

Kempsey Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,451 patients
Emergency presentations:² 6,349 patients

Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%

Kempsey Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,304 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,628 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 581 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
646	
11 minutes	8 minutes
34 minutes	41 minutes
2,011	
19 minutes	21 minutes
70 minutes	103 minutes
2,631	
21 minutes	27 minutes
89 minutes	139 minutes
642	
19 minutes	24 minutes
89 minutes	138 minutes

Kempsey Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,448 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
6,225	3.6%
86.0%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

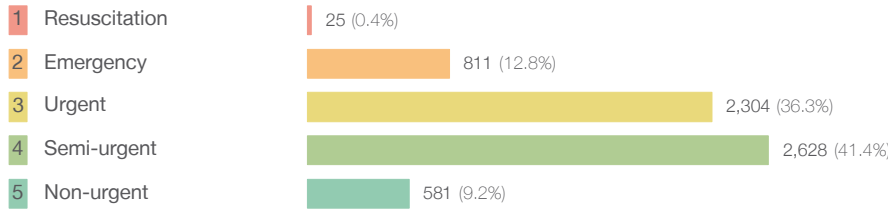
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Kempsey Hospital: Patients presenting to the emergency department

July to September 2016

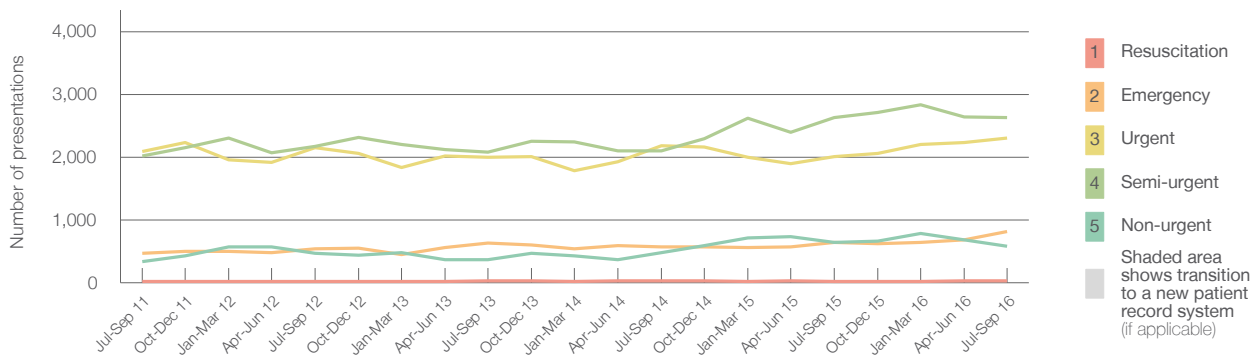
All presentations:¹ 6,451 patients

Emergency presentations² by triage category: 6,349 patients



Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%
22	13.6%
646	25.5%
2,011	14.6%
2,631	-0.1%
642	-9.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	22	32	34	22	25
Emergency	469	540	631	566	646	811
Urgent	2,092	2,153	1,999	2,180	2,011	2,304
Semi-urgent	2,022	2,169	2,076	2,098	2,631	2,628
Non-urgent	337	471	363	474	642	581
All emergency presentations	4,941	5,355	5,101	5,352	5,952	6,349

Kempsey Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 816 patients

ED Transfer of care time



Same period last year	Change since one year ago
752	
14 minutes	1 minutes
46 minutes	5 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 July to September 2016

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

Number of triage 2 patients: 811

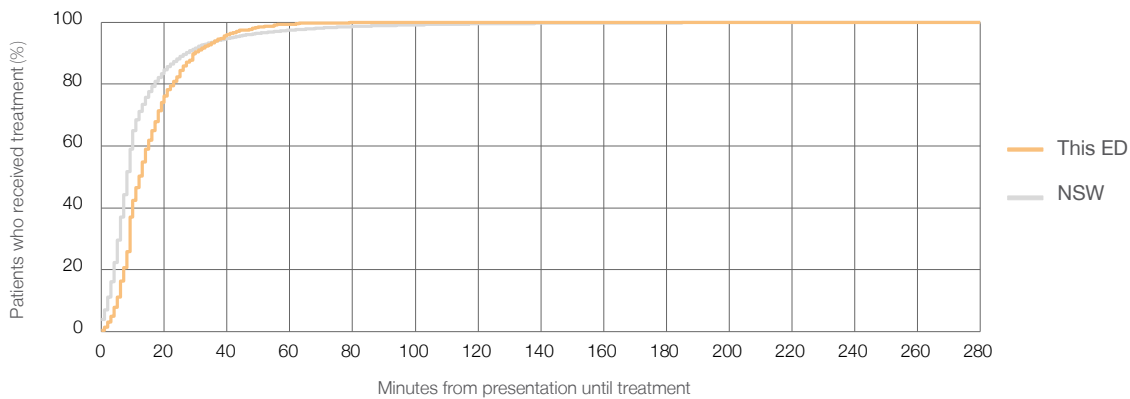
Number of triage 2 patients used to calculate waiting time:³ 809

