

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,180 patients
Emergency attendances:² 9,133 patients

Same period last year	Change since one year ago
8,684	6%
8,603	6%

Calvary Mater Newcastle: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,214 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,294 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,423 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,157 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
1,213	
9 minutes	8 minutes
38 minutes	35 minutes
2,027	
21 minutes	20 minutes
88 minutes	99 minutes
3,999	
28 minutes	26 minutes
133 minutes	137 minutes
1,329	
30 minutes	23 minutes
139 minutes	135 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

Percentage of patients who left the ED within four hours 75%

Same period last year	Change since one year ago
8,684	6%
71%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

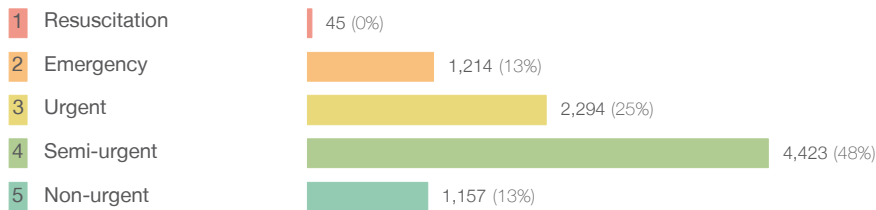
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Calvary Mater Newcastle: Patients attending the emergency department January to March 2016

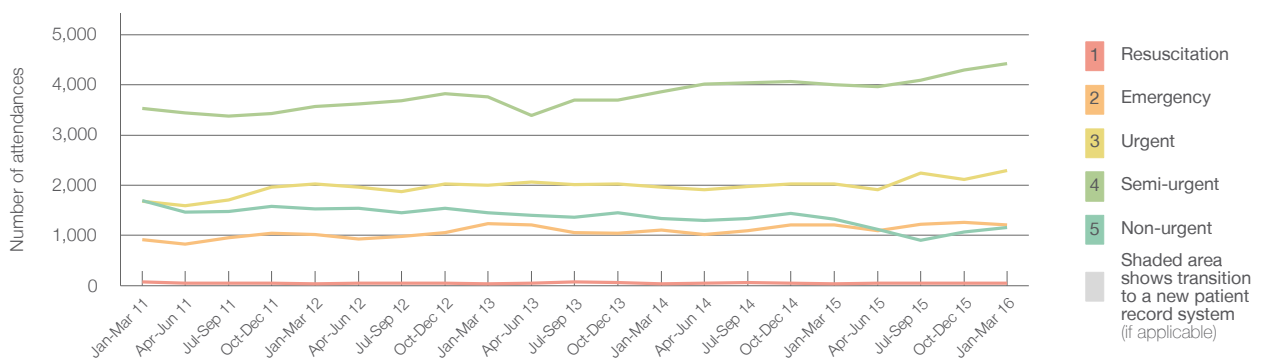
All attendances:¹ 9,180 patients

Emergency attendances² by triage category: 9,133 patients



Same period last year	Change since one year ago
8,684	6%
8,603	6%
35	29%
1,213	0%
2,027	13%
3,999	11%
1,329	-13%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	80	41	39	40	35	45
Emergency	913	1,014	1,231	1,112	1,213	1,214
Urgent	1,686	2,020	1,999	1,964	2,027	2,294
Semi-urgent	3,527	3,566	3,759	3,864	3,999	4,423
Non-urgent	1,693	1,531	1,453	1,343	1,329	1,157
All emergency attendances	7,899	8,172	8,481	8,323	8,603	9,133

Calvary Mater Newcastle: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 2,490 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
2,399	
6 minutes	-1 minute
64 minutes	-23 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Calvary Mater Newcastle: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 1,214

