

Kempsey District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,387 patients
Emergency presentations:² 7,121 patients

Same period last year	Change since one year ago
7,254	2%
6,974	2%

Kempsey District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 918 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,386 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,290 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 508 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
771	
11 minutes	8 minutes
27 minutes	26 minutes
2,137	
22 minutes	20 minutes
59 minutes	72 minutes
3,473	
29 minutes	26 minutes
99 minutes	104 minutes
574	
26 minutes	23 minutes
99 minutes	104 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,387 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
7,254	2%
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: October to December 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 22 January 2019).

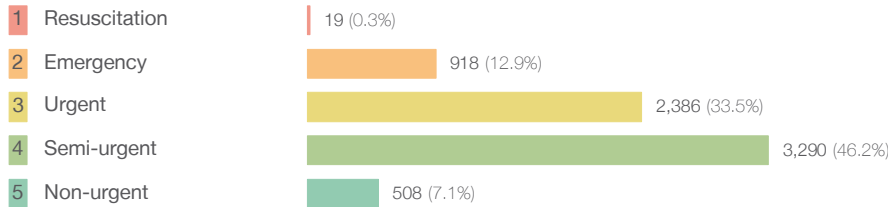
Kempsey District Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 7,387 patients

Same period last year	Change since one year ago
7,254	2%

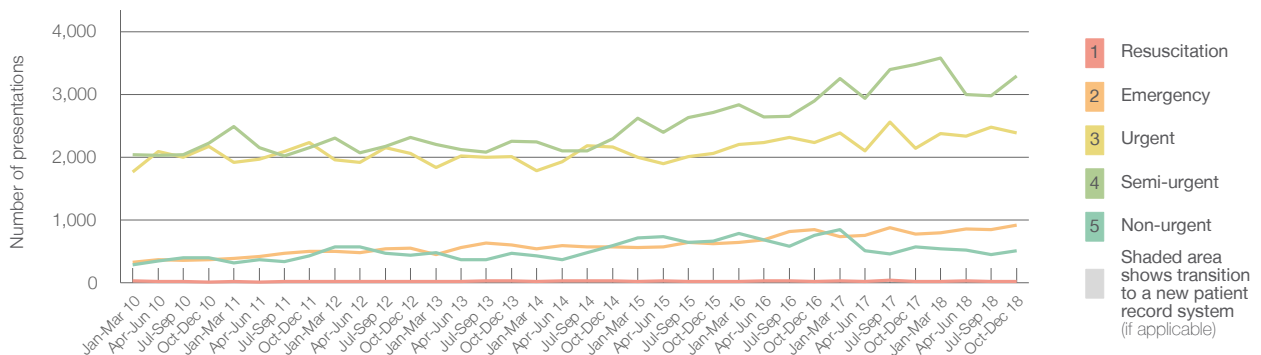
Emergency presentations² by triage category: 7,121 patients

6,974	2%
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19	0.0%
771	19.1%
2,137	11.7%
3,473	-5.3%
574	-11.5%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	13	20	21	29	34	24	24	19	19
Emergency	361	501	554	597	567	619	843	771	918
Urgent	2,171	2,230	2,055	2,010	2,164	2,057	2,236	2,137	2,386
Semi-urgent	2,224	2,151	2,311	2,254	2,295	2,717	2,894	3,473	3,290
Non-urgent	392	431	433	463	590	666	751	574	508
All emergency presentations	5,161	5,333	5,374	5,353	5,650	6,083	6,748	6,974	7,121

Kempsey District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 844 patients

811	
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ED Transfer of care time



11 minutes	1 minute
24 minutes	-2 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 District Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

