

Kempsey District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 7,014 patients
Emergency presentations:² 6,732 patients

Same period last year	Change since one year ago
6,553	7%
6,310	7%

Kempsey District Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 854 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,331 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,998 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 521 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
750	
10 minutes	8 minutes
26 minutes	24 minutes
2,097	
19 minutes	19 minutes
46 minutes	63 minutes
2,938	
23 minutes	24 minutes
75 minutes	95 minutes
510	
21 minutes	21 minutes
83 minutes	96 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,014 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
6,553	7%
87%	

* 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.

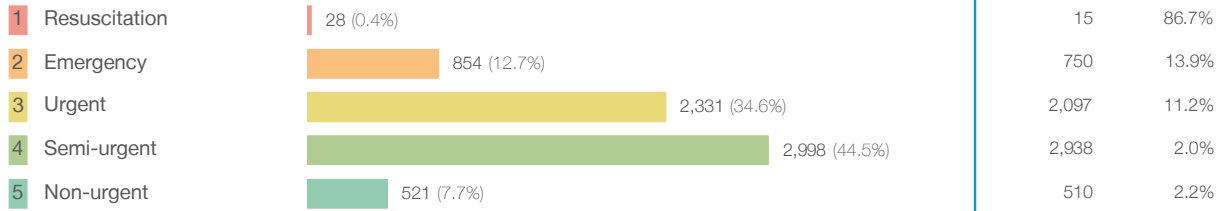
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Kempsey District Hospital: Patients presenting to the emergency department

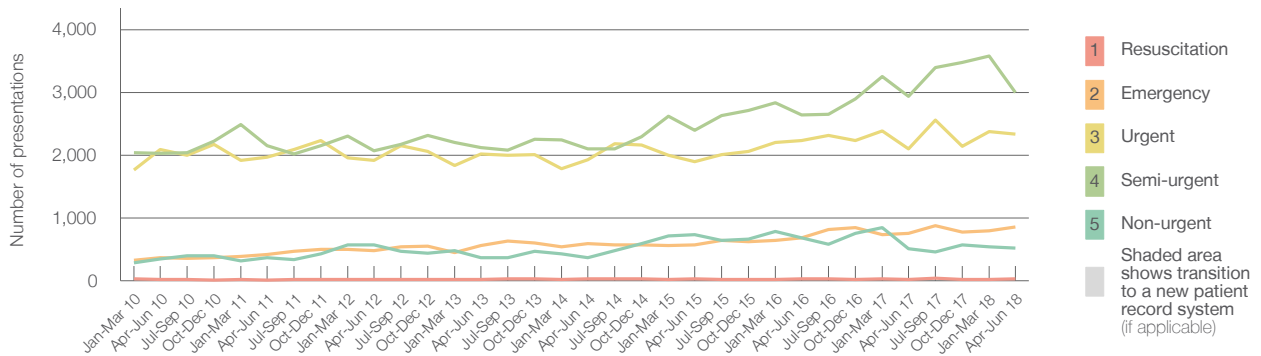
April to June 2018

All presentations:¹ 7,014 patients

Emergency presentations² by triage category: 6,732 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	20	10	17	22	31	25	29	15	28
Emergency	365	414	479	563	587	566	677	750	854
Urgent	2,085	1,964	1,912	2,014	1,924	1,897	2,235	2,097	2,331
Semi-urgent	2,029	2,155	2,069	2,119	2,095	2,395	2,643	2,938	2,998
Non-urgent	344	365	574	370	361	730	682	510	521
All emergency presentations	4,843	4,908	5,051	5,088	4,998	5,613	6,266	6,310	6,732

Kempsey District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 809 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 854

