

## Cessnock District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 4,669 patients  
 Emergency presentations:<sup>2</sup> 4,555 patients

Same period last year	Change since one year ago
4,262	9.5%
4,214	8.1%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,261 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 64 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,314 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
244	
6 minutes	9 minutes
19 minutes	29 minutes
1,095	
22 minutes	23 minutes
56 minutes	83 minutes
2,080	
37 minutes	30 minutes
108 minutes	121 minutes
787	
39 minutes	26 minutes
122 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
4,262	9.5%
87.3%	

\* 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.

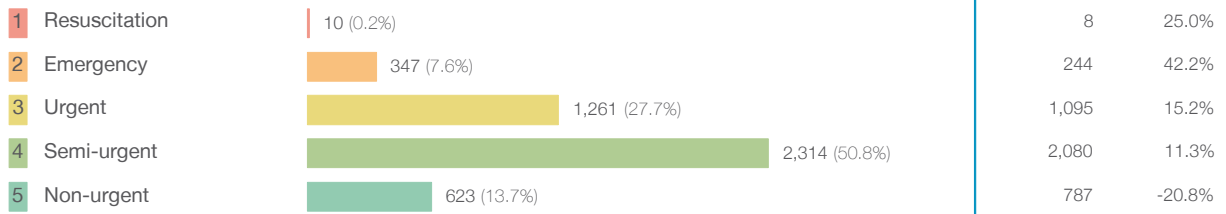
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Cessnock District Hospital: Patients presenting to the emergency department July to September 2017

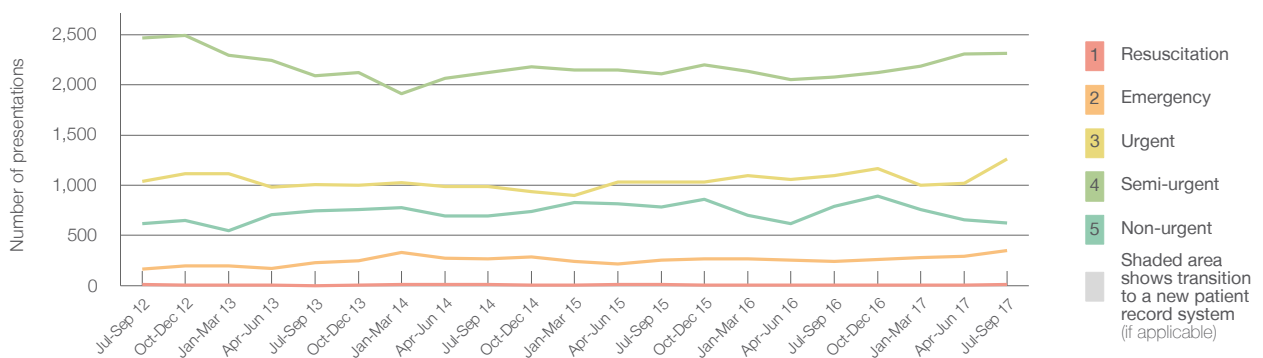
All presentations:<sup>1</sup> 4,669 patients

Emergency presentations<sup>2</sup> by triage category: 4,555 patients



Same period last year	Change since one year ago
4,262	9.5%
4,214	8.1%
8	25.0%
244	42.2%
1,095	15.2%
2,080	11.3%
787	-20.8%

Emergency presentations<sup>2</sup> 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	9	0	10	9	8	10
Emergency	167	228	266	255	244	347
Urgent	1,040	1,007	988	1,030	1,095	1,261
Semi-urgent	2,468	2,088	2,125	2,110	2,080	2,314
Non-urgent	617	747	693	781	787	623
All emergency presentations	4,301	4,070	4,082	4,185	4,214	4,555

## Cessnock District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 543 patients

ED Transfer of care time



Same period last year	Change since one year ago
441	
10 minutes	0 minutes
22 minutes	0 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.

