

## Cessnock Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 4,729 patients  
Emergency presentations:<sup>2</sup> 4,632 patients

Same period last year	Change since one year ago
4,430	7%
4,335	7%

## Cessnock Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,281 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,342 patients

Median time to start treatment<sup>4</sup> 42 minutes  
90th percentile time to start treatment<sup>5</sup> 127 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
22 minutes	26 minutes
1,135	
23 minutes	20 minutes
64 minutes	72 minutes
2,309	
34 minutes	26 minutes
105 minutes	104 minutes
547	
32 minutes	23 minutes
99 minutes	104 minutes

## Cessnock Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,729 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
4,430	7%
86%	

\* 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: October to December 2018*.
- 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.

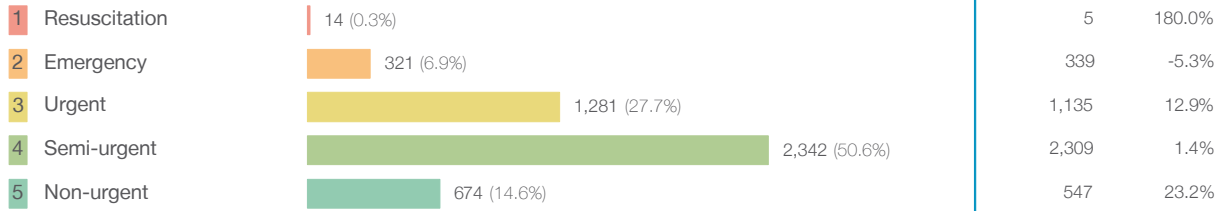
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Cessnock Hospital: Patients presenting to the emergency department October to December 2018

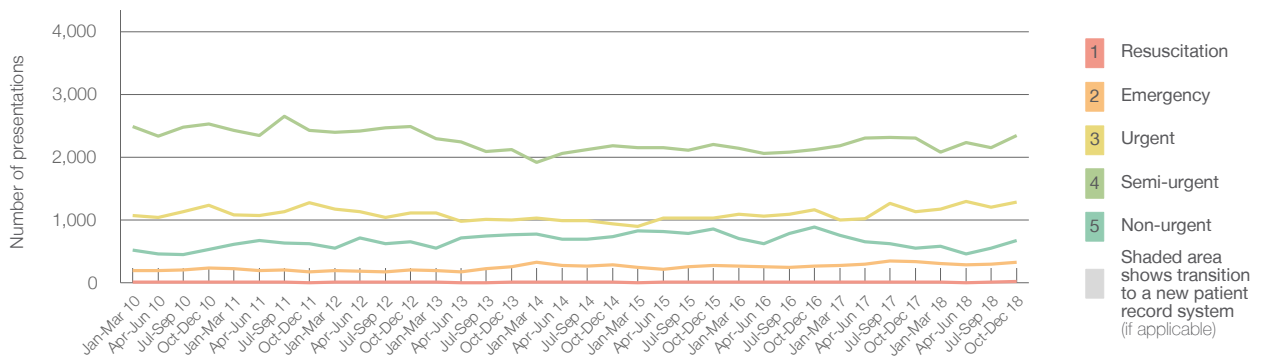
All presentations:<sup>1</sup> 4,729 patients

Emergency presentations<sup>2</sup> by triage category: 4,632 patients



Same period last year	Change since one year ago
4,430	7%
4,335	7%
5	180.0%
339	-5.3%
1,135	12.9%
2,309	1.4%
547	23.2%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	8	< 5	< 5	8	8	5	< 5	5	14
Emergency	231	177	203	249	288	270	265	339	321
Urgent	1,229	1,274	1,115	1,003	939	1,033	1,166	1,135	1,281
Semi-urgent	2,528	2,430	2,491	2,123	2,182	2,199	2,123	2,309	2,342
Non-urgent	533	622	650	761	737	859	889	547	674
All emergency presentations	4,529	4,503	4,459	4,144	4,154	4,366	4,443	4,335	4,632

## Cessnock Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 501 patients

ED Transfer of care time



Same period last year	Change since one year ago
460	
9 minutes	1 minute
21 minutes	1 minute

(†) 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.

