

Cessnock Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,251 patients

Emergency presentations:² 4,151 patients

Same period last year	Change since one year ago
4,268	0%
4,221	-2%

Cessnock Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 303 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,171 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
279	
6 minutes	8 minutes
17 minutes	23 minutes
997	
20 minutes	20 minutes
50 minutes	65 minutes
2,183	
32 minutes	25 minutes
91 minutes	98 minutes
757	
35 minutes	22 minutes
95 minutes	97 minutes

Cessnock Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,251 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
4,268	0%
89%	

* 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.

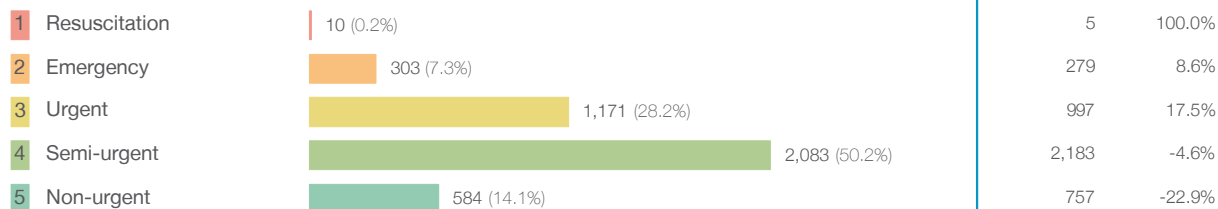
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cessnock Hospital: Patients presenting to the emergency department

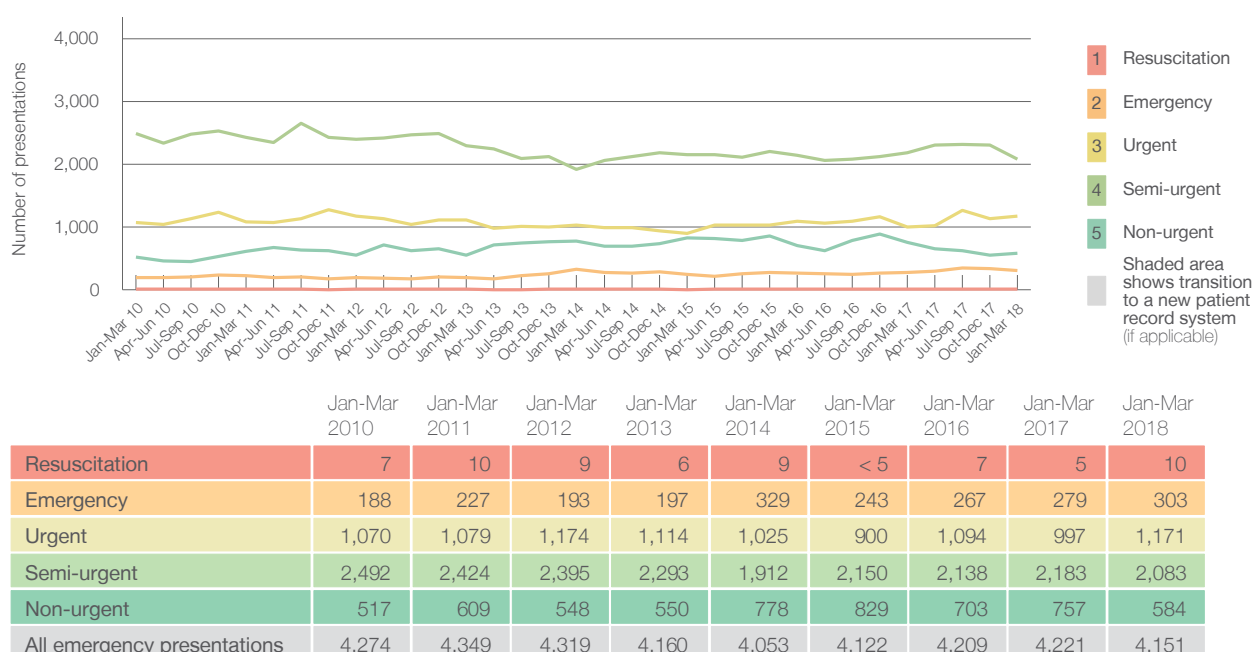
January to March 2018

All presentations:¹ 4,251 patients

Emergency presentations² by triage category: 4,151 patients



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



Cessnock Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 446 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.

