

Cessnock Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,272 patients
Emergency presentations:² 4,215 patients

Same period last year	Change since one year ago
4,669	-9%
4,555	-7%

Cessnock Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 298 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,207 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,152 patients

Median time to start treatment⁴  35 minutes
90th percentile time to start treatment⁵  110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 549 patients

Median time to start treatment⁴  34 minutes
90th percentile time to start treatment⁵  121 minutes

Same period last year	NSW (this period)
347	
7 minutes	8 minutes
26 minutes	28 minutes
1,261	
23 minutes	21 minutes
64 minutes	72 minutes
2,314	
33 minutes	26 minutes
95 minutes	105 minutes
623	
35 minutes	22 minutes
93 minutes	103 minutes

Cessnock Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,272 patients

Percentage of patients who spent four hours or less in the ED  87%

Same period last year	Change since one year ago
4,669	-9%
85%	

* 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 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.

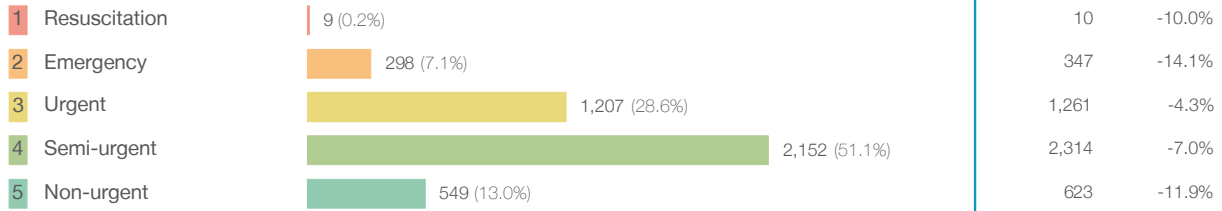
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Cessnock Hospital: Patients presenting to the emergency department

July to September 2018

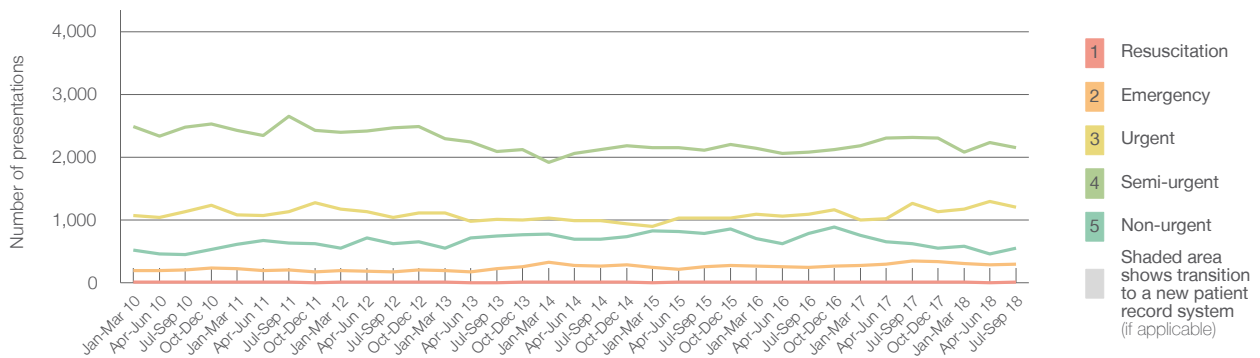
All presentations:¹ 4,272 patients

Emergency presentations² by triage category: 4,215 patients



Same period last year	Change since one year ago
4,669	-9%
4,555	-7%
10	-10.0%
347	-14.1%
1,261	-4.3%
2,314	-7.0%
623	-11.9%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	5	9	0	10	9	8	10	9
Emergency	204	204	167	228	266	255	244	347	298
Urgent	1,134	1,136	1,040	1,007	988	1,030	1,095	1,261	1,207
Semi-urgent	2,477	2,647	2,468	2,088	2,125	2,110	2,080	2,314	2,152
Non-urgent	443	626	617	747	693	781	787	623	549
All emergency presentations	4,258	4,618	4,301	4,070	4,082	4,185	4,214	4,555	4,215