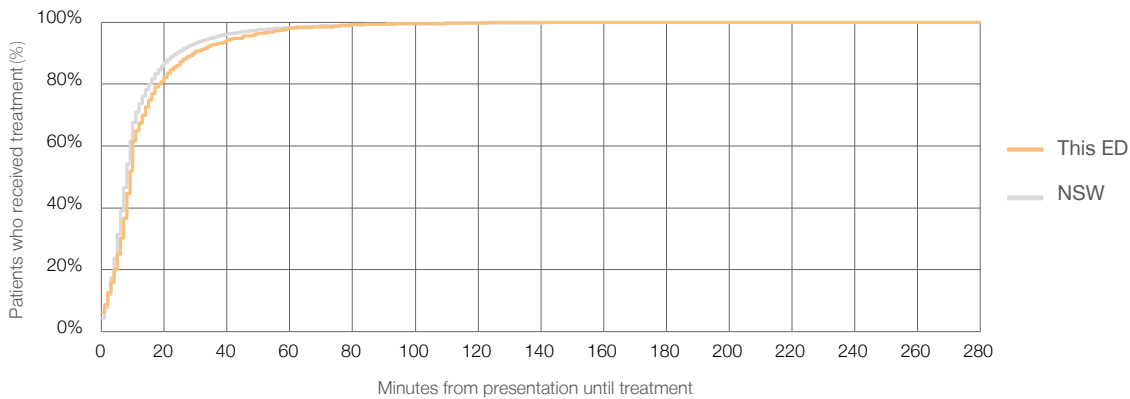
Number of triage 2 patients used to calculate waiting time:³ 950

Median time to start treatment⁴ 9 minutes

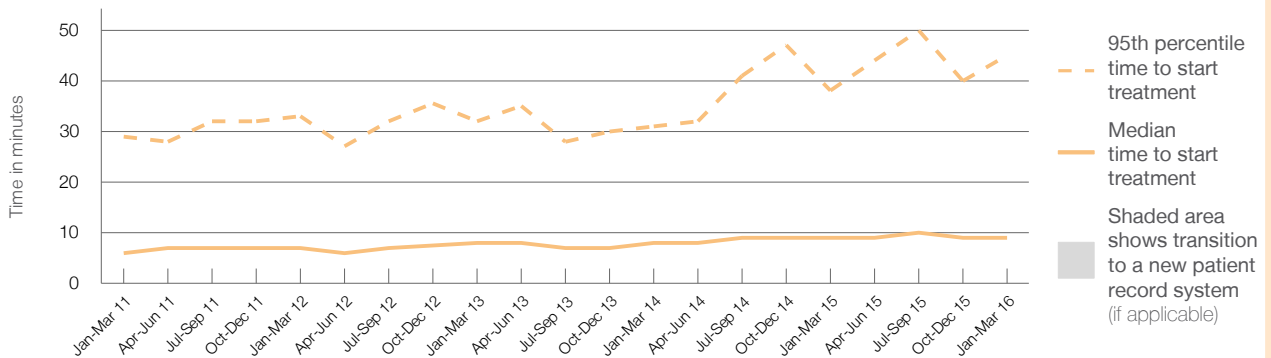
95th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,213	
940	
9 minutes	8 minutes
38 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	6	7	8	8	9	9
95th percentile time to start treatment ⁵ (minutes)	29	33	32	31	38	45

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Calvary Mater Newcastle: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 2,294

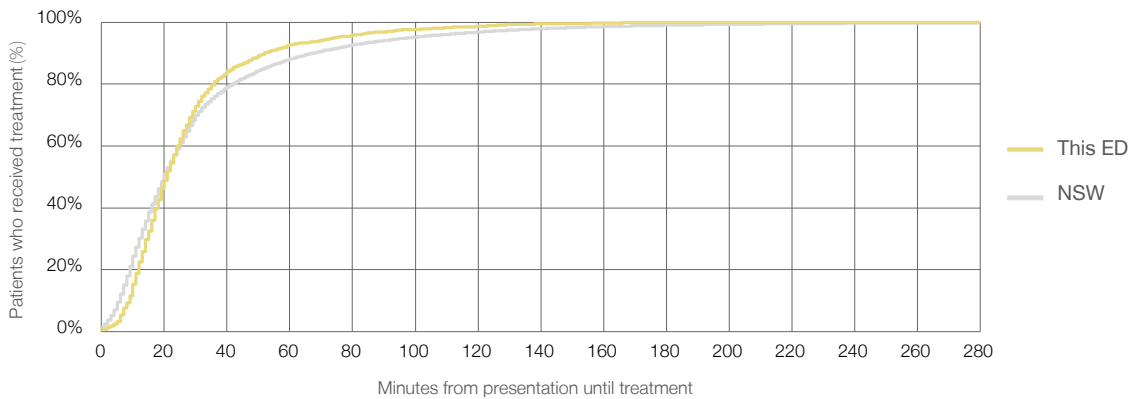
Number of triage 3 patients used to calculate waiting time:³ 1,934