## Cessnock District Hospital: 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: 347

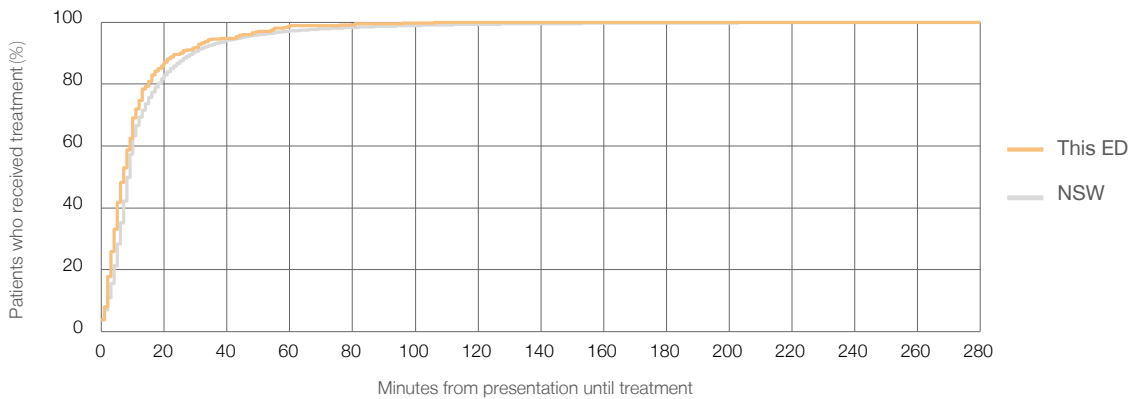
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 347

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

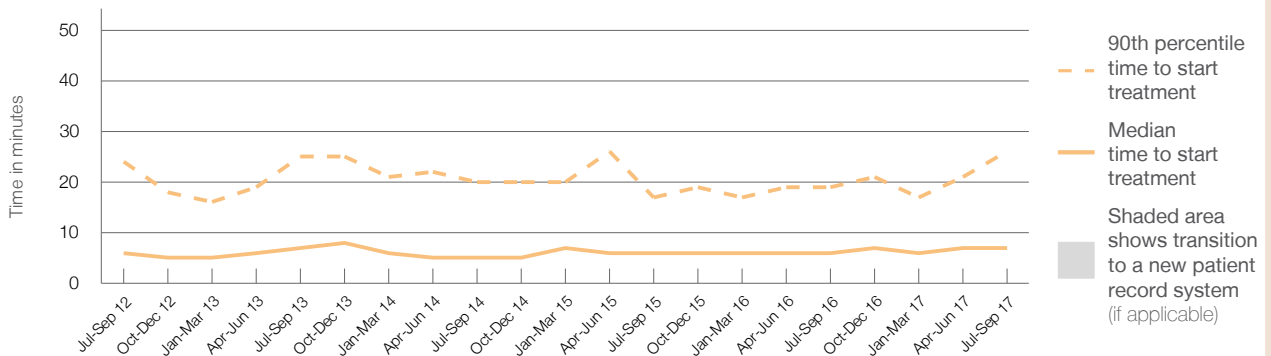
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
244	
241	
6 minutes	9 minutes
19 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	5	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	24	25	20	17	19	26

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

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## Cessnock District Hospital: 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: 1,261

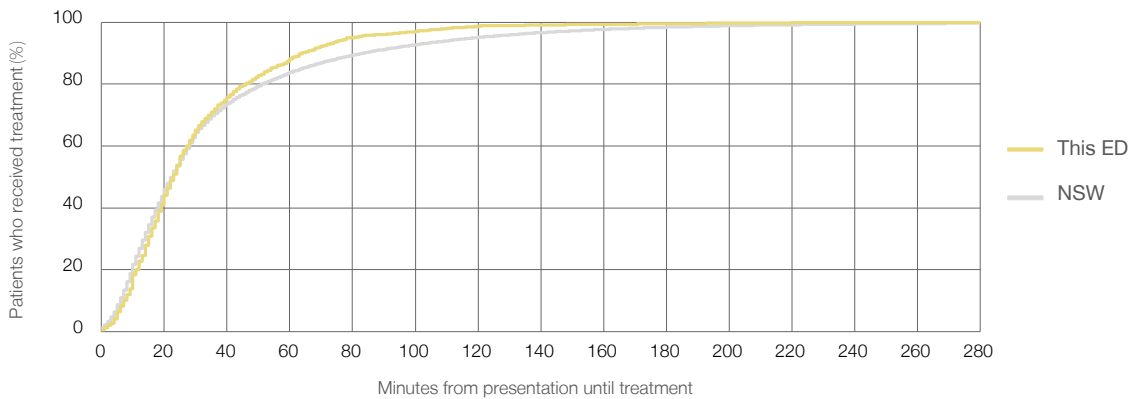
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,232