Cessnock Hospital: 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: 303

Number of triage 2 patients used to calculate waiting time: ³ 299

Median time to start treatment ⁴

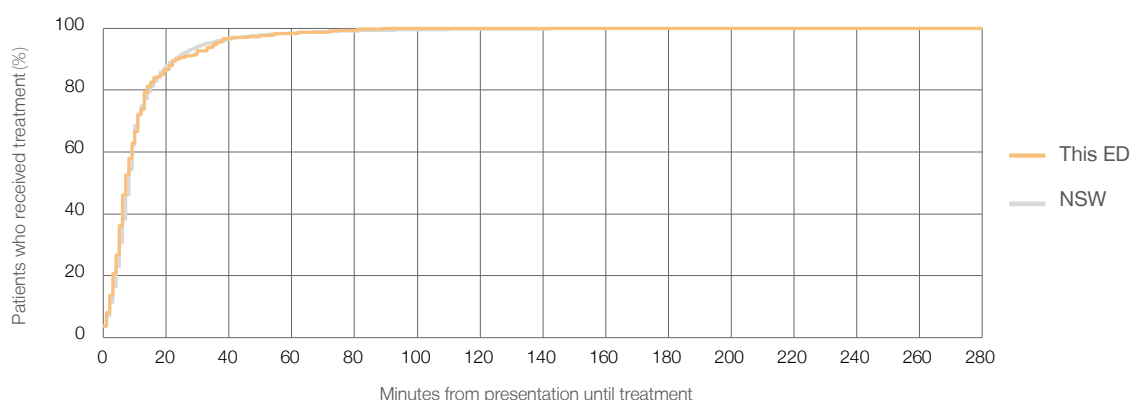
7 minutes

90th percentile time to start treatment ⁵

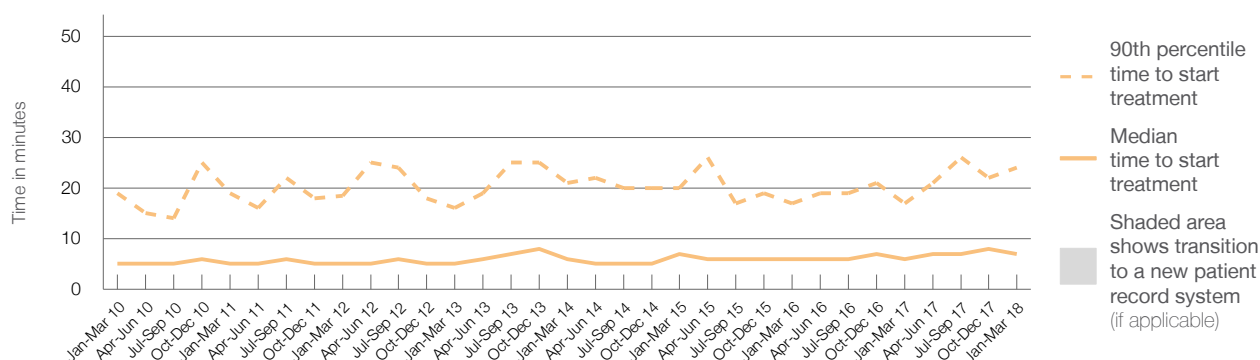
24 minutes

Same period last year	NSW (this period)
279	
274	
6 minutes	8 minutes
17 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)	5	5	5	5	6	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	19	19	19	16	21	20	17	17	24

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Cessnock Hospital: 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: 1,171