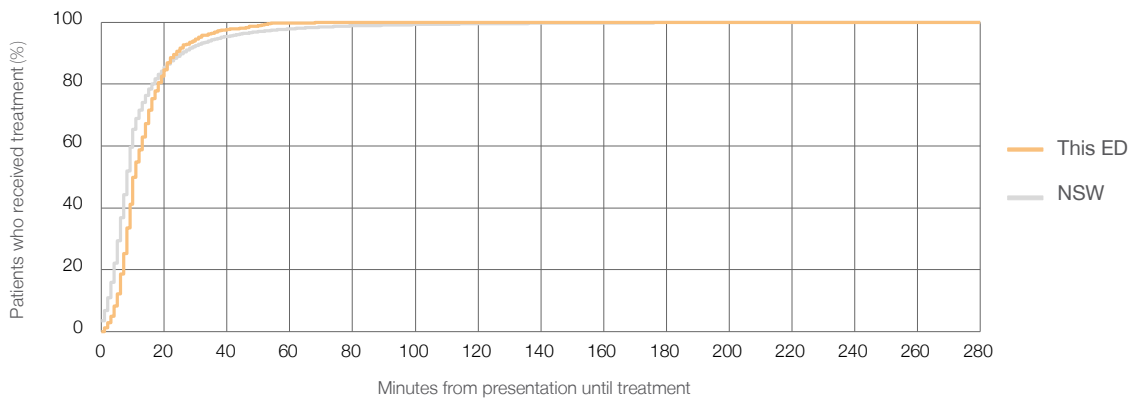
Number of triage 2 patients: 918

Number of triage 2 patients used to calculate waiting time:³ 917

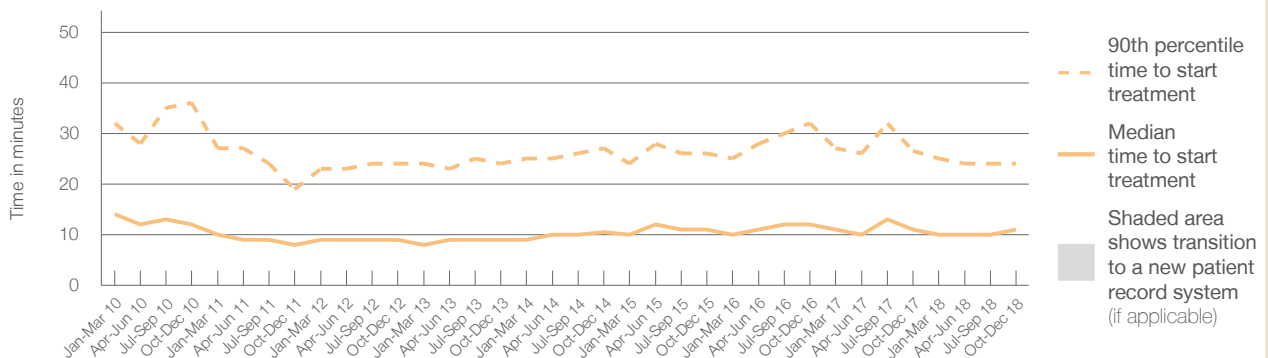
Median time to start treatment⁴ ■ 11 minutes
90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year	NSW (this period)
771	770
11 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	12	8	9	9	11	11	12	11	11
90th percentile time to start treatment ⁵ (minutes)	36	19	24	24	27	26	32	27	24

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Kempsey District Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,386

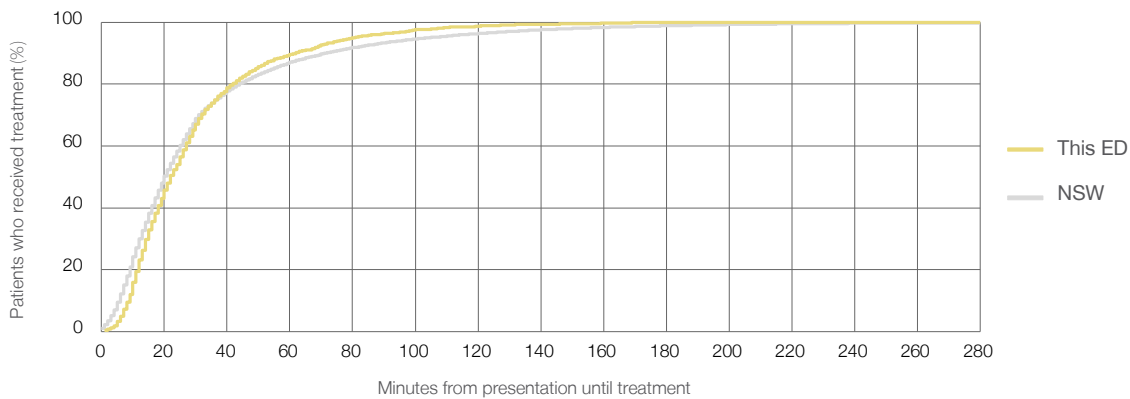
Number of triage 3 patients used to calculate waiting time:³ 2,361