Median time to start treatment<sup>4</sup> 23 minutes

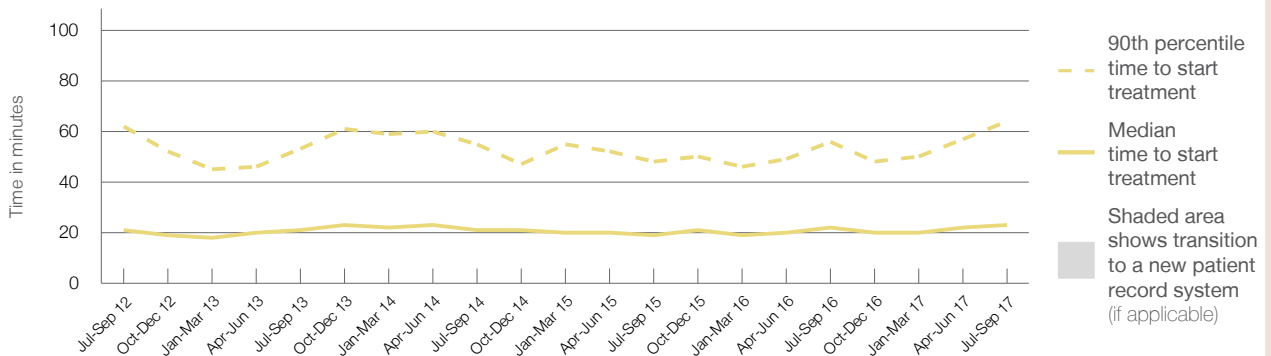
90th percentile time to start treatment<sup>5</sup> 64 minutes

Same period last year	NSW (this period)
1,095	
1,060	
22 minutes	23 minutes
56 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	21	21	19	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)	62	53	55	48	56	64

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## Cessnock District Hospital: 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: 2,314

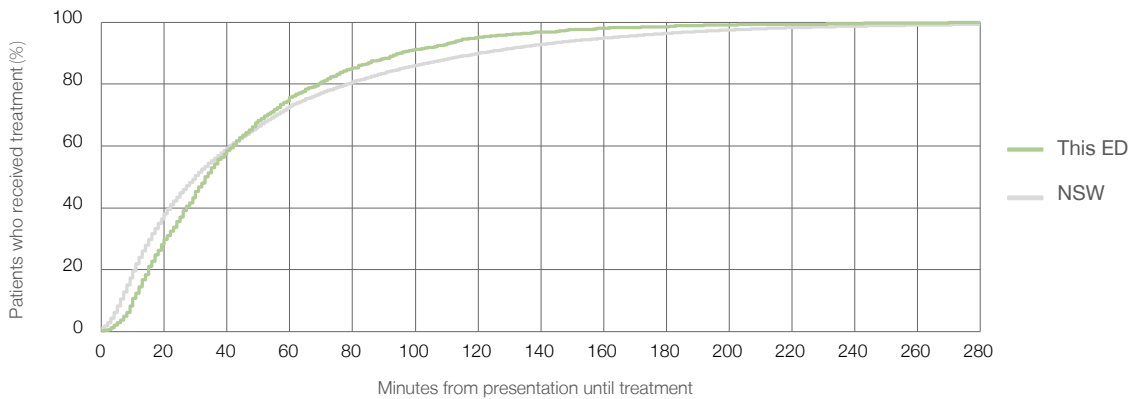
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,125

Median time to start treatment<sup>4</sup>  33 minutes

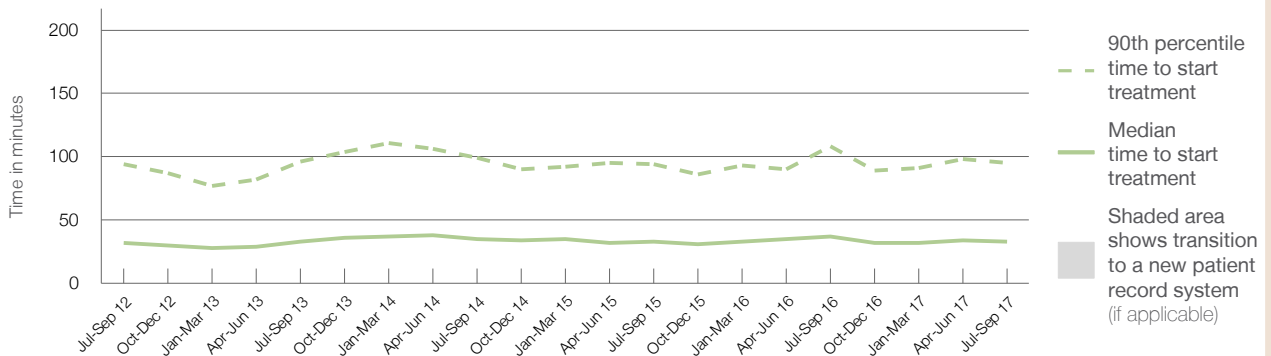
90th percentile time to start treatment<sup>5</sup>  95 minutes