## Cessnock Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 321

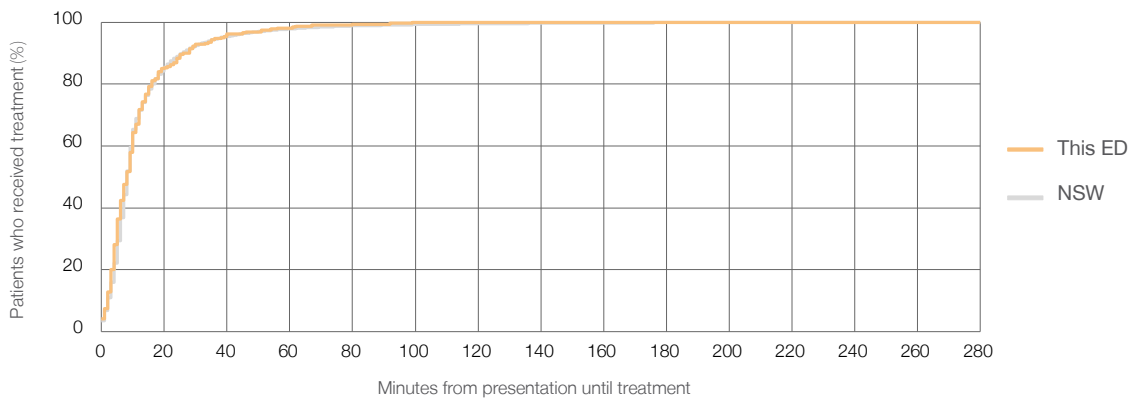
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 319

Median time to start treatment<sup>4</sup>  8 minutes

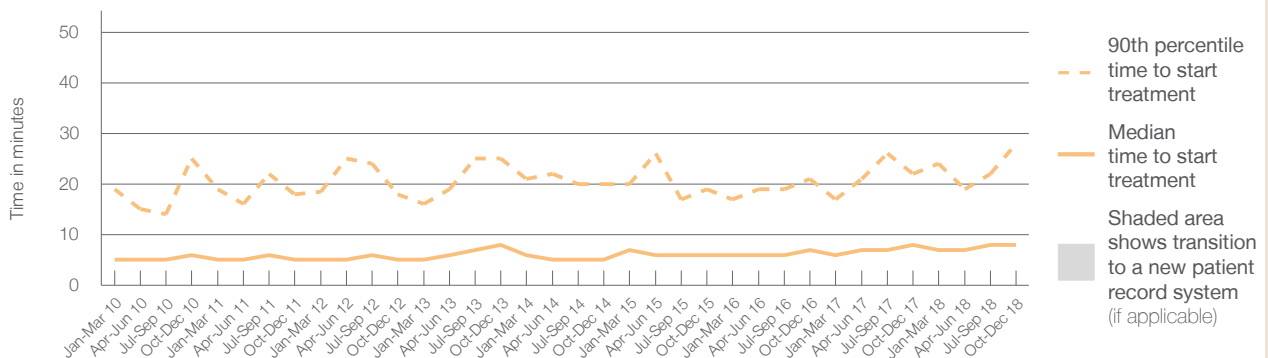
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
339	338
8 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	6	5	5	8	5	6	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	25	18	18	25	20	19	21	22	28

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## Cessnock Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,281

