

Kempsey Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,254 patients
Emergency presentations:² 6,974 patients

Same period last year	Change since one year ago
6,903	5.1%
6,748	3.3%

Kempsey Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 771 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,137 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,473 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 574 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
843	
12 minutes	8 minutes
32 minutes	23 minutes
2,236	
24 minutes	20 minutes
61 minutes	65 minutes
2,894	
28 minutes	26 minutes
95 minutes	99 minutes
751	
28 minutes	23 minutes
91 minutes	103 minutes

Kempsey Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,254 patients

Percentage of patients who spent four hours or less in the ED 84.7%

Same period last year	Change since one year ago
6,899	5.1%
82.2%	

* 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.

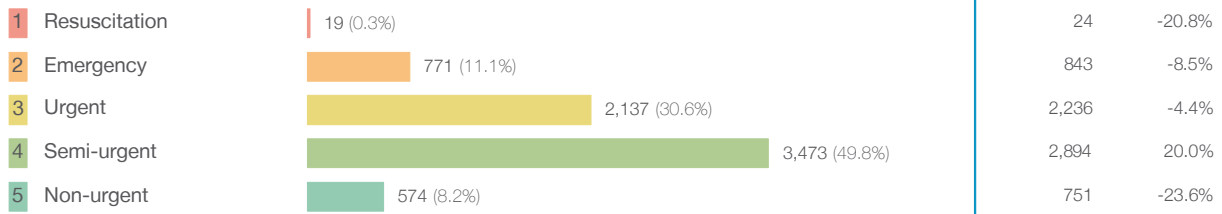
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Kempsey Hospital: Patients presenting to the emergency department October to December 2017

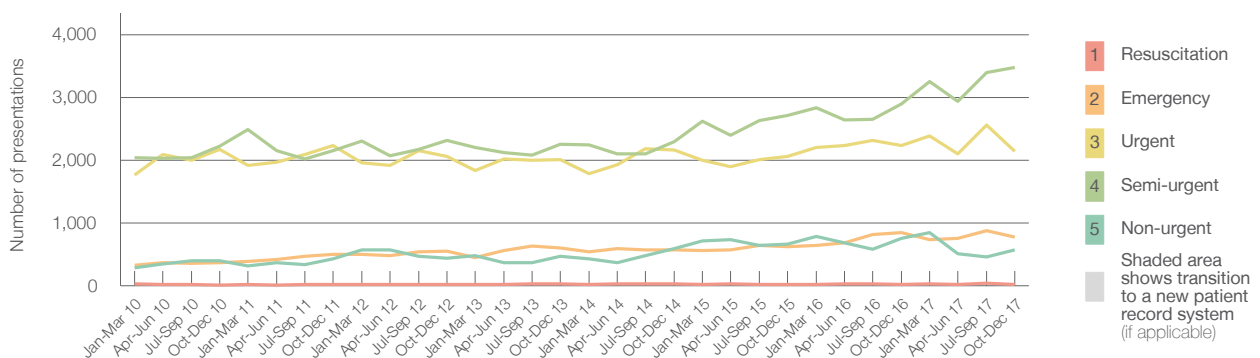
All presentations:¹ 7,254 patients

Emergency presentations² by triage category: 6,974 patients



Same period last year	Change since one year ago
6,903	5.1%
6,748	3.3%
24	-20.8%
843	-8.5%
2,236	-4.4%
2,894	20.0%
751	-23.6%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	13	20	21	29	34	24	24	19
Emergency	361	501	554	597	567	619	843	771
Urgent	2,171	2,230	2,055	2,010	2,164	2,057	2,236	2,137
Semi-urgent	2,224	2,151	2,311	2,254	2,295	2,717	2,894	3,473
Non-urgent	392	431	433	463	590	666	751	574
All emergency presentations	5,161	5,333	5,374	5,353	5,650	6,083	6,748	6,974

Kempsey Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 835 patients

ED Transfer of care time



Same period last year	Change since one year ago
840	
12 minutes	-1 minute
24 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.