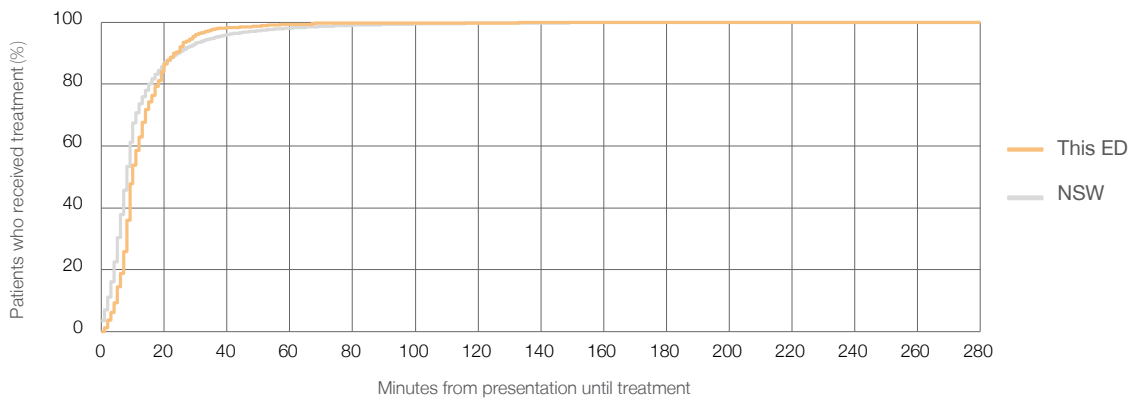
Number of triage 2 patients used to calculate waiting time:³ 853

Median time to start treatment⁴ 10 minutes

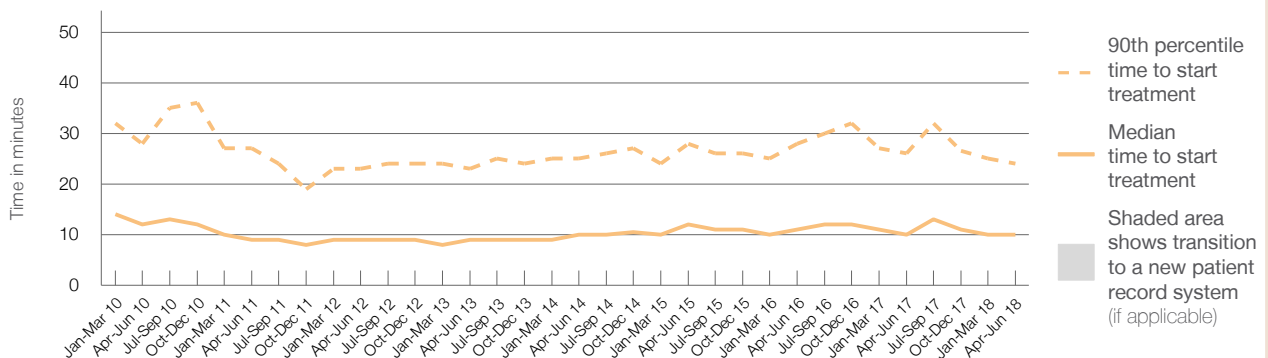
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
750	748
10 minutes	8 minutes
26 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	12	9	9	9	10	12	11	10	10
90th percentile time to start treatment ⁵ (minutes)	28	27	23	23	25	28	28	26	24

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Kempsey District Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,331

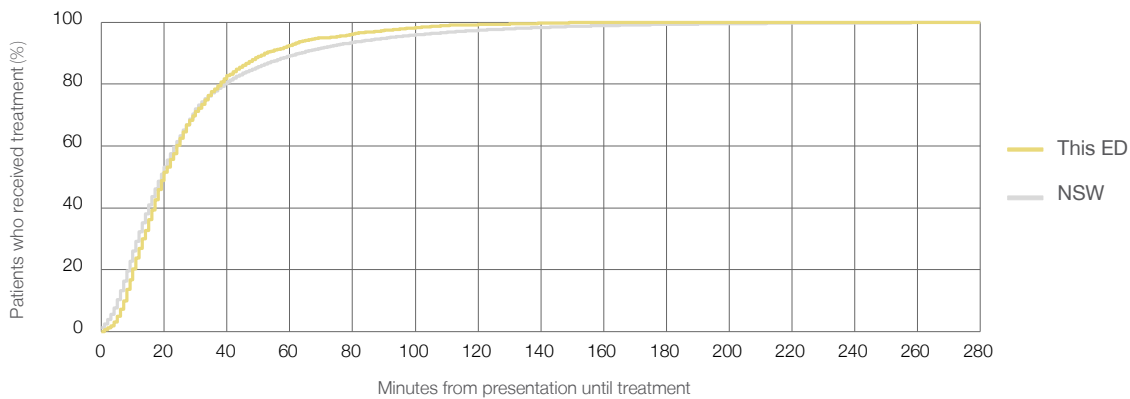
Number of triage 3 patients used to calculate waiting time:³ 2,314