Cessnock Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 498 patients

ED Transfer of care time



Same period last year	Change since one year ago
525	
10 minutes	0 minutes
22 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 July to September 2018

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

Number of triage 2 patients: 298

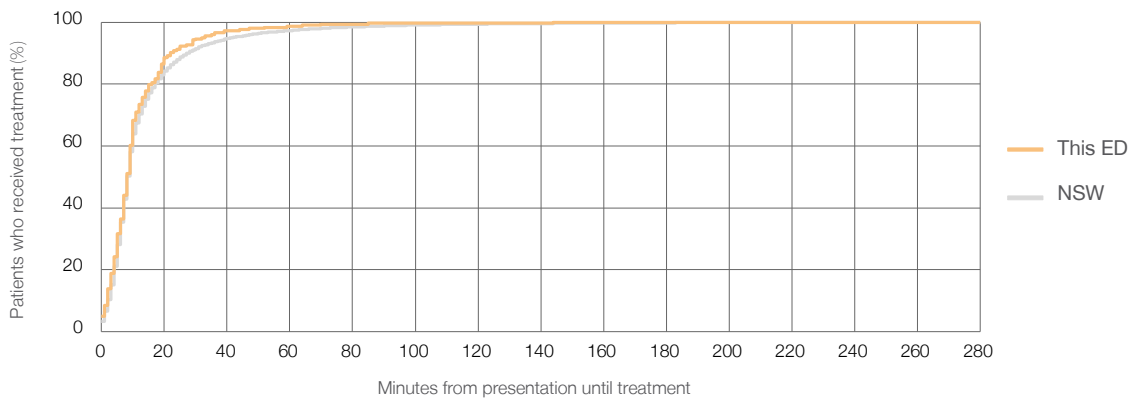
Number of triage 2 patients used to calculate waiting time:³ 297

Median time to start treatment⁴ 8 minutes

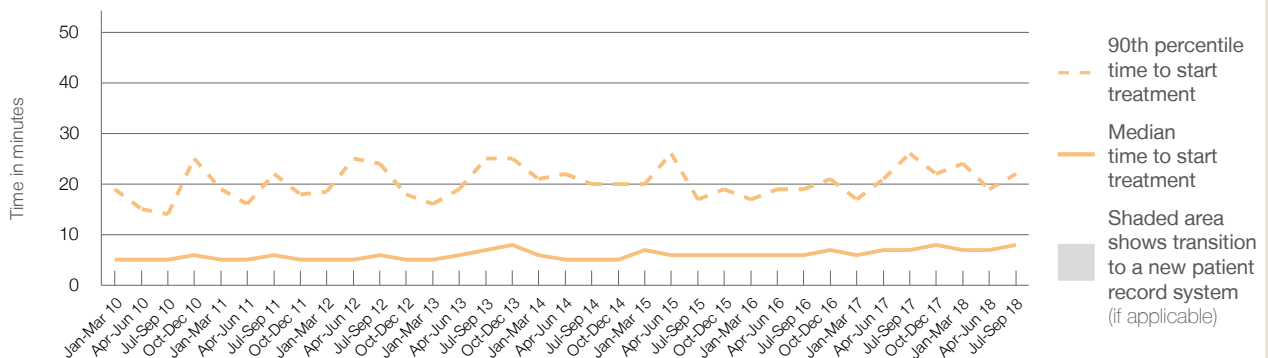
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
347	347
7 minutes	8 minutes
26 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	6	6	7	5	6	6	7	8
90th percentile time to start treatment ⁵ (minutes)	14	22	24	25	20	17	19	26	22

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Cessnock Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,207