Same period last year	NSW (this period)
2,080	1,878
37 minutes	30 minutes
108 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	32	33	35	33	37	33
90th percentile time to start treatment <sup>5</sup> (minutes)	94	96	99	94	108	95

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## Cessnock District Hospital: 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: 623

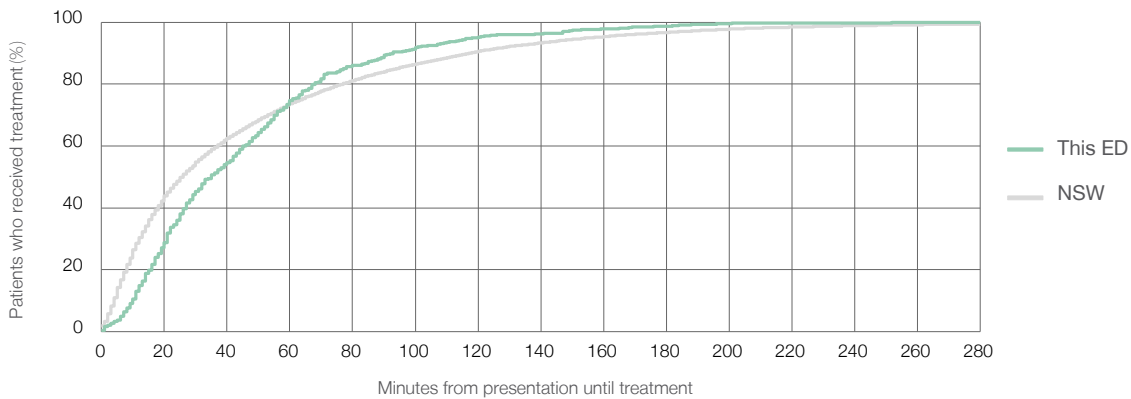
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 533

Median time to start treatment<sup>4</sup> 35 minutes

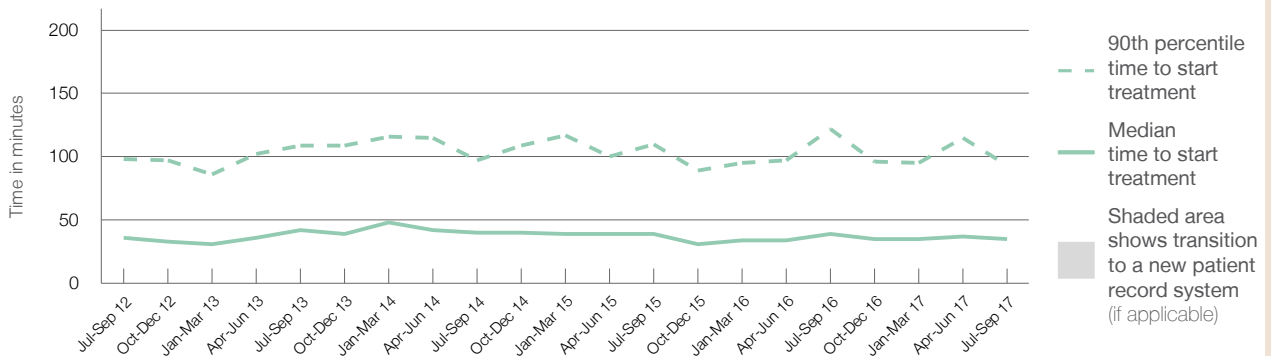
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
787	659
39 minutes	26 minutes
122 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	36	42	40	39	39	35
90th percentile time to start treatment <sup>5</sup> (minutes)	98	109	97	110	122	93

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## Cessnock District Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 4,669 patients