Median time to start treatment⁴ 20 minutes

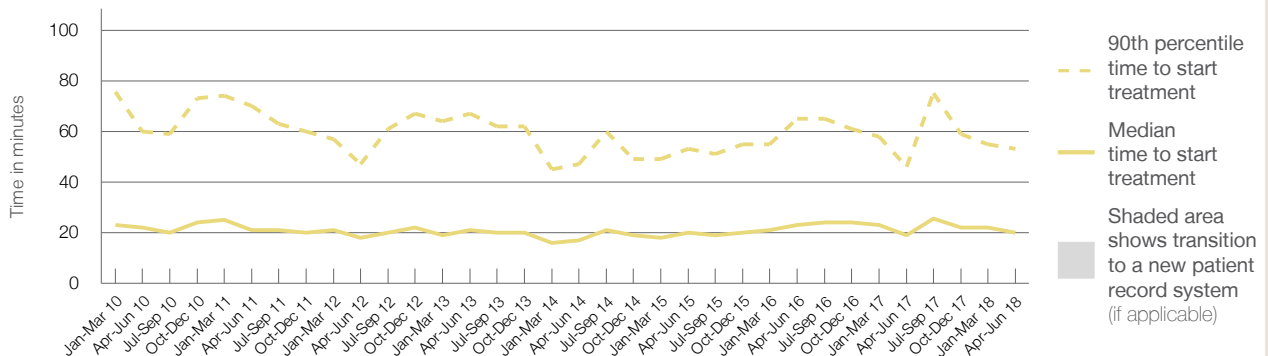
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
2,097	2,084
19 minutes	19 minutes
46 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	22	21	18	21	17	20	23	19	20
90th percentile time to start treatment ⁵ (minutes)	60	70	47	67	47	53	65	46	53

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Kempsey District Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 2,998

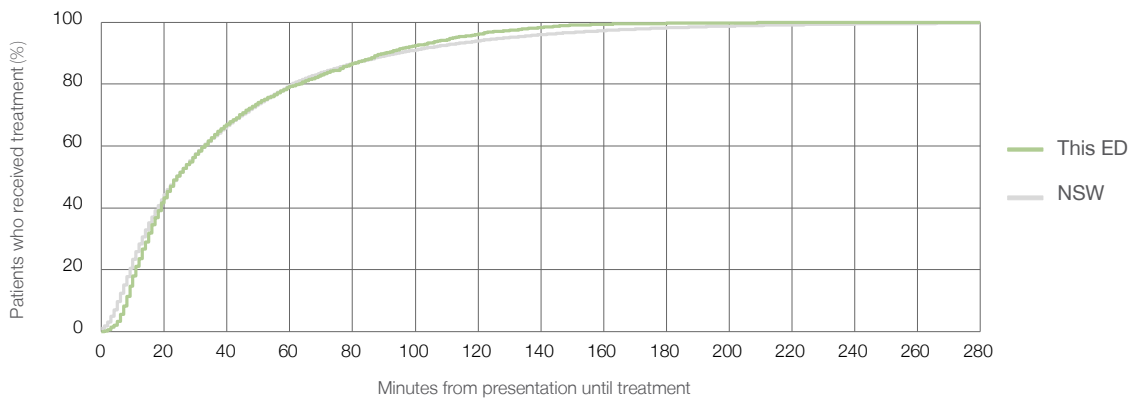
Number of triage 4 patients used to calculate waiting time:³ 2,924

Median time to start treatment⁴ 24 minutes

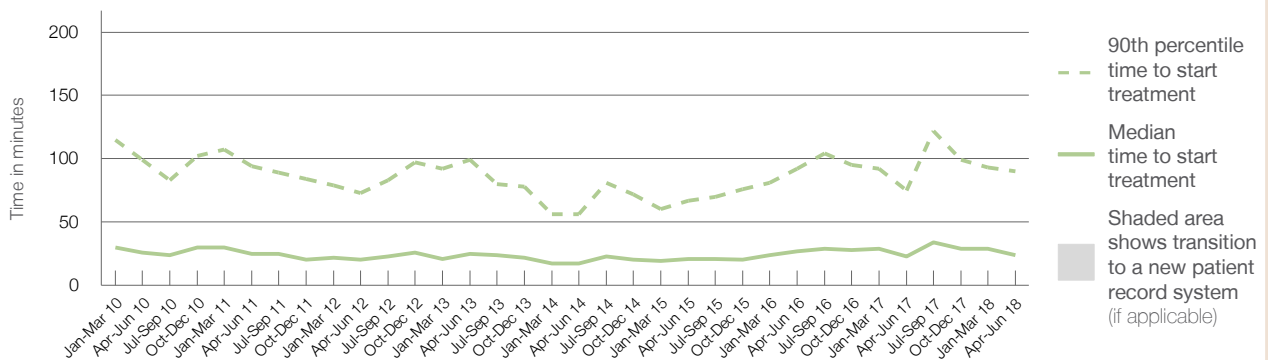
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,938	2,870
23 minutes	24 minutes
75 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	26	25	20	25	17	21	27	23	24
90th percentile time to start treatment ⁵ (minutes)	99	94	73	99	56	67	92	75	90