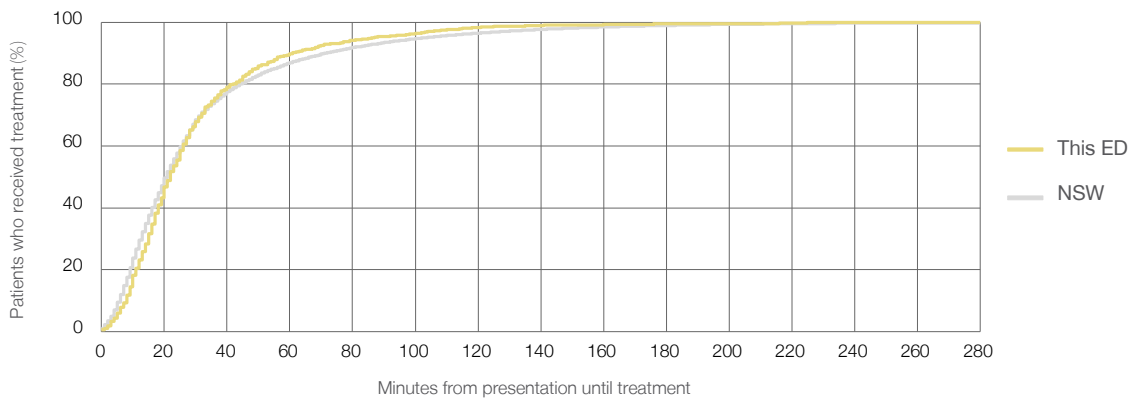
Number of triage 3 patients used to calculate waiting time:³ 1,192

Median time to start treatment⁴ 22 minutes

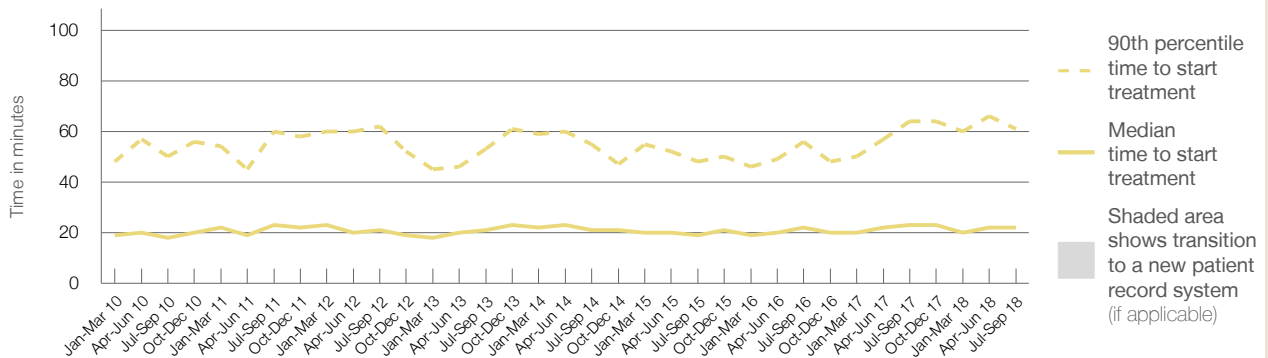
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,261	1,232
23 minutes	21 minutes
64 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18	23	21	21	21	19	22	23	22
90th percentile time to start treatment ⁵ (minutes)	50	60	62	53	55	48	56	64	61

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Cessnock Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,152