Kempsey Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 771

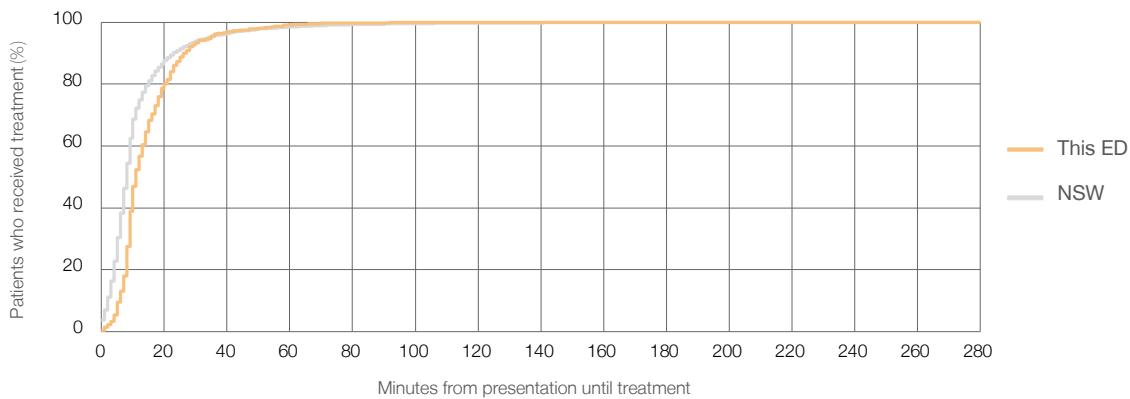
Number of triage 2 patients used to calculate waiting time:³ 770

Median time to start treatment⁴ 11 minutes

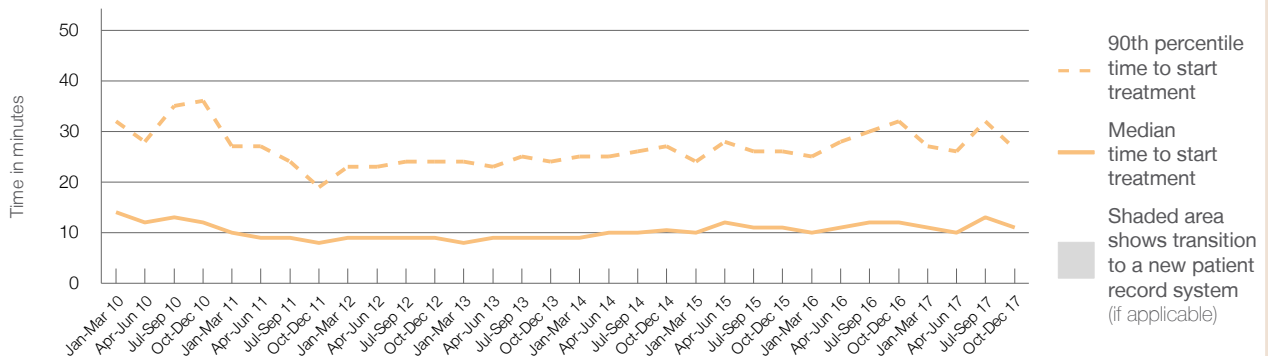
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
843	
840	
12 minutes	8 minutes
32 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	12	8	9	9	11	11	12	11
90th percentile time to start treatment ⁵ (minutes)	36	19	24	24	27	26	32	27

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Kempsey Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,137

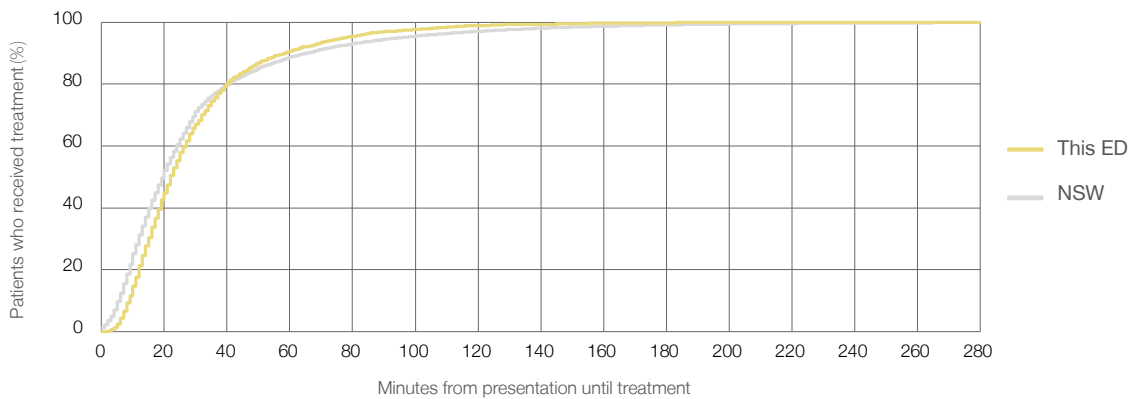
Number of triage 3 patients used to calculate waiting time:³ 2,117