Median time to start treatment⁴ 21 minutes

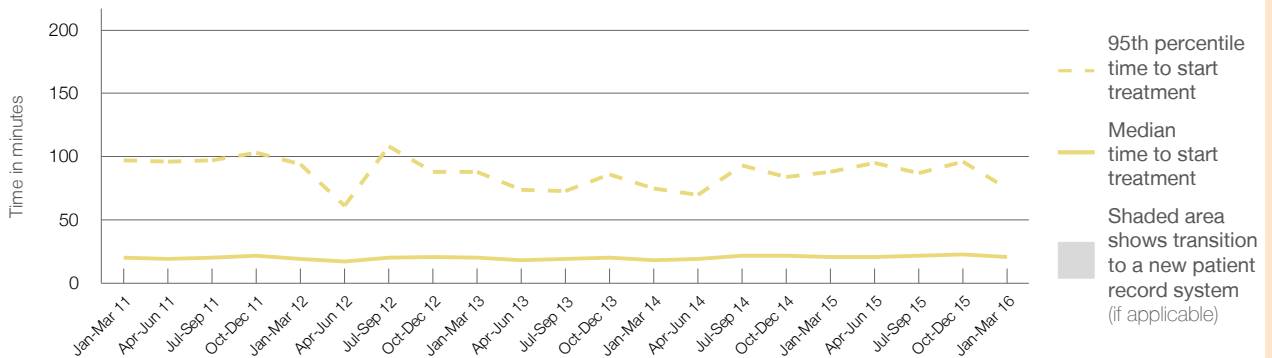
95th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,027	1,766
21 minutes	20 minutes
88 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	19	20	18	21	21
95th percentile time to start treatment ⁵ (minutes)	97	94	88	75	88	75

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Calvary Mater Newcastle: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,423

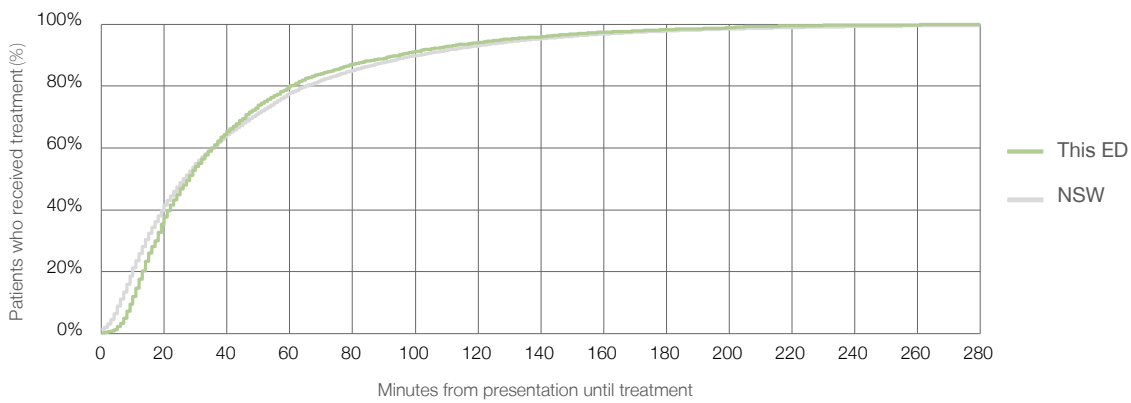
Number of triage 4 patients used to calculate waiting time:³ 3,982