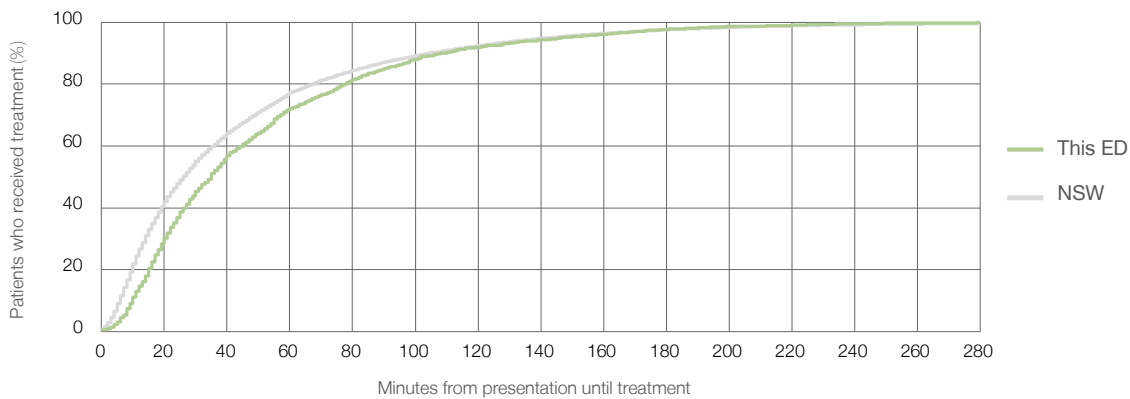
Number of triage 4 patients used to calculate waiting time:³ 2,029

Median time to start treatment⁴ 35 minutes

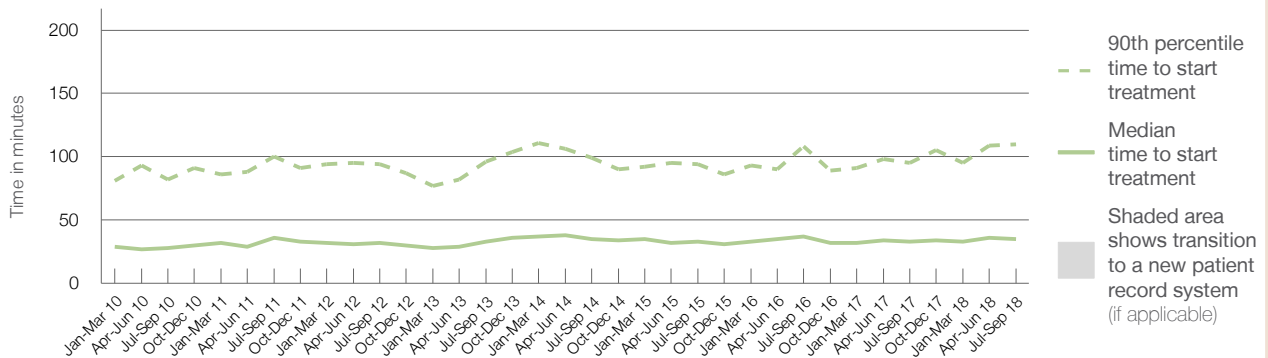
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,314	
2,125	
33 minutes	26 minutes
95 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	36	32	33	35	33	37	33	35
90th percentile time to start treatment ⁵ (minutes)	82	100	94	96	99	94	108	95	110

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Cessnock Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 549

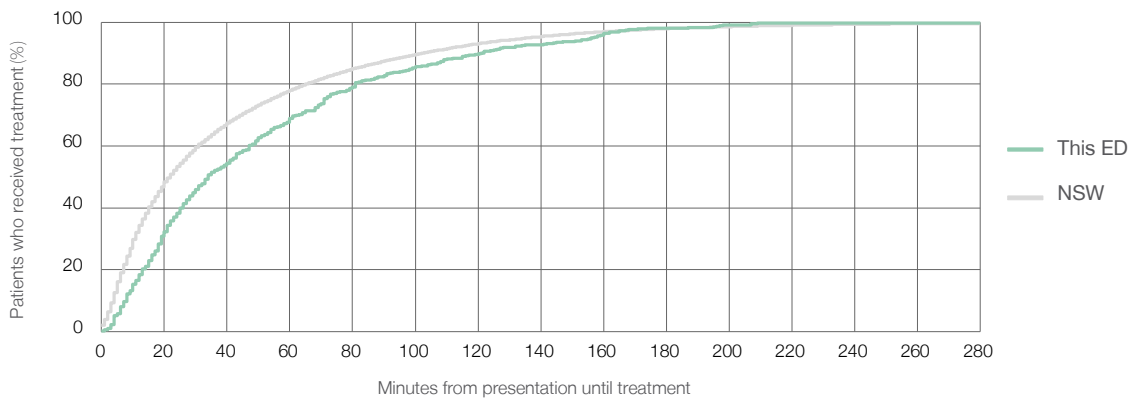
Number of triage 5 patients used to calculate waiting time:³ 474