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Kempsey District Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 521

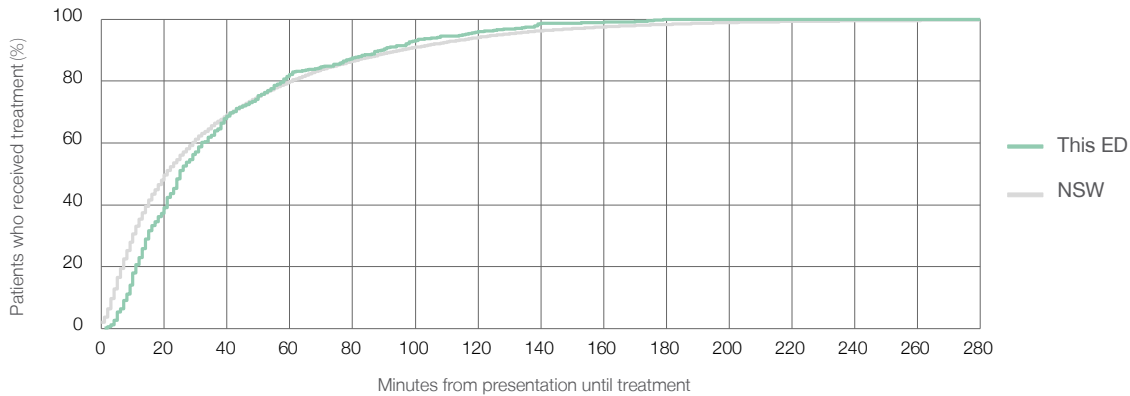
Number of triage 5 patients used to calculate waiting time:³ 491

Median time to start treatment⁴ 25 minutes

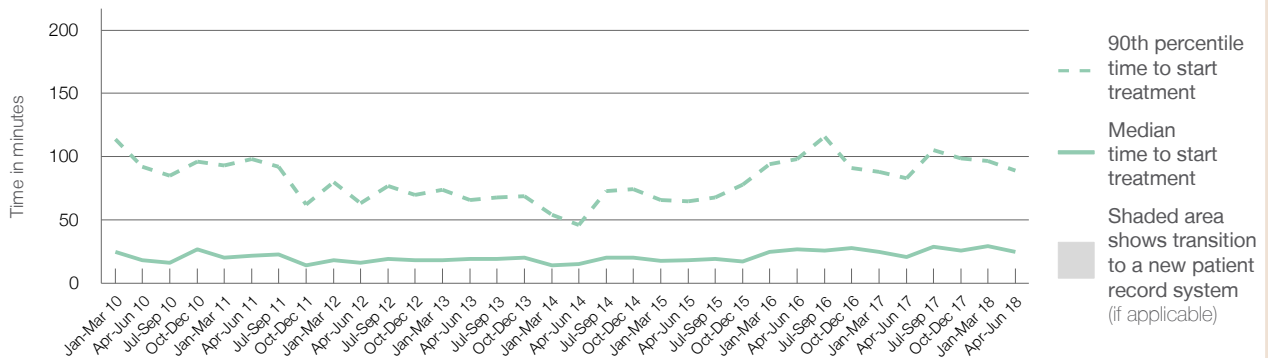
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
510	
465	
21 minutes	21 minutes
83 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	18	22	16	19	15	18	27	21	25
90th percentile time to start treatment ⁵ (minutes)	92	98	63	66	46	65	98	83	89

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Kempsey District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,014 patients