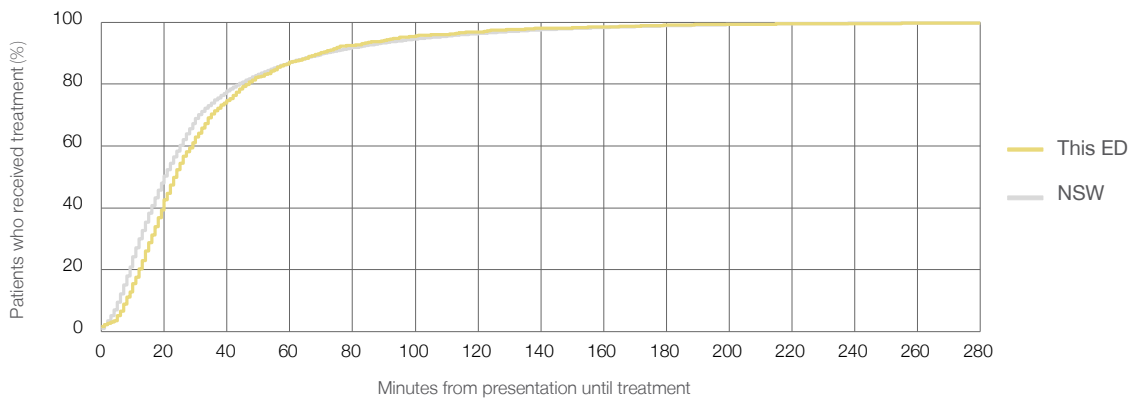
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,252

Median time to start treatment<sup>4</sup> 24 minutes

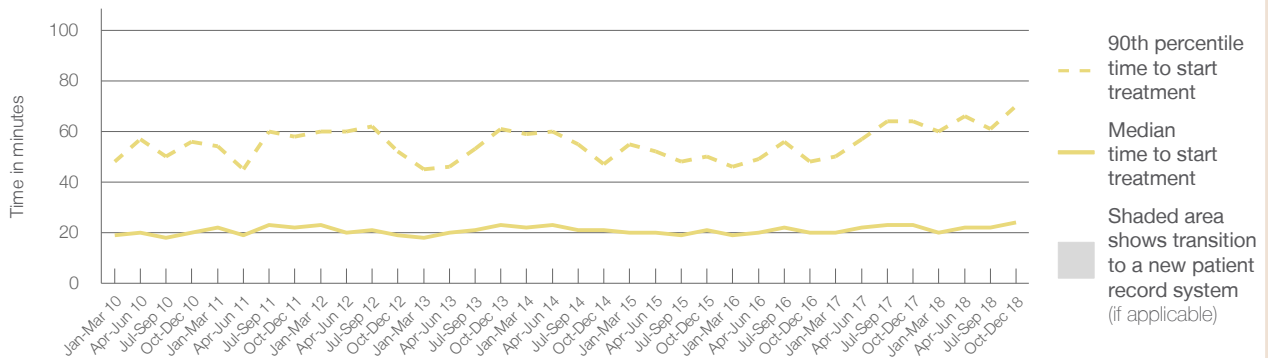
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
1,135	1,118
23 minutes	20 minutes
64 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	20	22	19	23	21	21	20	23	24
90th percentile time to start treatment <sup>5</sup> (minutes)	56	58	52	61	47	50	48	64	70

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## Cessnock Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,342