Median time to start treatment⁴ 28 minutes

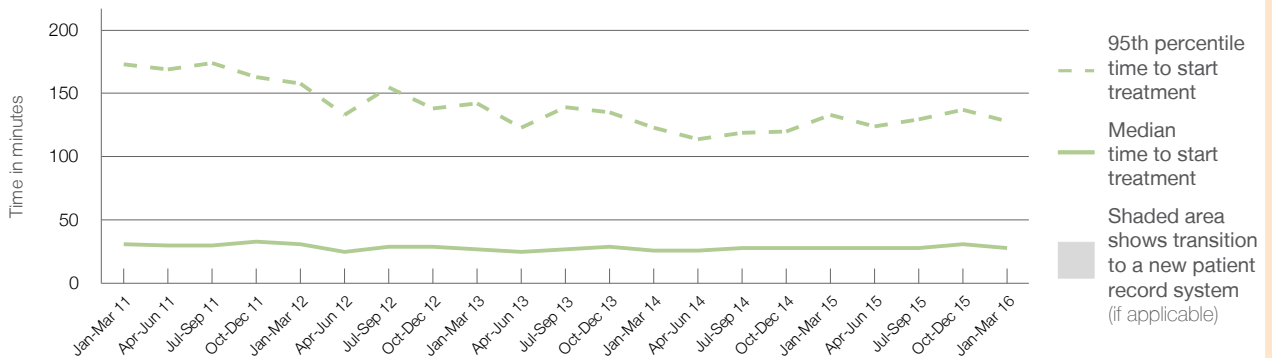
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
3,999	
3,596	
28 minutes	26 minutes
133 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	31	31	27	26	28	28
95th percentile time to start treatment ⁵ (minutes)	173	158	142	123	133	128

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Calvary Mater Newcastle: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 1,157

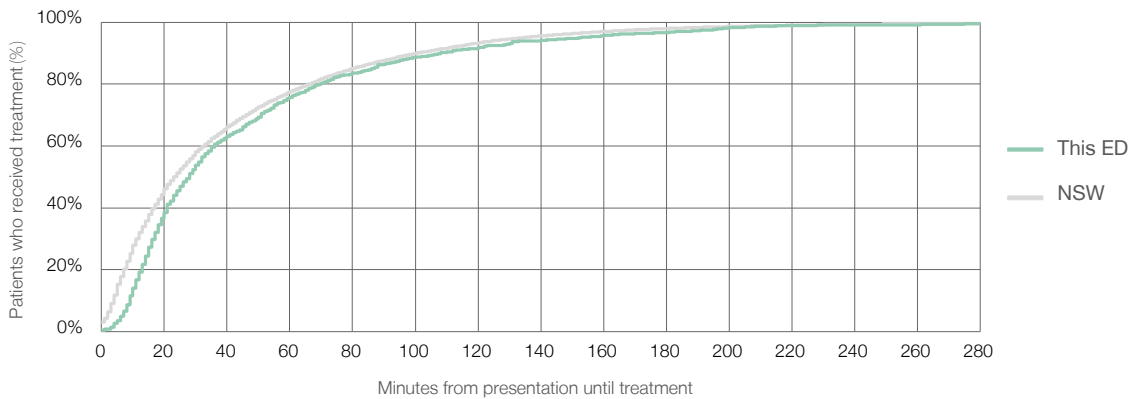
Number of triage 5 patients used to calculate waiting time:³ 955