Number of triage 3 patients used to calculate waiting time: ³ 1,147

Median time to start treatment ⁴

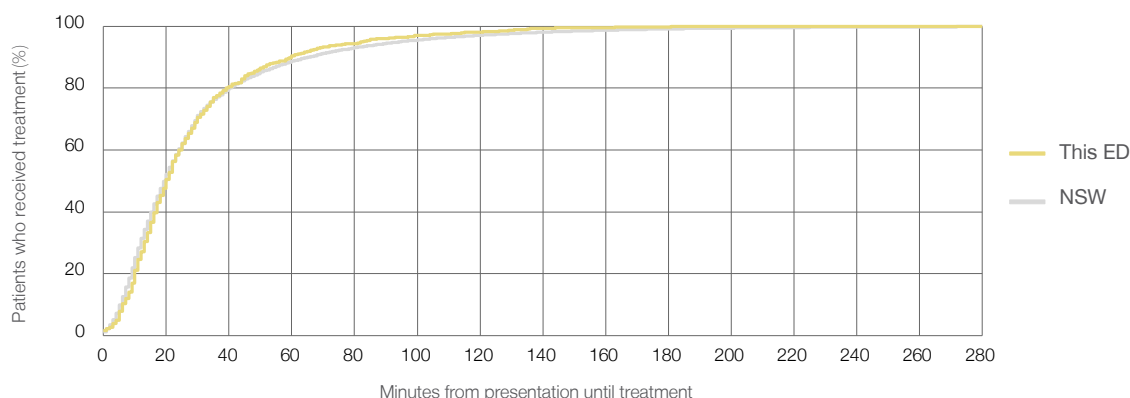
20 minutes

90th percentile time to start treatment ⁵

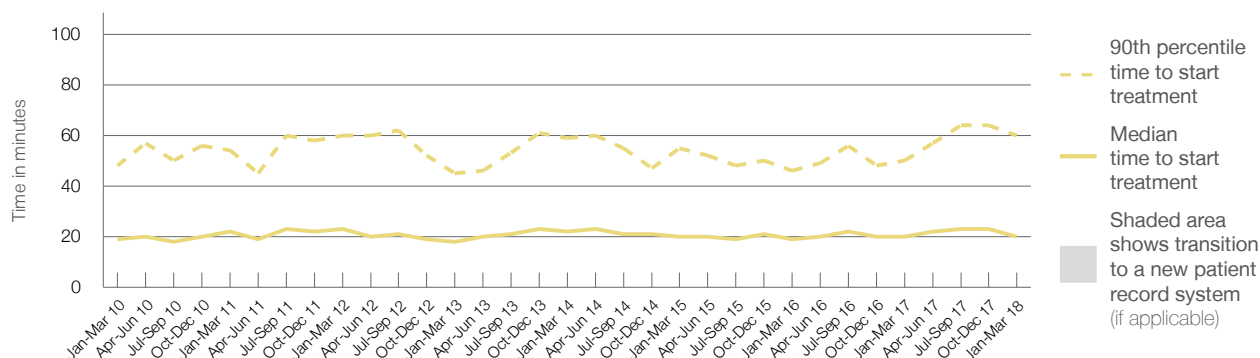
60 minutes

Same period last year	NSW (this period)
997	
965	
20 minutes	20 minutes
50 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)	19	22	23	18	22	20	19	20	20
90th percentile time to start treatment ⁵ (minutes)	48	54	60	45	59	55	46	50	60

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Cessnock Hospital: 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: 2,083

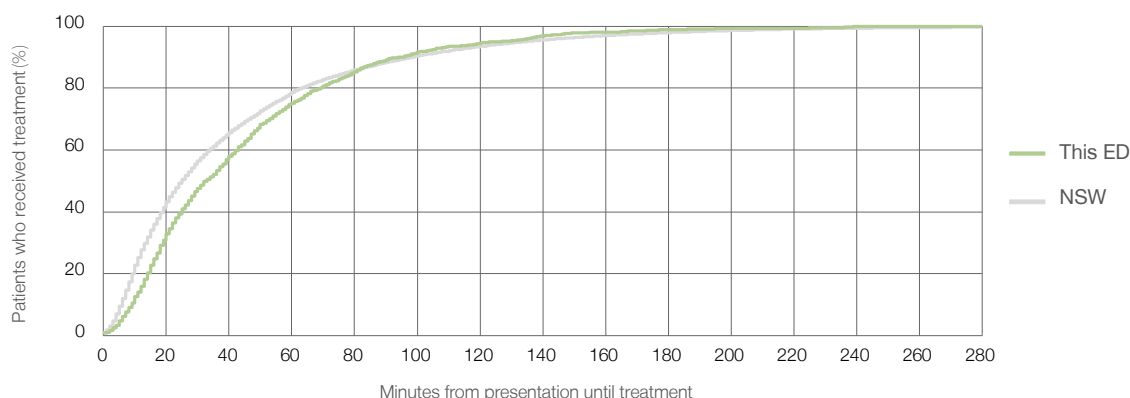
Number of triage 4 patients used to calculate waiting time: ³ 1,943