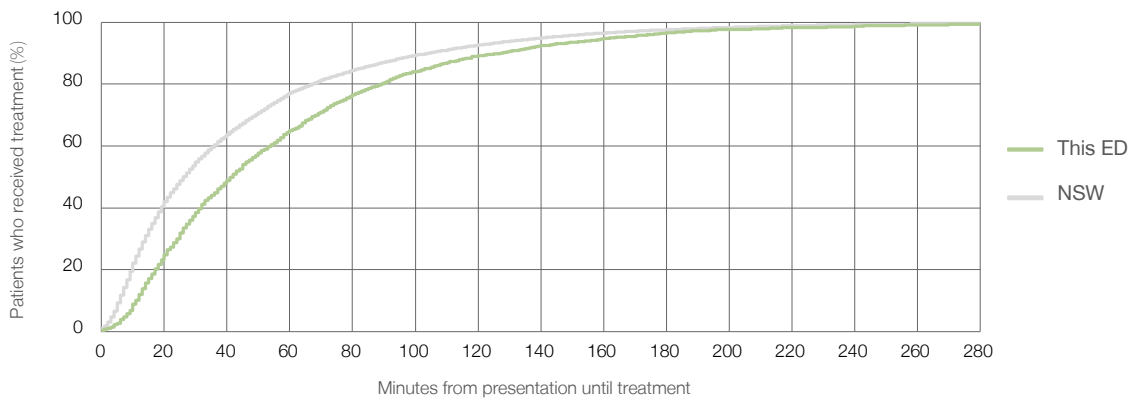
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,169

Median time to start treatment<sup>4</sup>  42 minutes

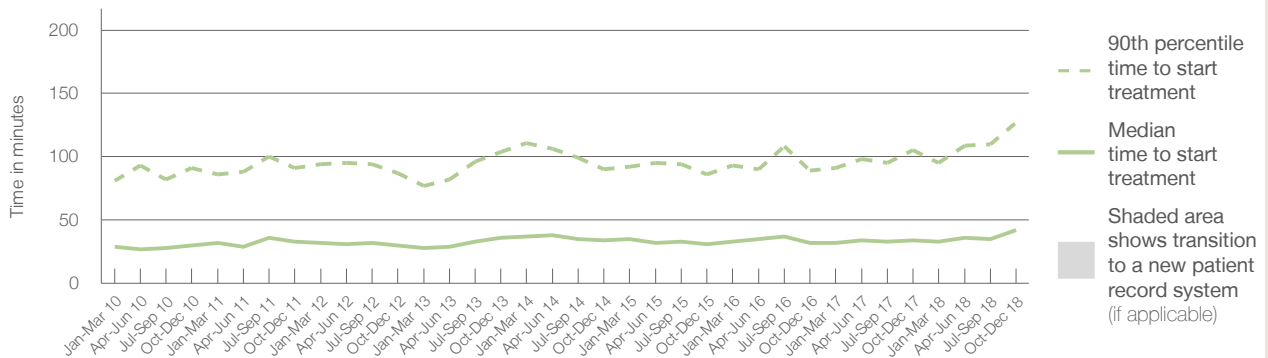
90th percentile time to start treatment<sup>5</sup>  127 minutes

Same period last year	NSW (this period)
2,309	
2,173	
34 minutes	26 minutes
105 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	30	33	30	36	34	31	32	34	42
90th percentile time to start treatment <sup>5</sup> (minutes)	91	91	87	104	90	86	89	105	127

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## Cessnock Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 674

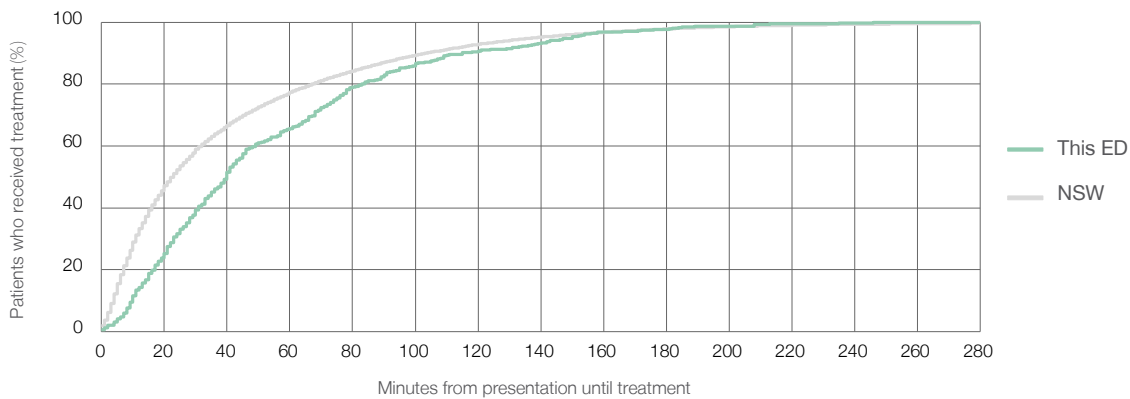
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 553