Median time to start treatment⁴ 28 minutes

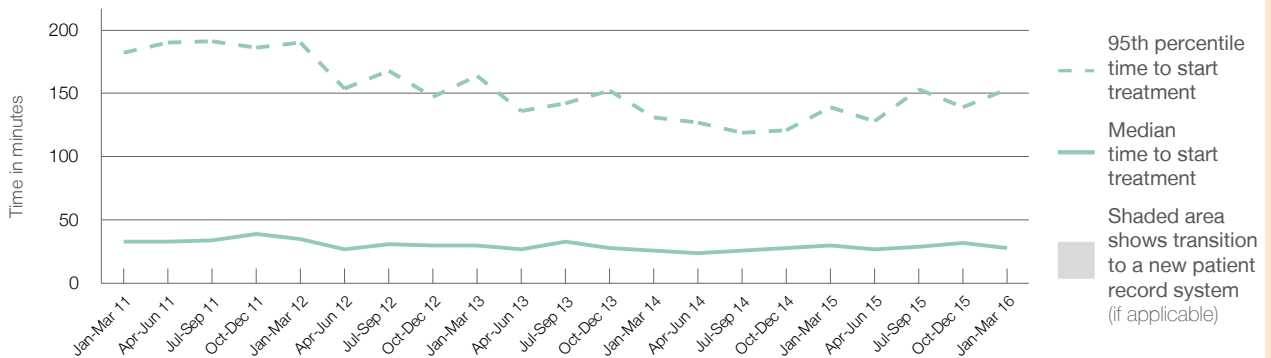
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
1,329	1,096
30 minutes	23 minutes
139 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	33	35	30	26	30	28
95th percentile time to start treatment ⁵ (minutes)	182	190	164	131	139	153

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Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 9,180 patients

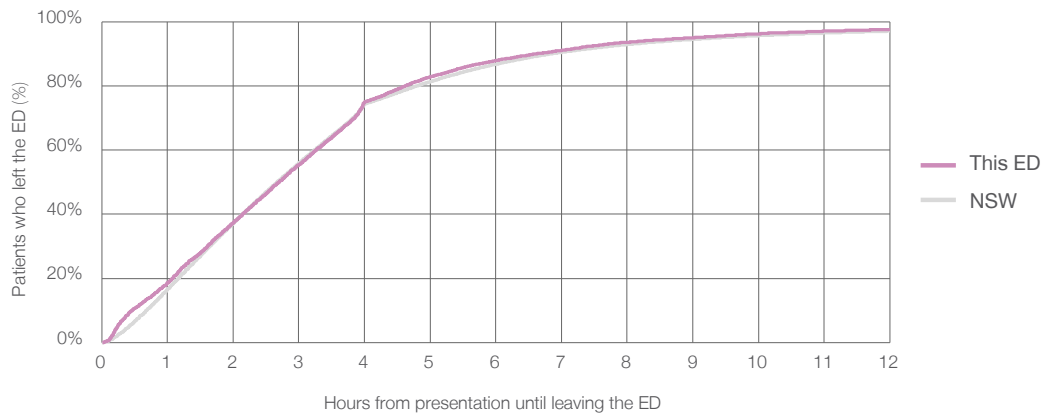
Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

Median time to leaving the ED⁸ 2 hours and 42 minutes

95th percentile time to leaving the ED⁹ 9 hours and 2 minutes

Same period last year	NSW (this period)
8,684	8,684
2 hours and 41 minutes	2 hours and 40 minutes
9 hours and 47 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 55m	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 25m	12h 15m	11h 9m	10h 50m	9h 47m	9h 2m

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Calvary Mater Newcastle: Time from presentation until leaving the ED By mode of separation January to March 2016