Median time to start treatment⁴ 22 minutes

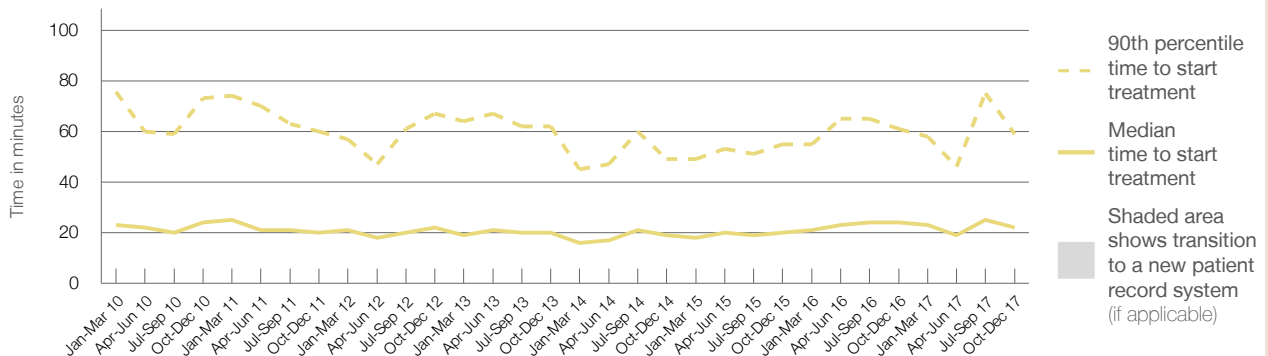
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,236	2,202
24 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	20	22	20	19	20	24	22
90th percentile time to start treatment ⁵ (minutes)	73	60	67	62	49	55	61	59

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Kempsey Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,473

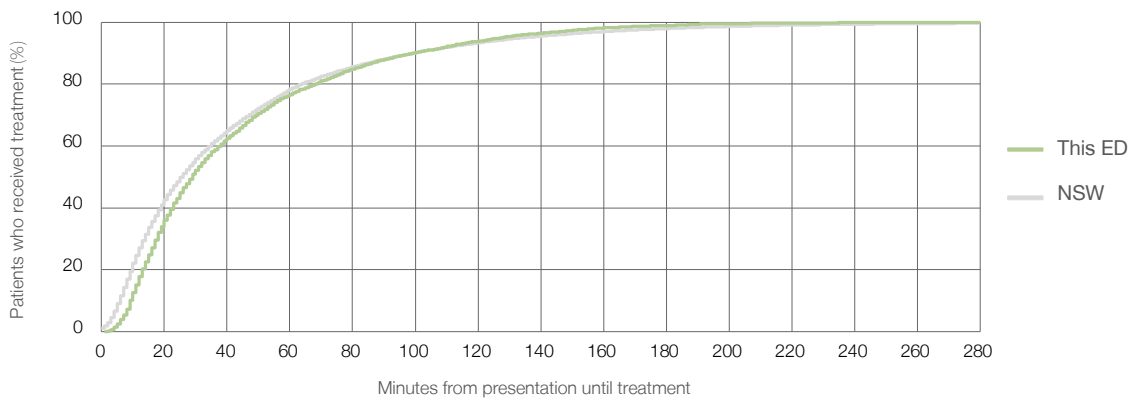
Number of triage 4 patients used to calculate waiting time:³ 3,353