Median time to start treatment⁴ 34 minutes

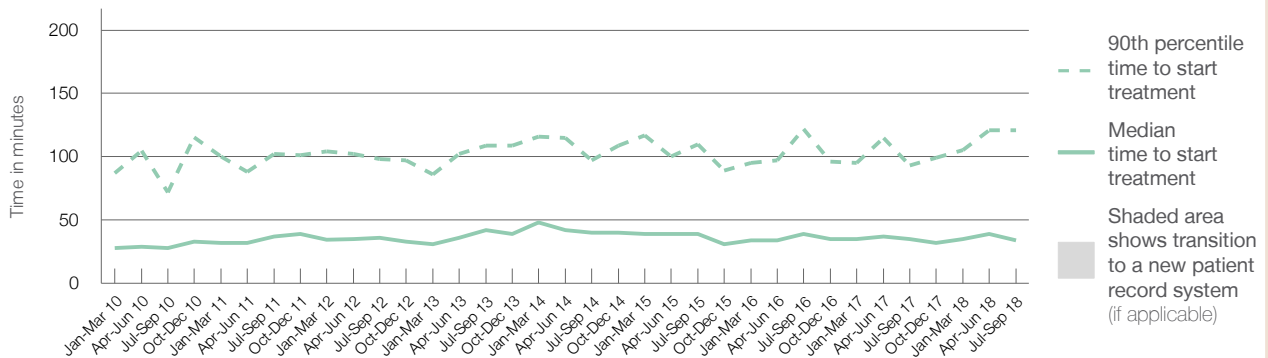
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
623	533
35 minutes	22 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	37	36	42	40	39	39	35	34
90th percentile time to start treatment ⁵ (minutes)	72	102	98	109	97	110	122	93	121

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Cessnock Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,272 patients

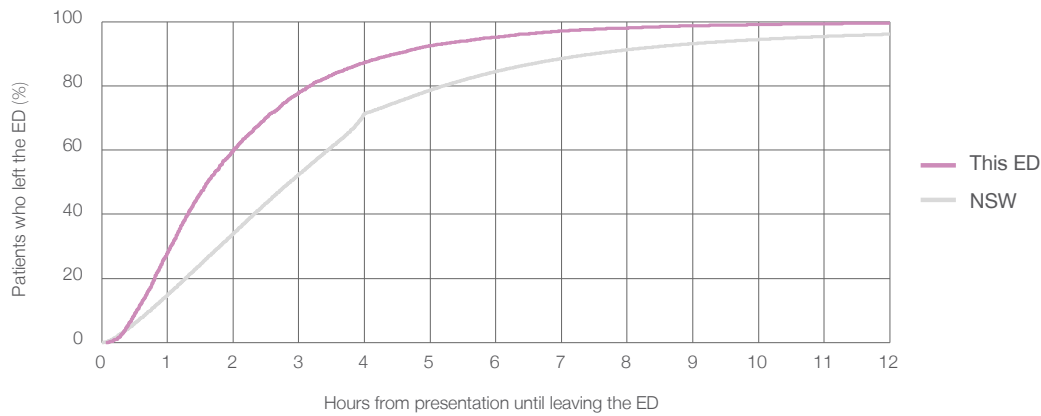
Presentations used to calculate time to leaving the ED:⁶ 4,272 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

