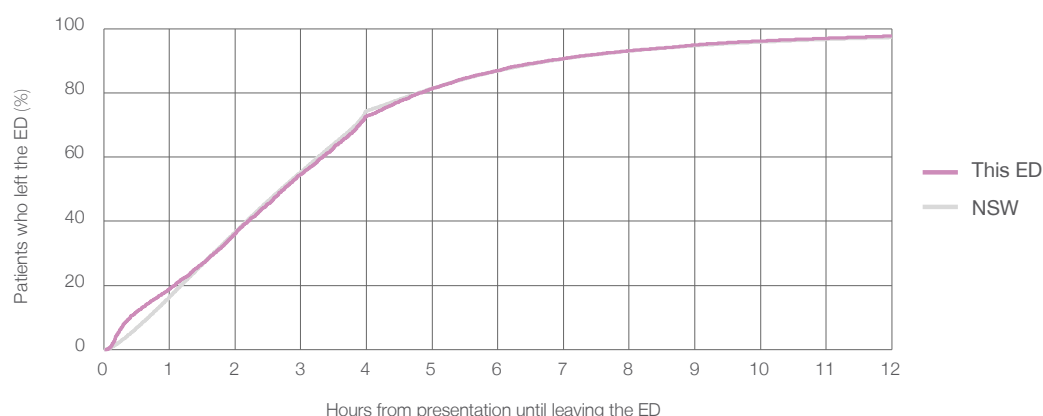
2 hours and 45 minutes

90th percentile time spent in the ED⁹

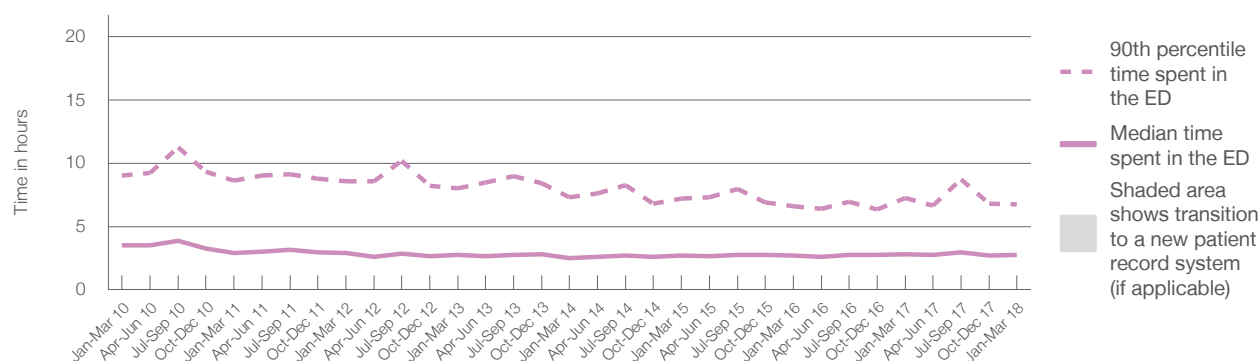
6 hours and 46 minutes

Same period last year	NSW (this period)
9,399	
9,399	
2 hours and 47 minutes	2 hours and 42 minutes
7 hours and 14 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 30m	2h 55m	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m	2h 47m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 0m	8h 37m	8h 35m	8h 1m	7h 19m	7h 11m	6h 37m	7h 14m	6h 46m

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Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