Median time to start treatment⁴ 29 minutes

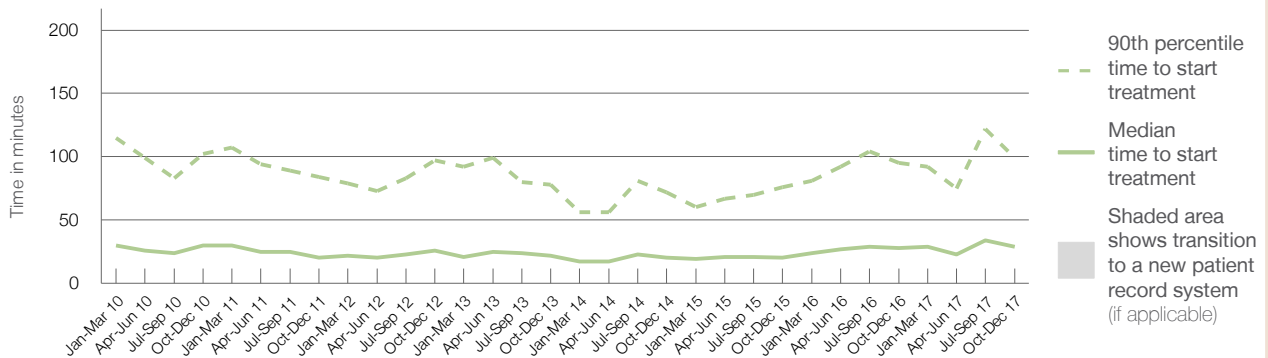
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,894	2,790
28 minutes	26 minutes
95 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	20	26	22	20	20	28	29
90th percentile time to start treatment ⁵ (minutes)	102	84	97	78	72	76	95	99

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Kempsey Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 574

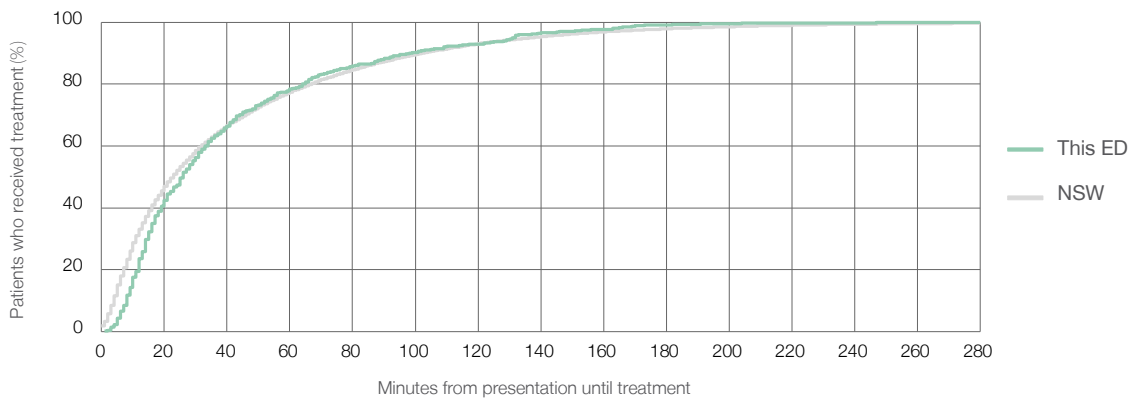
Number of triage 5 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 26 minutes

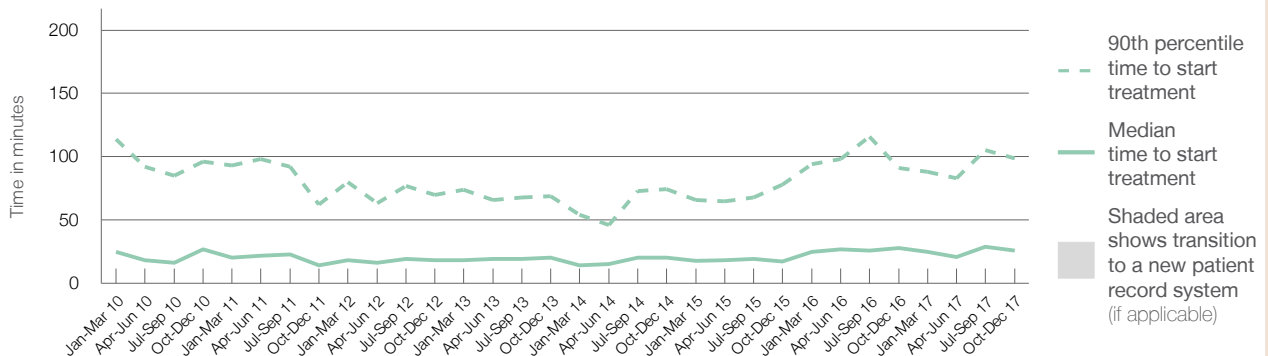
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
751	677
28 minutes	23 minutes
91 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	14	18	20	20	17	28	26
90th percentile time to start treatment ⁵ (minutes)	96	62	70	69	75	78	91	99