Median time to start treatment⁴ 22 minutes

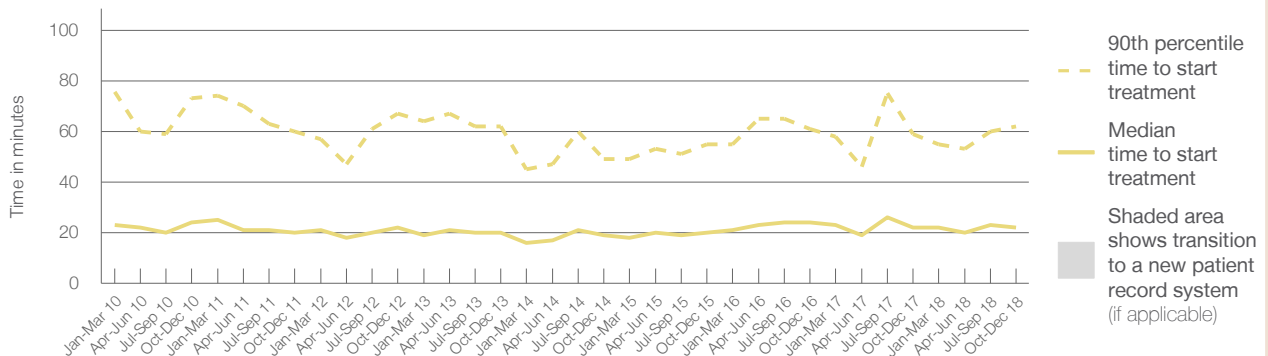
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,137	2,117
22 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	20	22	20	19	20	24	22	22
90th percentile time to start treatment ⁵ (minutes)	73	60	67	62	49	55	61	59	62

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Kempsey District Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,290

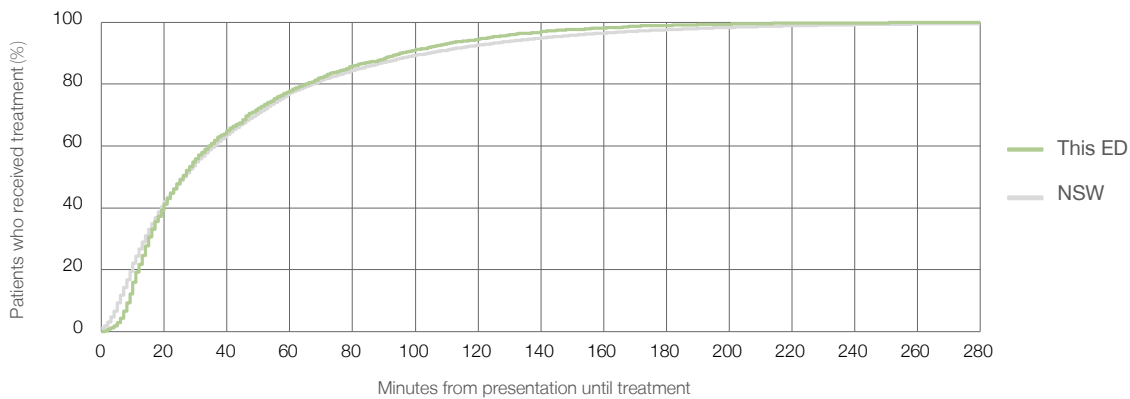
Number of triage 4 patients used to calculate waiting time:³ 3,161

Median time to start treatment⁴ 26 minutes

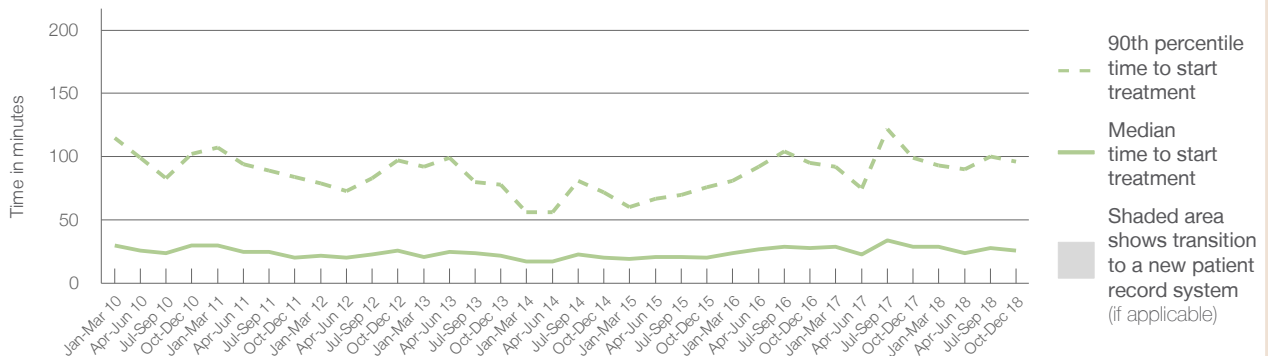
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
3,473	3,354
29 minutes	26 minutes
99 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	20	26	22	20	20	28	29	26
90th percentile time to start treatment ⁵ (minutes)	102	84	97	78	72	76	95	99	96