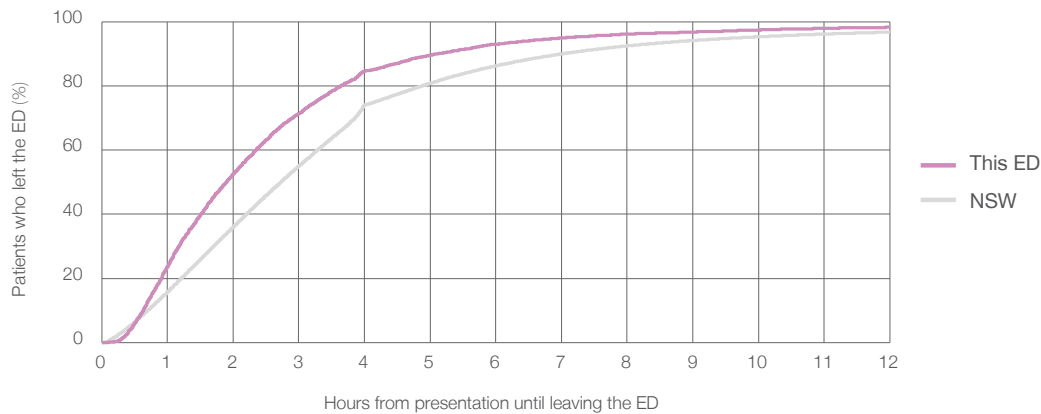
Presentations used to calculate time to leaving the ED:⁶ 7,014 patients

Median time spent in the ED⁸ 1 hours and 54 minutes

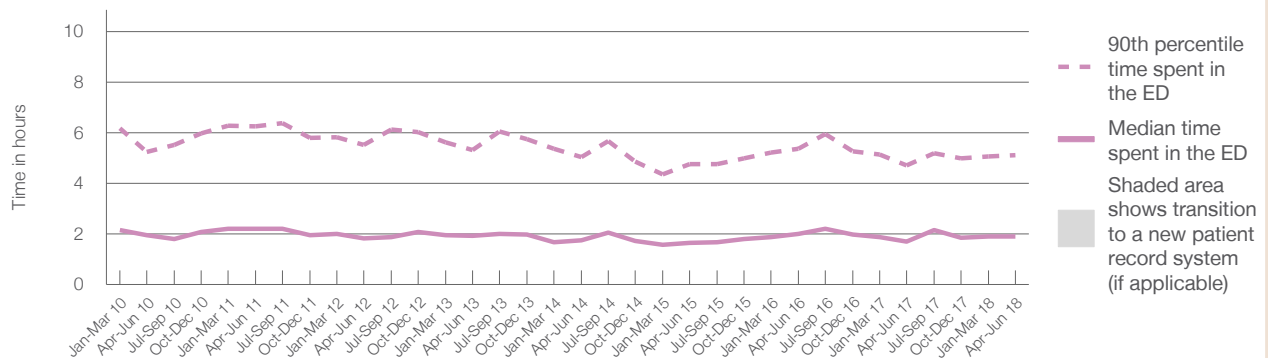
90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
6,553	6,553
1 hours and 42 minutes	2 hours and 44 minutes
4 hours and 43 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 58m	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m	1h 42m	1h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 14m	6h 15m	5h 32m	5h 20m	5h 3m	4h 46m	5h 23m	4h 43m	5h 7m

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Kempsey District Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