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Kempsey Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,254 patients

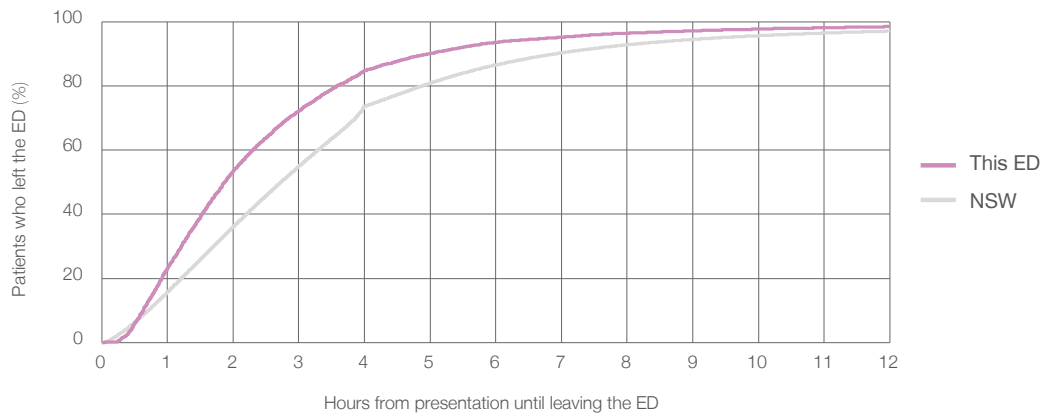
Presentations used to calculate time to leaving the ED:⁶ 7,254 patients

Median time spent in the ED⁸ 1 hours and 52 minutes

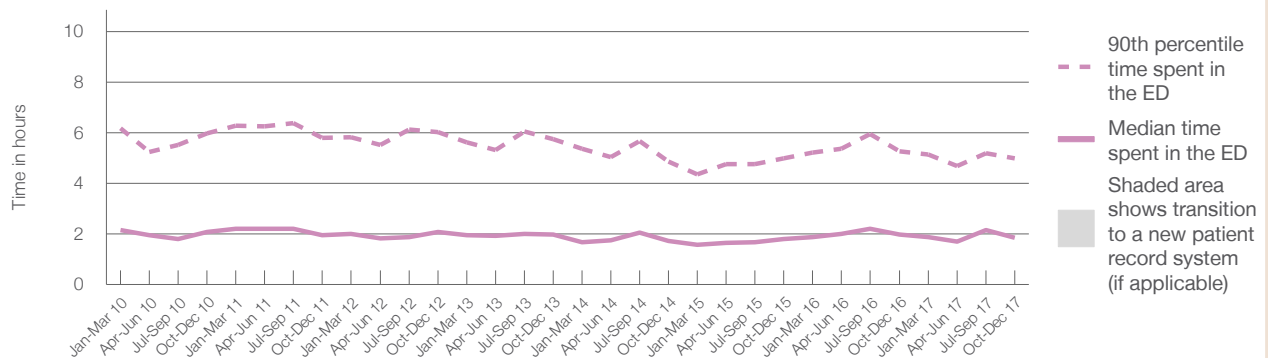
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
6,903	
6,899	
1 hours and 59 minutes	2 hours and 44 minutes
5 hours and 16 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 5m	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m	1h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 59m	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m	4h 59m

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

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Kempsey Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