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Kempsey District Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 508

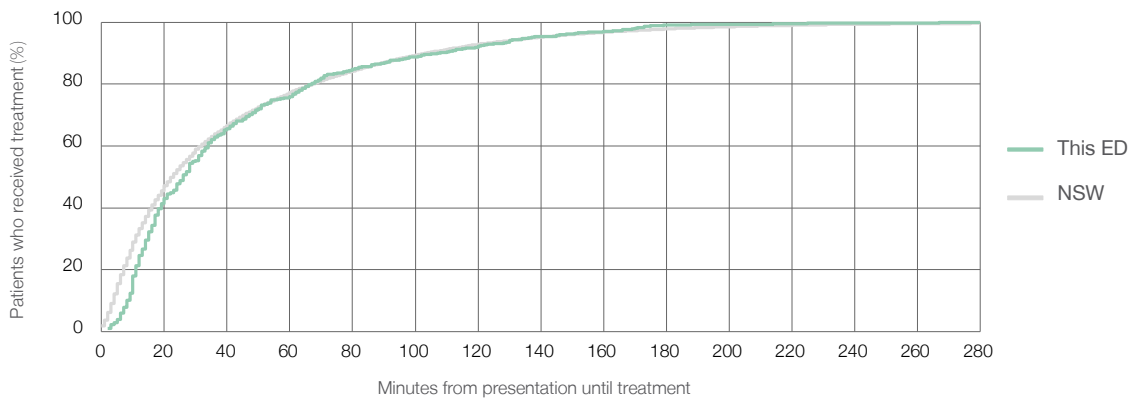
Number of triage 5 patients used to calculate waiting time:³ 467

Median time to start treatment⁴ 26 minutes

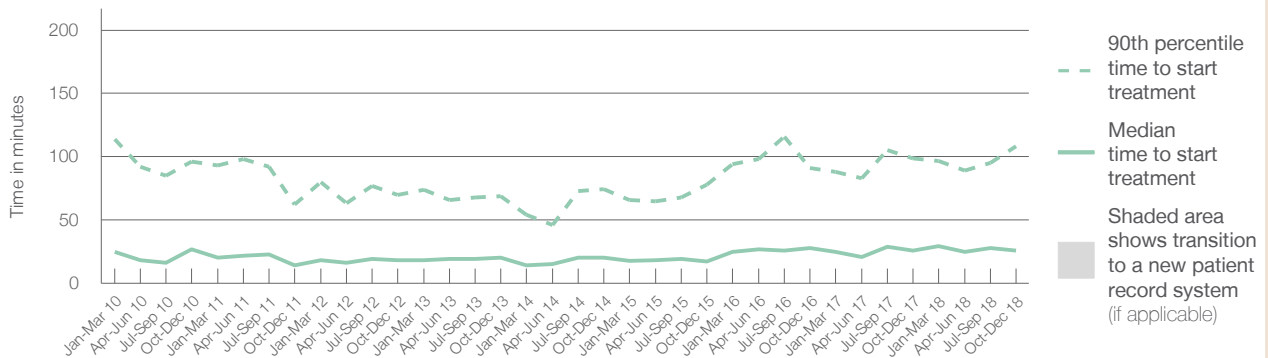
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
574	520
26 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	14	18	20	20	17	28	26	26
90th percentile time to start treatment ⁵ (minutes)	96	62	70	69	75	78	91	99	108

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Kempsey District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,387 patients