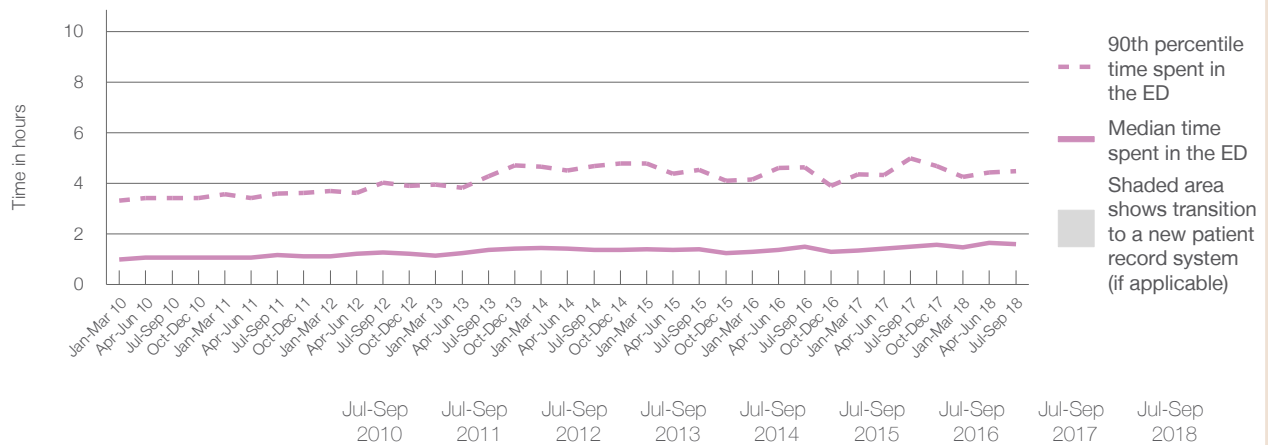
90th percentile time spent in the ED⁹ 4 hours and 29 minutes

Same period last year	NSW (this period)
4,669	4,669
1 hours and 30 minutes	2 hours and 52 minutes
4 hours and 59 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 4m	1h 11m	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	1h 30m	1h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 26m	3h 36m	4h 2m	4h 17m	4h 42m	4h 32m	4h 39m	4h 59m	4h 29m

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

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Cessnock Hospital: Time patients spent in the ED