Median time to start treatment ⁴ 33 minutes

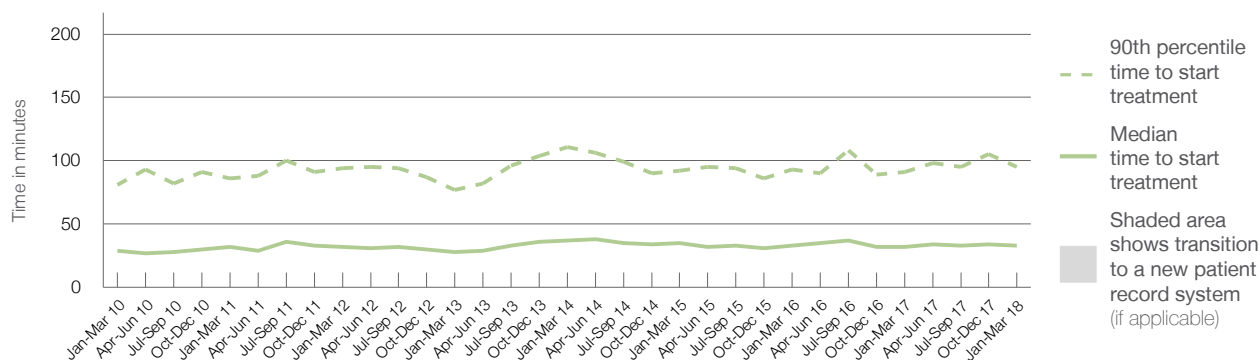
90th percentile time to start treatment ⁵ 95 minutes

Same period last year	NSW (this period)
2,183	
2,008	
32 minutes	25 minutes
91 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)	29	32	32	28	37	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	81	86	94	77	111	92	93	91	95

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Cessnock Hospital: 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: 584

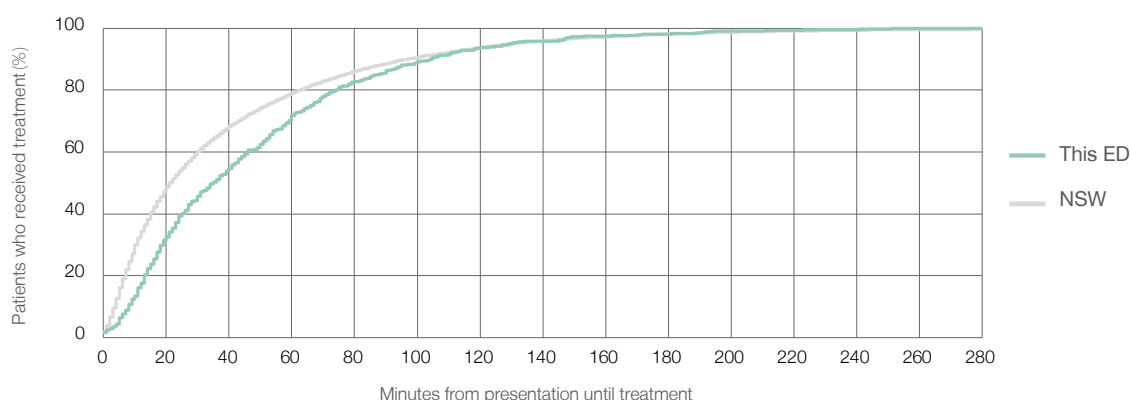
Number of triage 5 patients used to calculate waiting time:³ 499

Median time to start treatment⁴ 35 minutes

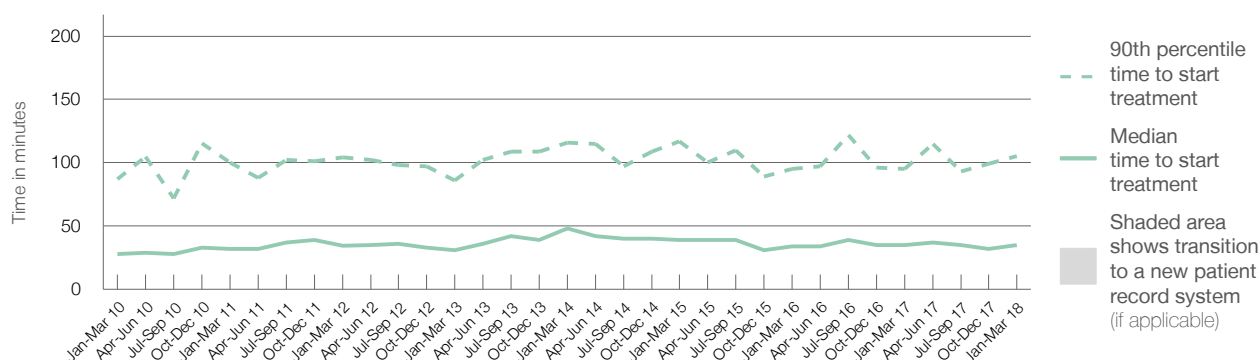
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
757	
642	
35 minutes	22 minutes
95 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)	28	32	35	31	48	39	34	35	35
90th percentile time to start treatment ⁵ (minutes)	87	100	104	86	116	117	95	95	105