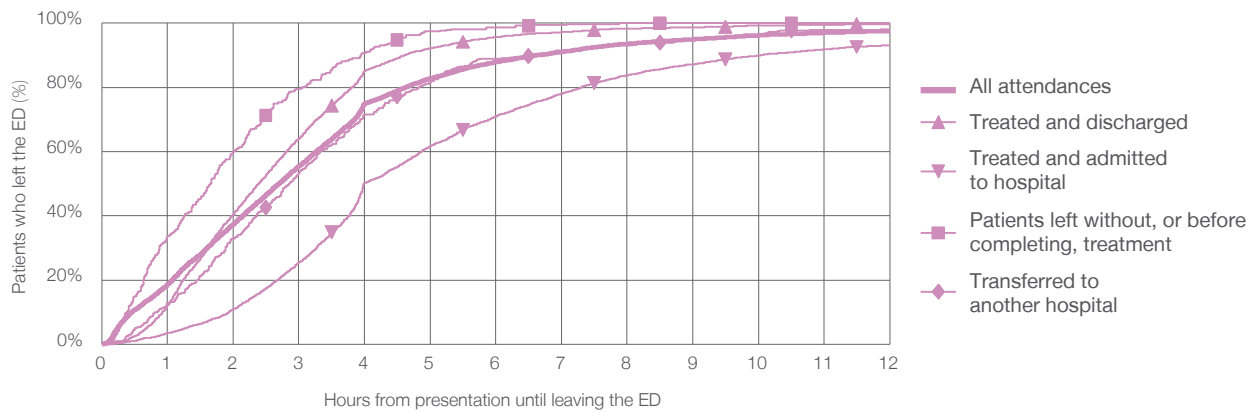
All attendances:¹ 9,180 patients

Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

Treated and discharged	4,319 (47%)
Treated and admitted to hospital	2,996 (33%)
Patient left without, or before completing, treatment	387 (4%)
Transferred to another hospital	432 (5%)
Other	1,046 (11%)

Same period last year	Change since one year ago
8,684	6%
4,175	3%
2,796	7%
375	3%
469	-8%
869	20%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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%	41%	64%	85%	96%	98%	99%	100%
Treated and admitted to hospital	4%	11%	25%	50%	71%	84%	90%	93%
Patient left without, or before completing, treatment	34%	60%	80%	91%	99%	100%	100%	100%
Transferred to another hospital	13%	33%	53%	72%	89%	93%	97%	98%
All attendances	19%	37%	55%	75%	88%	94%	96%	98%

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Calvary Mater Newcastle: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 9,180 patients

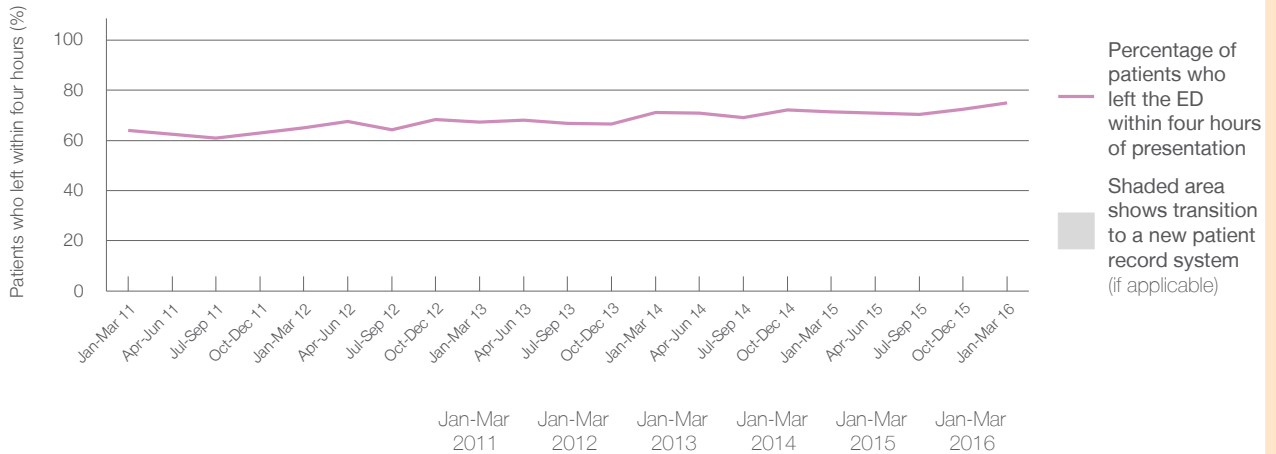
Attendances used to calculate time to leaving the ED: ⁶ 9,180 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	8,684	6%
Attendances used to calculate time to leaving the ED	8,684	6%
Percentage of patients who left the ED within four hours	71%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	64%	65%	67%	71%	71%	75%

* 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 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).