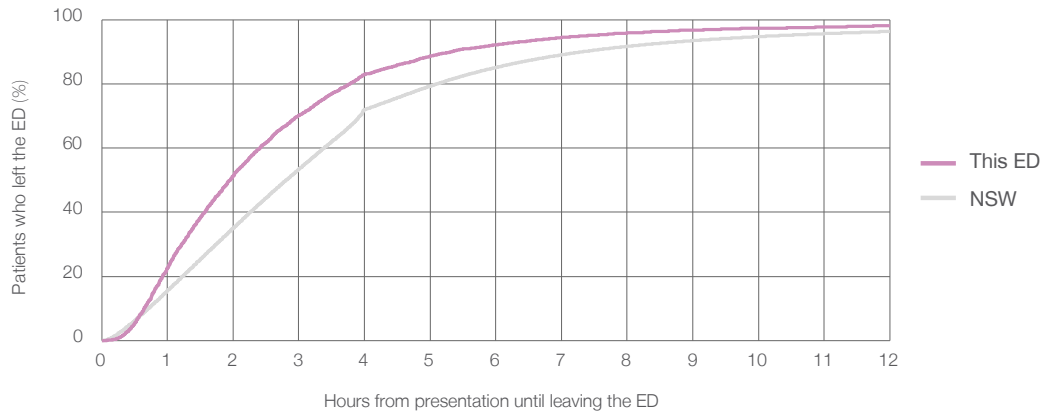
Presentations used to calculate time to leaving the ED:⁶ 7,387 patients

Median time spent in the ED⁸ 1 hours and 57 minutes

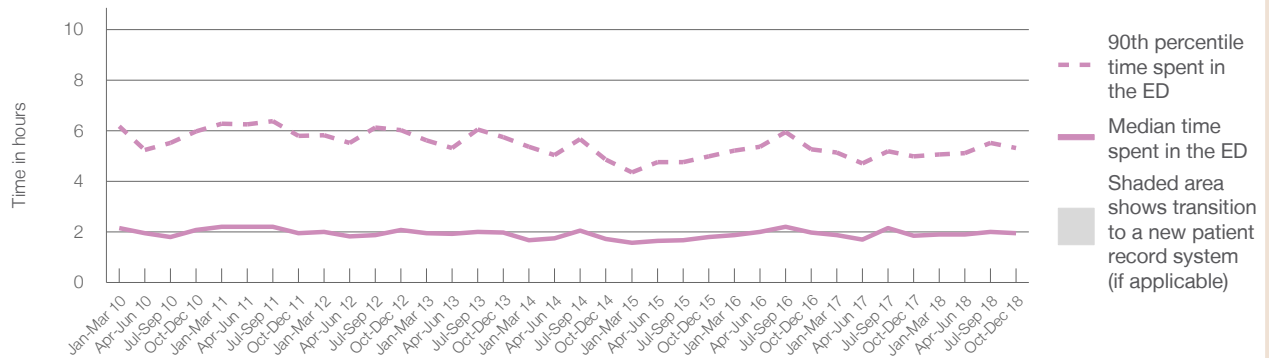
90th percentile time spent in the ED⁹ 5 hours and 20 minutes

Same period last year	NSW (this period)
7,254	7,254
1 hours and 52 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 5m	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m	1h 52m	1h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 59m	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m	4h 59m	5h 20m

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Kempsey District Hospital: Time patients spent in the ED