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Cessnock Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,251 patients

Presentations used to calculate time to leaving the ED:⁶ 4,251 patients

Median time spent in the ED⁸

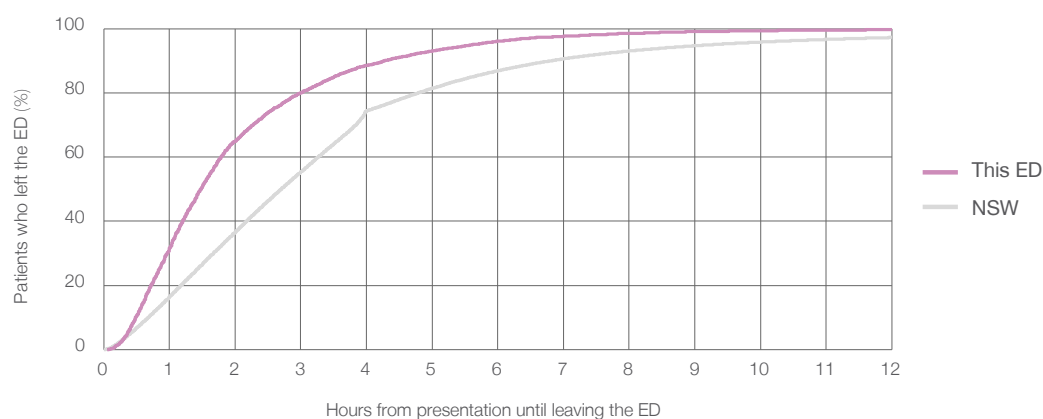
1 hours and 29 minutes

90th percentile time spent in the ED⁹

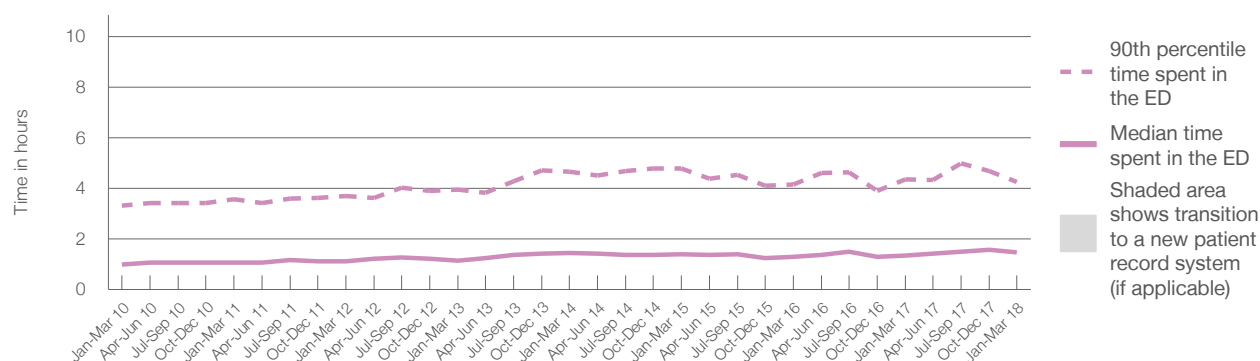
4 hours and 16 minutes

Same period last year	NSW (this period)
4,268	
4,268	
1 hours and 21 minutes	2 hours and 42 minutes
4 hours and 22 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)	1h 0m	1h 4m	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m	1h 21m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 20m	3h 35m	3h 42m	3h 58m	4h 40m	4h 47m	4h 10m	4h 22m	4h 16m

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Cessnock Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