Median time to start treatment<sup>4</sup>  40 minutes

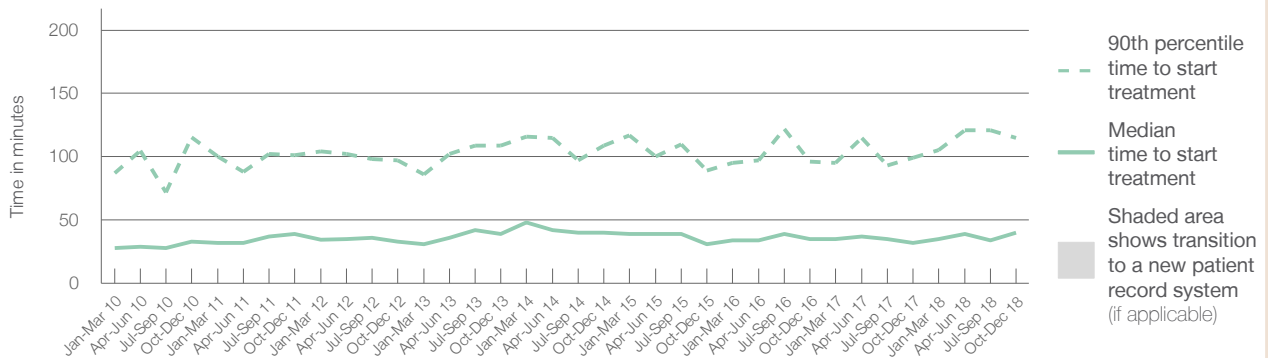
90th percentile time to start treatment<sup>5</sup>  115 minutes

Same period last year	NSW (this period)
547	
477	
32 minutes	23 minutes
99 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	33	39	33	39	40	31	35	32	40
90th percentile time to start treatment <sup>5</sup> (minutes)	116	101	97	109	109	89	96	99	115

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## Cessnock Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 4,729 patients

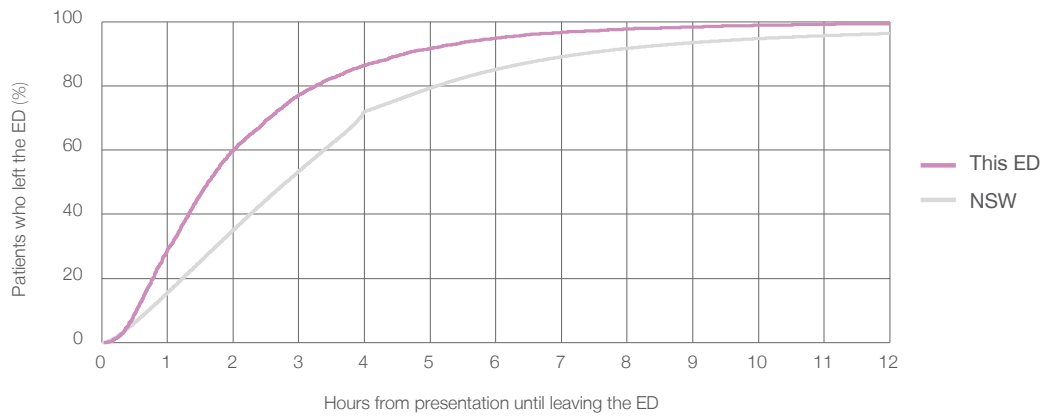
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,729 patients