By mode of separation

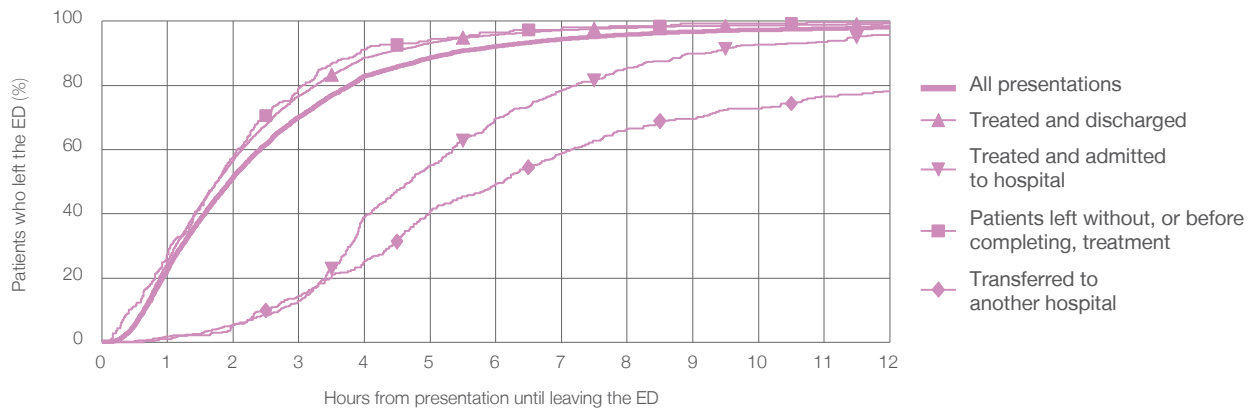
October to December 2018

All presentations:¹ 7,387 patients

Presentations used to calculate time to leaving the ED:⁶ 7,387 patients

		Same period last year	Change since one year ago
Treated and discharged	6,343 (85.9%)	6,191	2.5%
Treated and admitted to hospital	466 (6.3%)	469	-0.6%
Patient left without, or before completing, treatment	258 (3.5%)	236	9.3%
Transferred to another hospital	312 (4.2%)	352	-11.4%
Other	8 (0.1%)	6	33.3%

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



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

Treated and discharged	25.1%	56.9%	76.7%	88.6%	95.8%	98.0%	98.7%	99.2%
Treated and admitted to hospital	1.7%	5.4%	12.9%	39.1%	69.7%	85.6%	92.7%	95.7%
Patient left without, or before completing, treatment	27.5%	57.8%	79.1%	91.1%	96.5%	98.4%	99.2%	99.6%
Transferred to another hospital	1.0%	5.4%	14.4%	25.3%	49.4%	66.3%	72.8%	78.2%
All presentations	22.8%	51.5%	70.1%	82.9%	92.2%	95.9%	97.3%	98.1%

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

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Kempsey District Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 7,387 patients

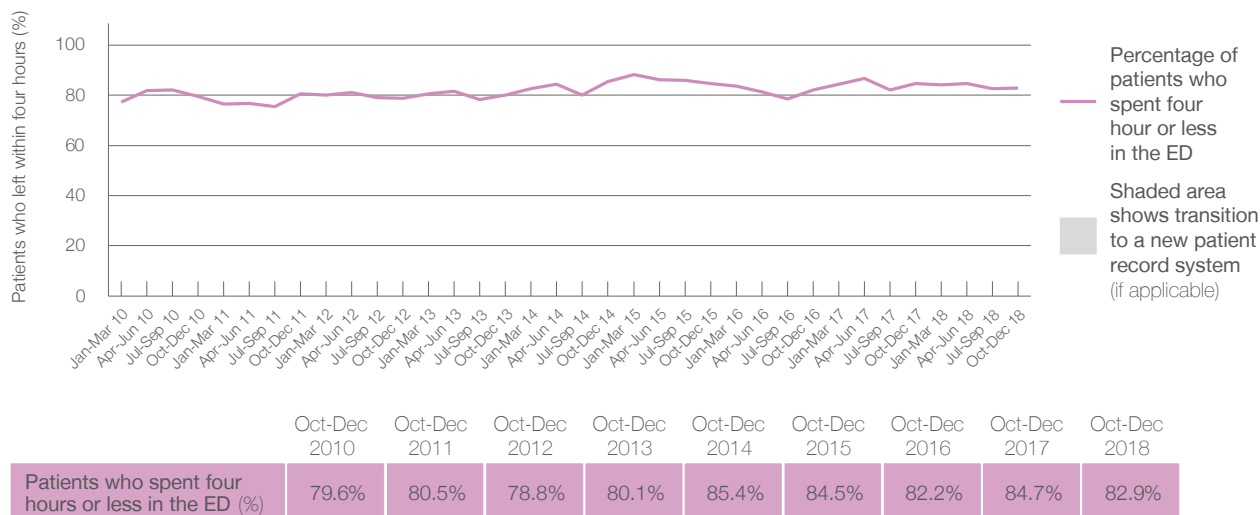
Presentations used to calculate time to leaving the ED: ⁶ 7,387 patients

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	7,254	2%
Presentations used to calculate time to leaving the ED	7,254	2%
Percentage of patients who spent four hours or less in the ED	84.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

- 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).