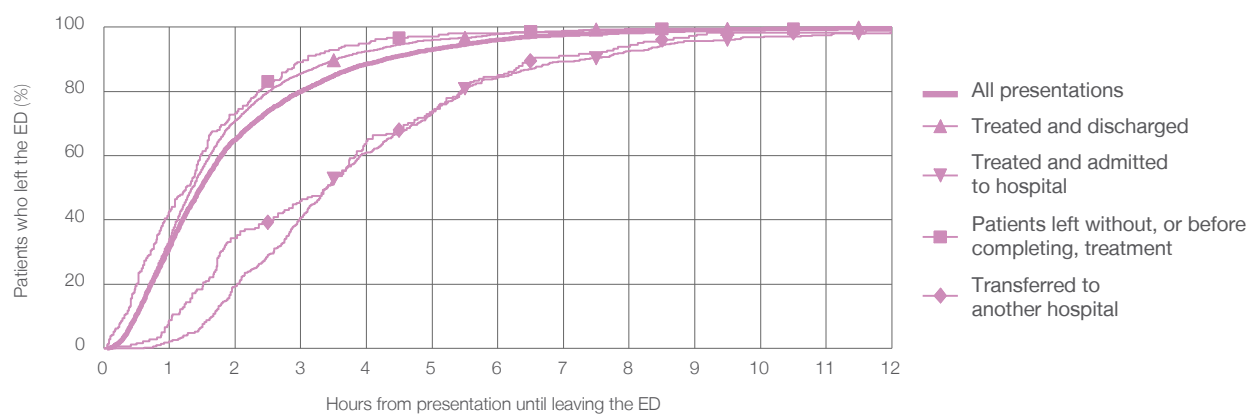
All presentations:[†] 4,251 patients

Presentations used to calculate time to leaving the ED:[‡] 4,251 patients

Treated and discharged	3,319 (78.1%)
Treated and admitted to hospital	413 (9.7%)
Patient left without, or before completing, treatment	213 (5.0%)
Transferred to another hospital	181 (4.3%)
Other	125 (2.9%)

Same period last year	Change since one year ago
4,268	0%
3,249	2.2%
478	-13.6%
190	12.1%
130	39.2%
221	-43.4%

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	34.0%	70.9%	85.5%	92.5%	97.9%	99.4%	99.7%	99.9%
Treated and admitted to hospital	2.2%	19.4%	40.7%	61.0%	84.3%	92.5%	96.9%	98.3%
Patient left without, or before completing, treatment	42.7%	73.2%	89.2%	94.8%	98.1%	99.1%	99.5%	99.5%
Transferred to another hospital	8.8%	34.3%	45.9%	64.6%	85.1%	93.9%	98.3%	98.9%
All presentations	31.6%	65.1%	80.0%	88.6%	96.1%	98.5%	99.4%	99.7%

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Cessnock Hospital: 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 4,251 patients

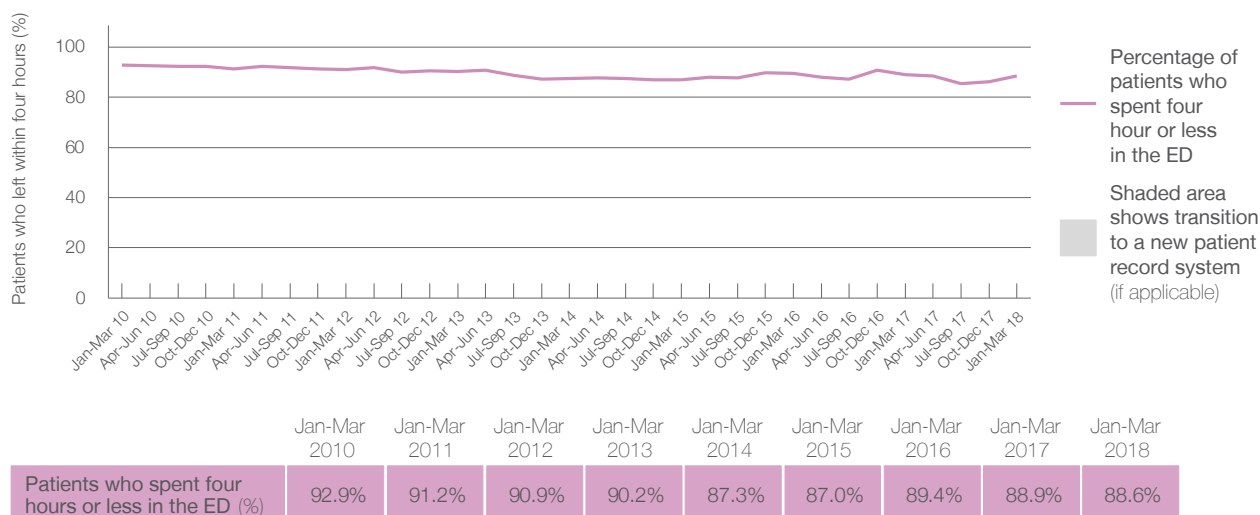
Presentations used to calculate time to leaving the ED: ⁶ 4,251 patients

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



Same period last year	Change since one year ago
4,268	0%
4,268	0%
88.9%	

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.
- † 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 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).