Median time spent in the ED<sup>8</sup> 1 hours and 37 minutes

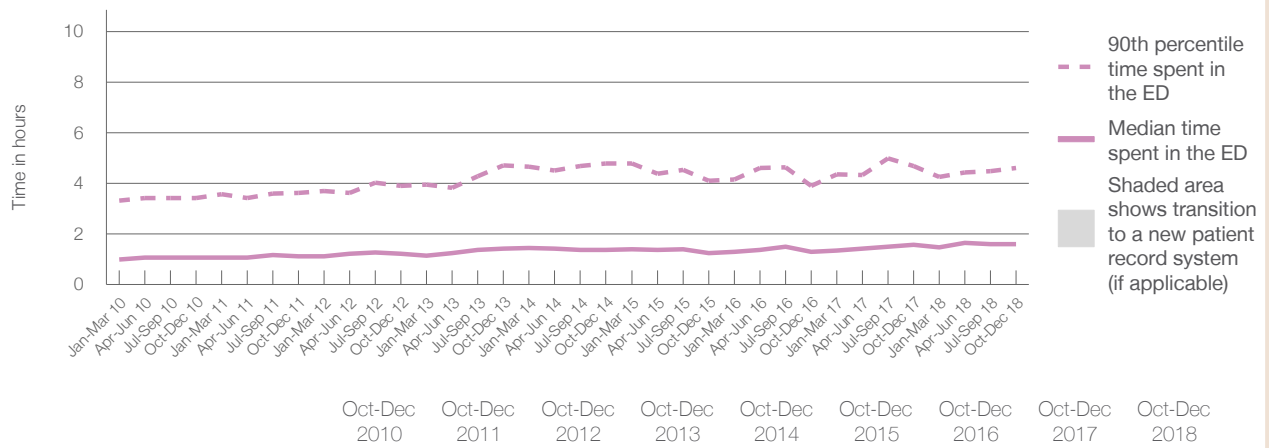
90th percentile time spent in the ED<sup>9</sup> 4 hours and 37 minutes

Same period last year	NSW (this period)
4,430	4,430
1 hours and 34 minutes	2 hours and 49 minutes
4 hours and 42 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 5m	1h 7m	1h 13m	1h 25m	1h 22m	1h 15m	1h 18m	1h 34m	1h 37m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	3h 26m	3h 38m	3h 54m	4h 43m	4h 48m	4h 6m	3h 54m	4h 42m	4h 37m

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**Cessnock Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2018

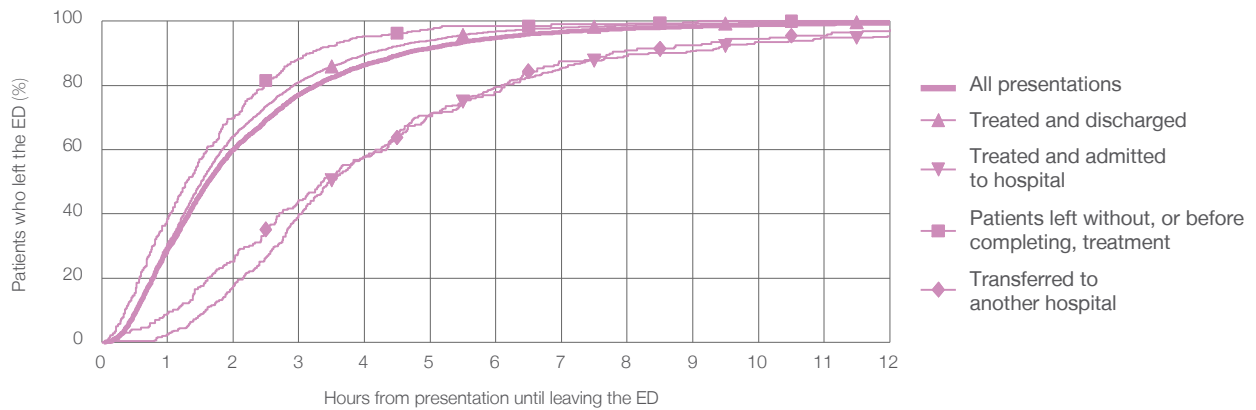
All presentations:<sup>1</sup> 4,729 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,729 patients