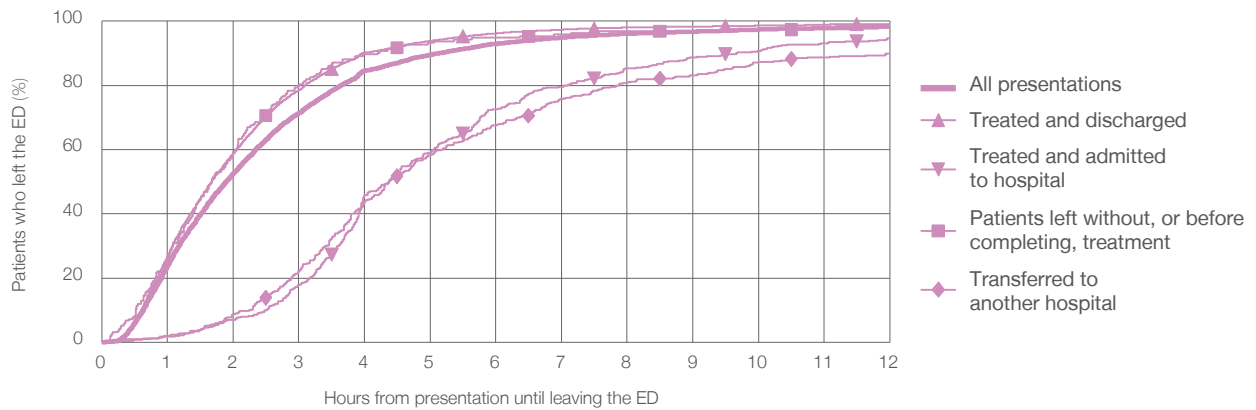
All presentations:¹ 7,014 patients

Presentations used to calculate time to leaving the ED:⁶ 7,014 patients

Mode of separation	Count	Percentage
Treated and discharged	5,948	84.8%
Treated and admitted to hospital	442	6.3%
Patient left without, or before completing, treatment	194	2.8%
Transferred to another hospital	425	6.1%
Other	5	0.1%

	Same period last year	Change since one year ago
	6,553	7%
Treated and discharged	5,569	6.8%
Treated and admitted to hospital	469	-5.8%
Patient left without, or before completing, treatment	143	35.7%
Transferred to another hospital	362	17.4%
Other	10	-50.0%

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



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	26.9%	58.8%	78.5%	90.2%	96.2%	98.0%	98.6%	99.1%
Treated and admitted to hospital	1.8%	7.0%	17.9%	45.9%	72.6%	85.3%	90.7%	94.8%
Patient left without, or before completing, treatment	25.8%	59.3%	79.9%	89.7%	94.8%	96.9%	97.4%	98.5%
Transferred to another hospital	1.9%	8.7%	22.1%	43.8%	67.5%	80.9%	87.3%	89.9%
All presentations	23.8%	52.6%	71.3%	84.6%	92.9%	96.2%	97.4%	98.3%

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Kempsey District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 7,014 patients

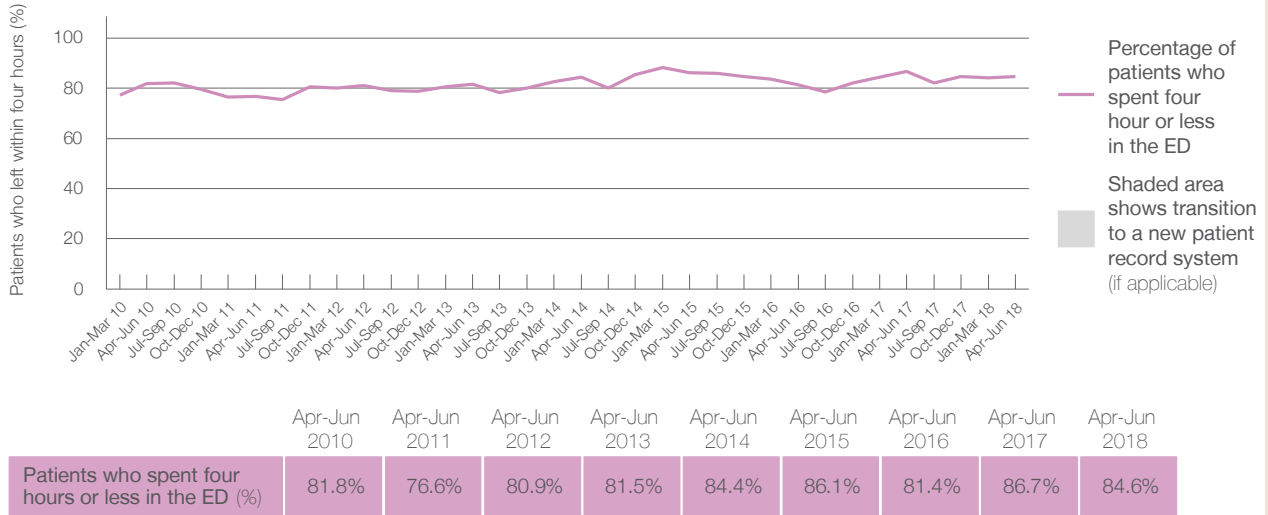
Presentations used to calculate time to leaving the ED: ⁶ 7,014 patients

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



Same period last year	Change since one year ago
6,553	7%
6,553	7%
86.7%	

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



* 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, 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 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).