January to March 2018

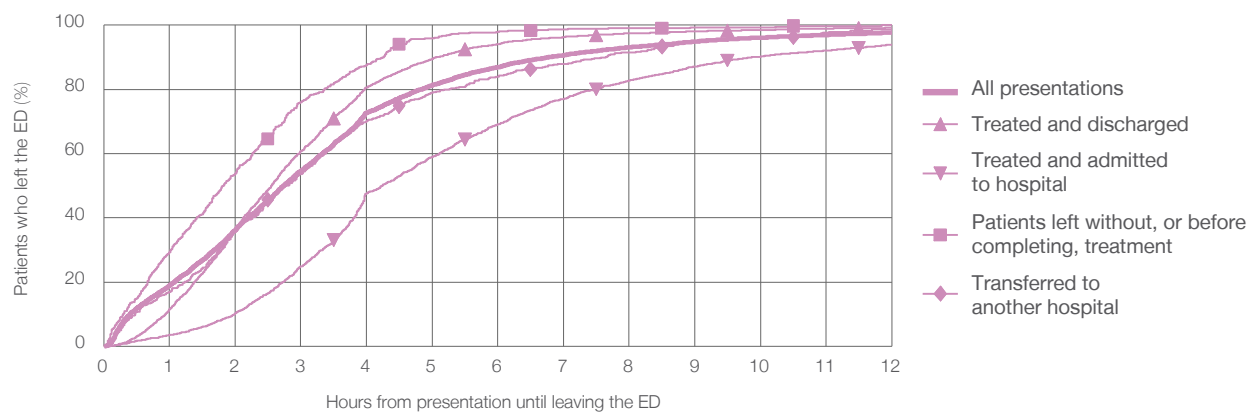
All presentations:[†] 9,307 patients

Presentations used to calculate time to leaving the ED:[‡] 9,307 patients

Treated and discharged	4,500 (48.4%)
Treated and admitted to hospital	2,789 (30.0%)
Patient left without, or before completing, treatment	474 (5.1%)
Transferred to another hospital	438 (4.7%)
Other	1,106 (11.9%)

Same period last year	Change since one year ago
9,399	-1%
4,354	3.4%
3,076	-9.3%
467	1.5%
425	3.1%
1,077	2.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	36.3%	60.7%	80.6%	94.1%	97.5%	98.5%	99.2%
Treated and admitted to hospital	3.5%	10.3%	24.8%	47.7%	69.1%	82.8%	90.2%	93.9%
Patient left without, or before completing, treatment	29.3%	53.8%	75.9%	87.8%	97.9%	99.2%	99.4%	100%
Transferred to another hospital	16.9%	36.3%	53.7%	70.1%	84.0%	91.6%	96.1%	98.6%
All presentations	19.0%	36.3%	54.7%	72.7%	86.9%	93.2%	96.1%	97.7%

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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 2018

All presentations at the emergency department: ¹ 9,307 patients

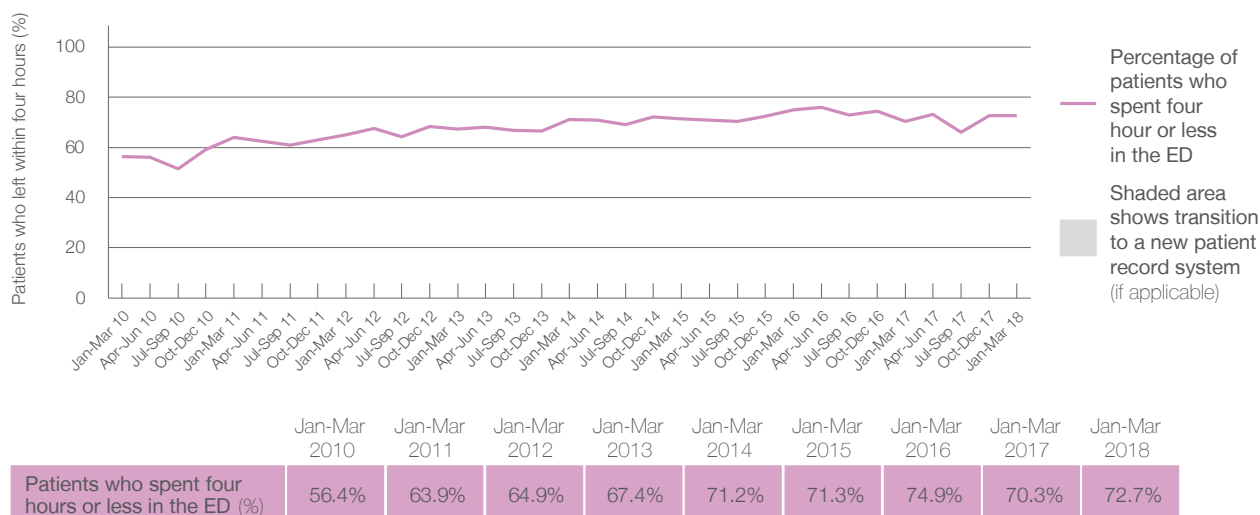
Presentations used to calculate time to leaving the ED: ⁶ 9,307 patients

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



Same period last year	Change since one year ago
9,399	-1%
9,399	-1%
70.3%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).