Treated and discharged	3,736 (79.0%)
Treated and admitted to hospital	367 (7.8%)
Patient left without, or before completing, treatment	325 (6.9%)
Transferred to another hospital	199 (4.2%)
Other	102 (2.2%)

Same period last year	Change since one year ago
4,430	7%
3,497	6.8%
415	-11.6%
249	30.5%
197	1.0%
72	41.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	30.8%	64.2%	81.1%	89.6%	96.8%	98.7%	99.6%	99.8%
Treated and admitted to hospital	2.5%	17.4%	39.8%	57.8%	79.6%	89.1%	93.5%	95.4%
Patient left without, or before completing, treatment	38.5%	69.8%	88.3%	95.4%	98.5%	99.4%	100%	100%
Transferred to another hospital	9.0%	25.1%	44.2%	57.8%	77.9%	91.0%	94.5%	97.5%
All presentations	29.1%	59.9%	77.2%	86.4%	94.9%	97.7%	98.9%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Cessnock Hospital: Time spent in the ED

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

#### October to December 2018

All presentations at the emergency department: <sup>1</sup> 4,729 patients

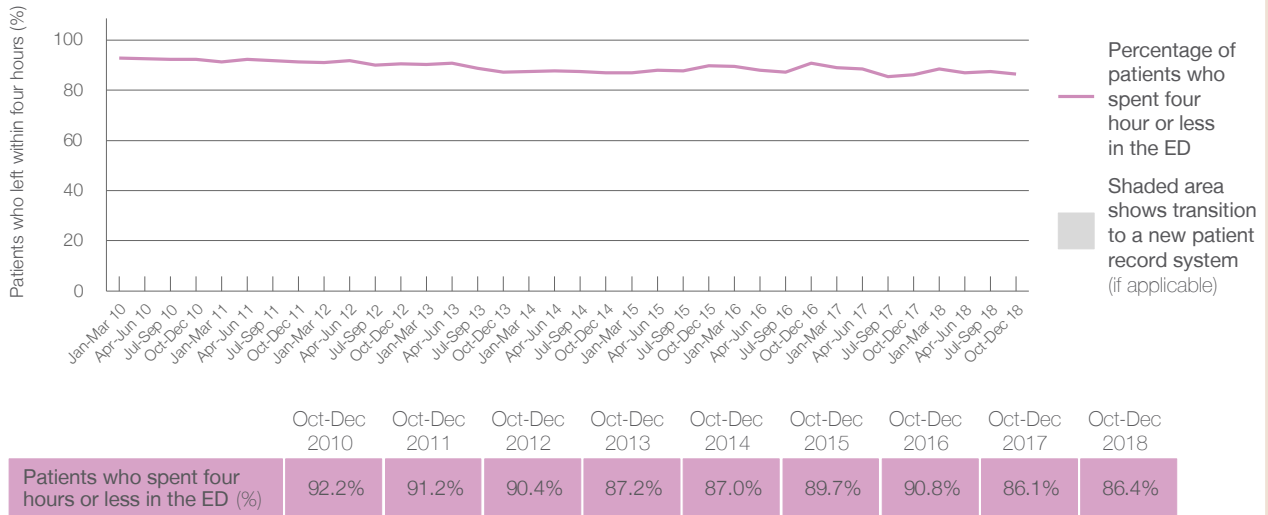
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,729 patients

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	4,430	7%
Presentations used to calculate time to leaving the ED	4,430	7%
Percentage of patients who spent four hours or less in the ED	86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡</sup>



\* 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: October to December 2018*.
- 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).