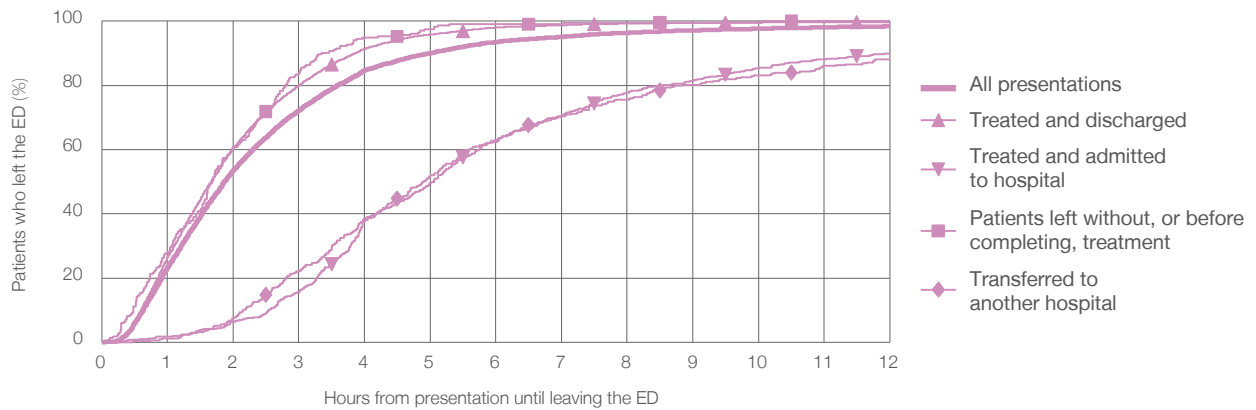
All presentations:¹ 7,254 patients

Presentations used to calculate time to leaving the ED:⁶ 7,254 patients

Treated and discharged	6,080 (83.8%)
Treated and admitted to hospital	589 (8.1%)
Patient left without, or before completing, treatment	235 (3.2%)
Transferred to another hospital	344 (4.7%)
Other	6 (0.1%)

Same period last year	Change since one year ago
6,899	5.1%
5,655	7.5%
633	-7.0%
254	-7.5%
346	-0.6%
15	-60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	26.4%	60.5%	80.0%	91.4%	98.0%	99.2%	99.6%	99.8%
Treated and admitted to hospital	1.7%	6.3%	15.6%	38.5%	62.5%	77.8%	85.4%	90.0%
Patient left without, or before completing, treatment	27.7%	60.9%	83.8%	94.9%	99.1%	99.6%	99.6%	100%
Transferred to another hospital	1.2%	7.6%	22.1%	37.8%	62.8%	75.6%	83.1%	88.1%
All presentations	23.3%	53.6%	72.2%	84.7%	93.5%	96.4%	97.7%	98.4%

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Kempsey Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 7,254 patients

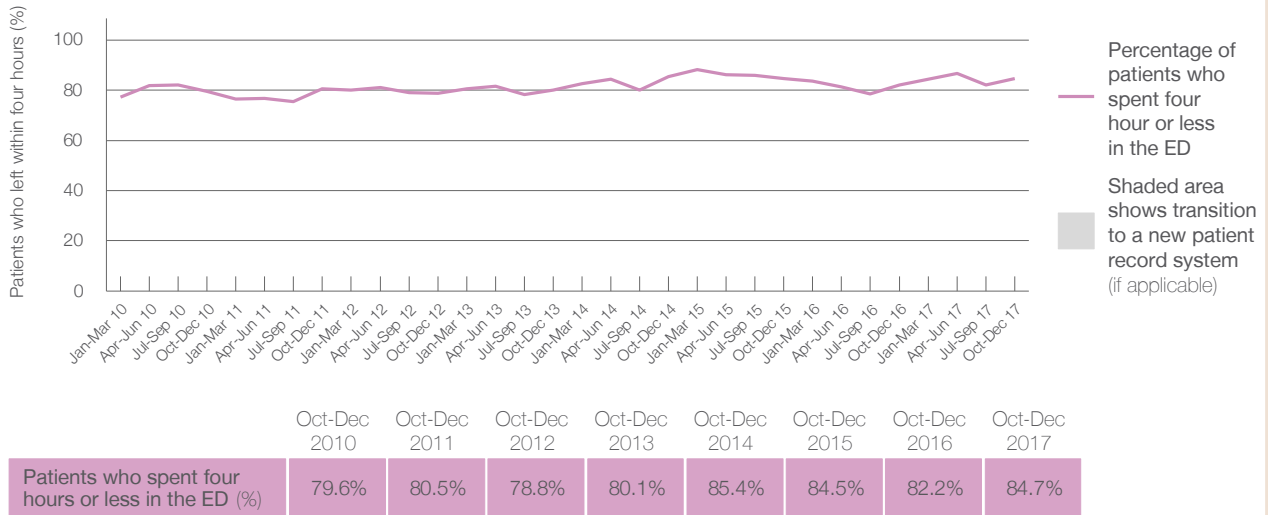
Presentations used to calculate time to leaving the ED: ⁶ 7,254 patients

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	6,903	5.1%
Presentations used to calculate time to leaving the ED	6,899	5.1%
Percentage of patients who spent four hours or less in the ED	82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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- 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).