By mode of separation

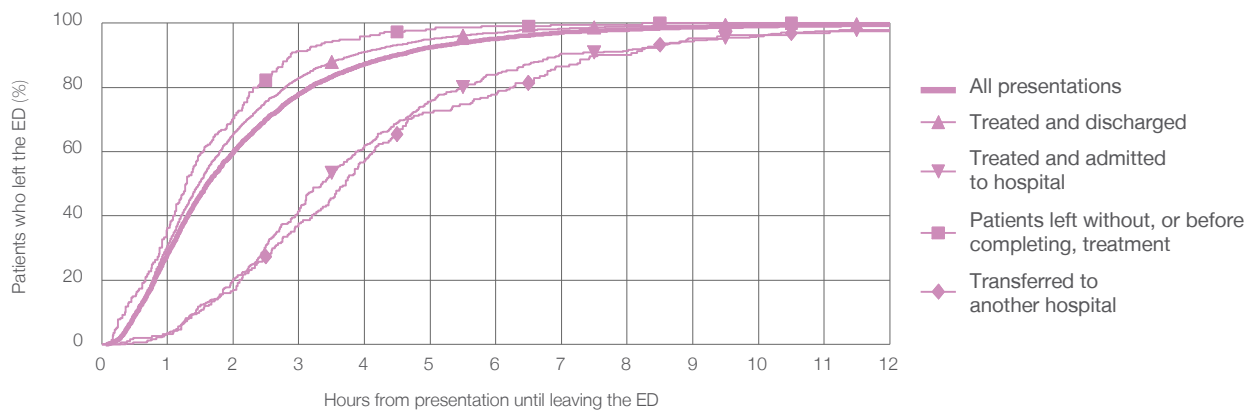
July to September 2018

All presentations:¹ 4,272 patients

Presentations used to calculate time to leaving the ED:⁶ 4,272 patients

		Same period last year	Change since one year ago
Treated and discharged	3,417 (80.0%)	4,669	-9%
Treated and admitted to hospital	373 (8.7%)	3,555	-31.8%
Patient left without, or before completing, treatment	220 (5.1%)	547	-11.6%
Transferred to another hospital	194 (4.5%)	249	21.3%
Other	68 (1.6%)	160	-57.0%

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



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

Treated and discharged	30.7%	65.5%	83.0%	91.0%	97.0%	99.0%	99.5%	99.8%
Treated and admitted to hospital	3.5%	20.4%	41.6%	61.9%	83.9%	91.4%	96.0%	97.9%
Patient left without, or before completing, treatment	36.4%	70.5%	91.4%	95.9%	99.1%	99.5%	100%	100%
Transferred to another hospital	3.1%	17.0%	37.6%	57.2%	77.8%	90.2%	96.4%	97.4%
All presentations	28.2%	60.1%	77.9%	87.3%	95.1%	98.0%	99.1%	99.6%

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Cessnock Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,272 patients

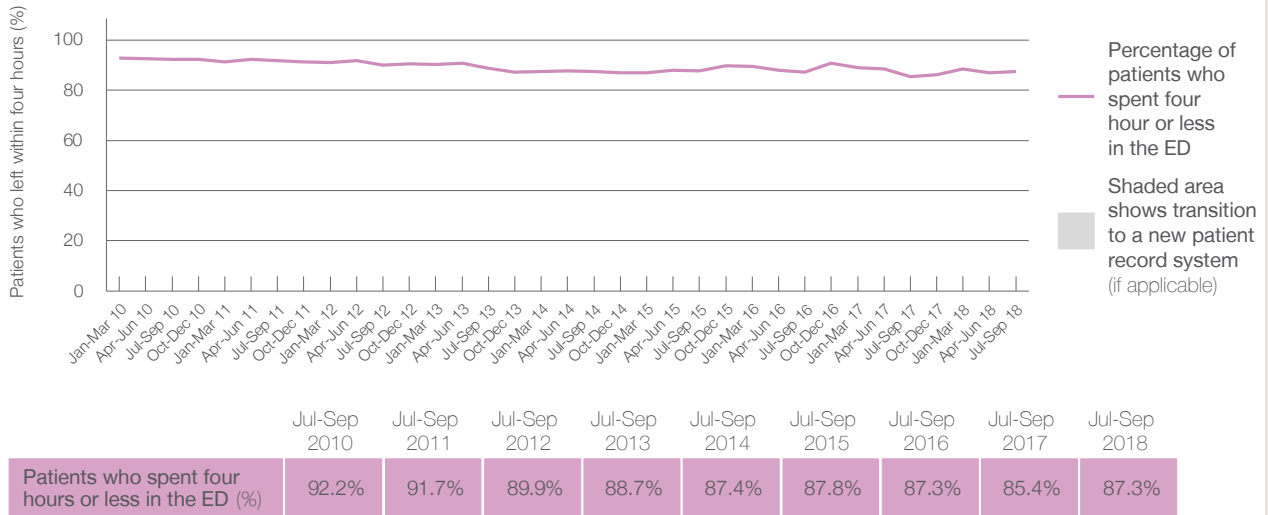
Presentations used to calculate time to leaving the ED: ⁶ 4,272 patients

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	4,669	-9%
Presentations used to calculate time to leaving the ED	4,669	-9%
Percentage of patients who spent four hours or less in the ED	85.4%	

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



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

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‡ 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, January to March 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).