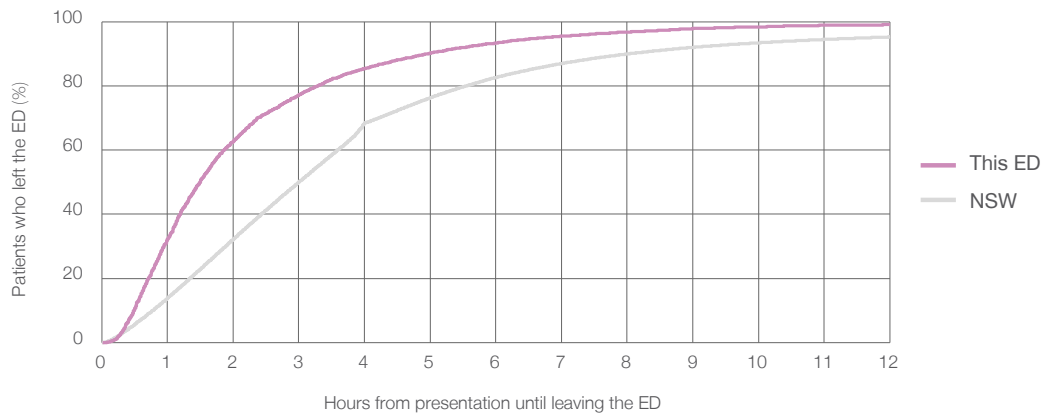
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

Median time spent in the ED<sup>8</sup>  1 hours and 30 minutes

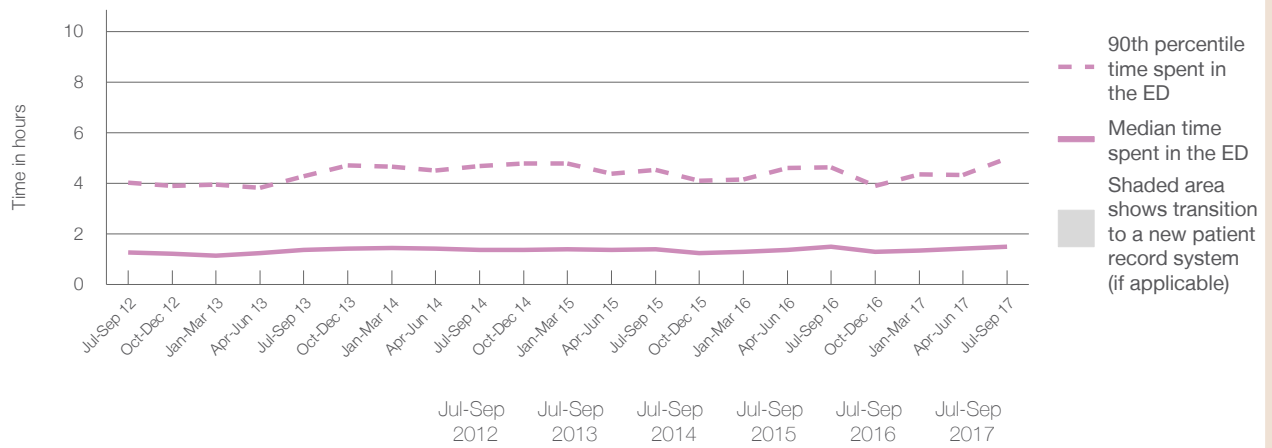
90th percentile time spent in the ED<sup>9</sup>  4 hours and 59 minutes

Same period last year	NSW (this period)
4,262	4,262
1 hours and 30 minutes	3 hours and 0 minutes
4 hours and 39 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	1h 30m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 2m	4h 17m	4h 42m	4h 32m	4h 39m	4h 59m

(†) 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 District Hospital: Time patients spent in the ED By mode of separation July to September 2017

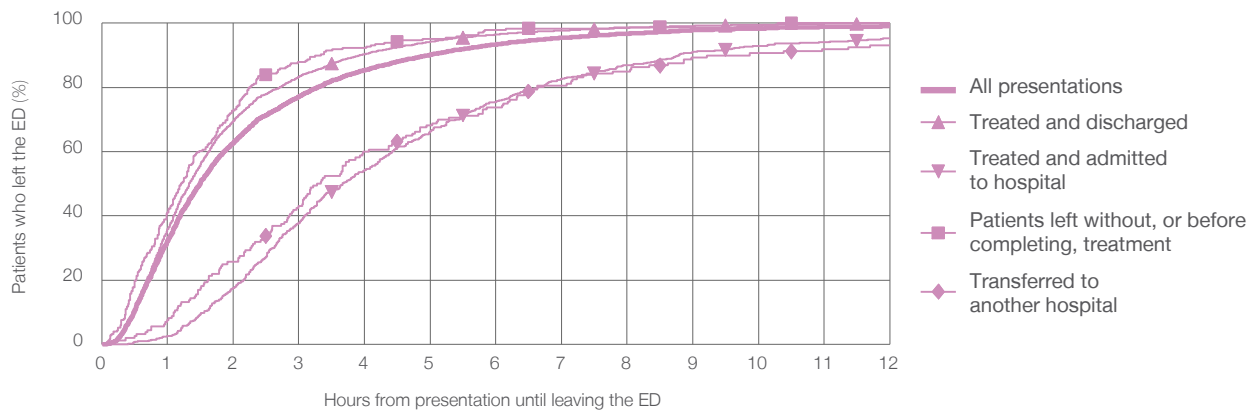
All presentations:<sup>1</sup> 4,669 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

Treated and discharged	3,538 (75.8%)
Treated and admitted to hospital	564 (12.1%)
Patient left without, or before completing, treatment	249 (5.3%)
Transferred to another hospital	160 (3.4%)
Other	158 (3.4%)

Same period last year	Change since one year ago
4,262	9.5%
3,209	10.3%
483	16.8%
218	14.2%
118	35.6%
234	-32.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	35.8%	69.6%	83.4%	90.4%	96.4%	98.5%	99.5%	99.8%
Treated and admitted to hospital	2.5%	17.6%	37.8%	54.3%	75.5%	86.9%	92.9%	95.2%
Patient left without, or before completing, treatment	41.0%	72.7%	88.0%	92.4%	98.0%	98.8%	99.2%	100%
Transferred to another hospital	7.5%	25.6%	43.1%	60.0%	73.8%	85.0%	90.6%	93.1%
All presentations	32.3%	62.8%	77.3%	85.4%	93.3%	96.7%	98.4%	99.0%

(†) 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 District Hospital: 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:<sup>1</sup> 4,669 patients

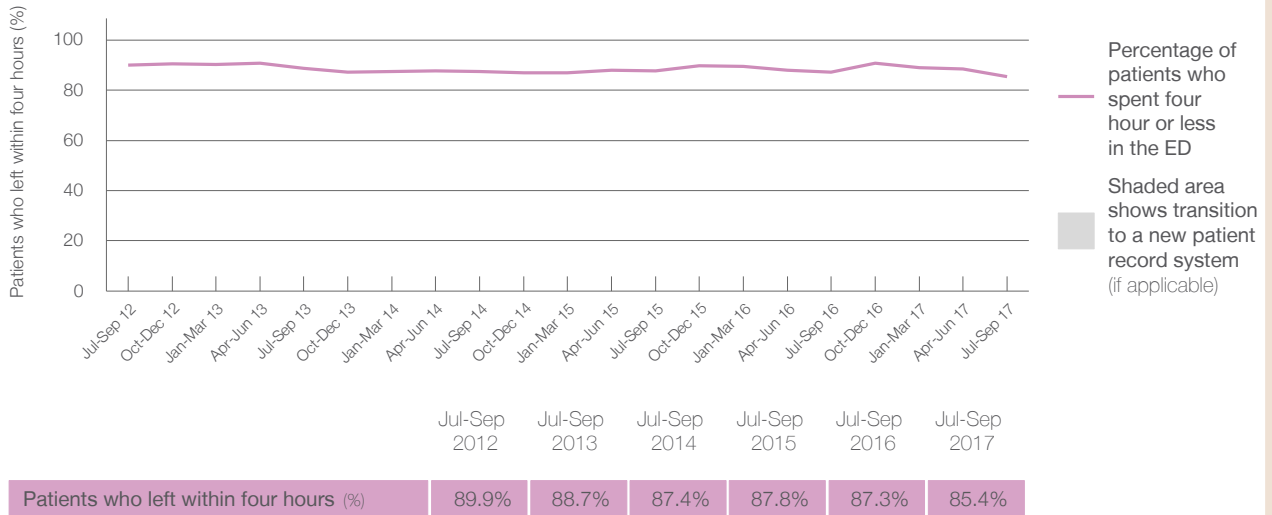
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

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: <sup>1</sup>	4,262	9.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,262	9.5%
Percentage of patients who spent four hours or less in the ED	87.3%	

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



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