Median time to start treatment⁴ 12 minutes

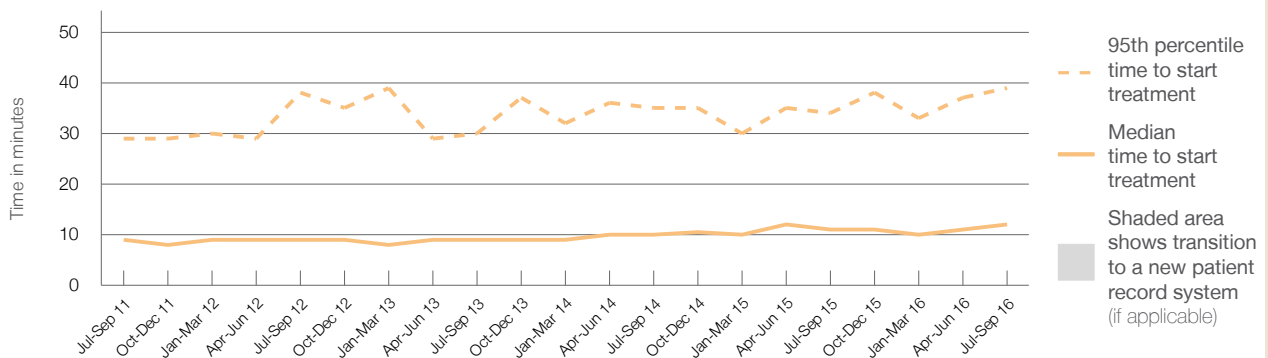
95th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
646	
644	
11 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	9	10	11	12
95th percentile time to start treatment ⁵ (minutes)	29	38	30	35	34	39

(†) 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 3 July to September 2016

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

Number of triage 3 patients: 2,304

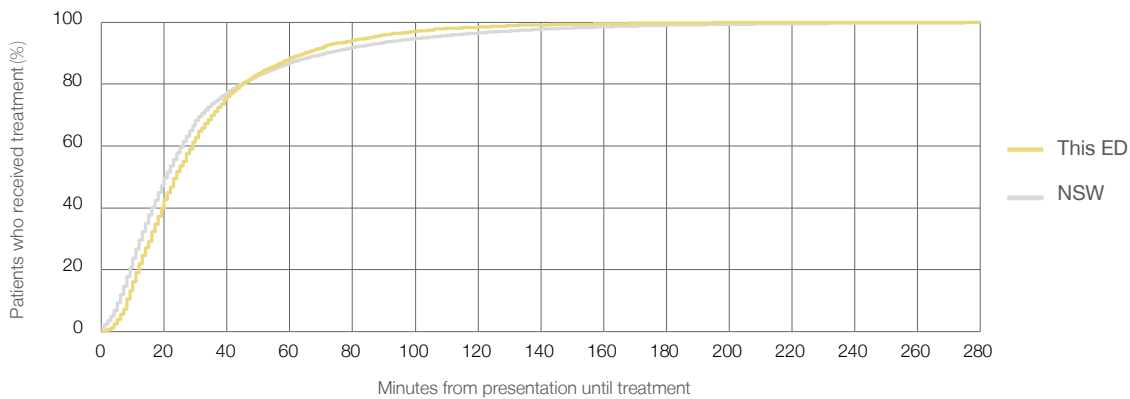
Number of triage 3 patients used to calculate waiting time:³ 2,269

Median time to start treatment⁴ 24 minutes

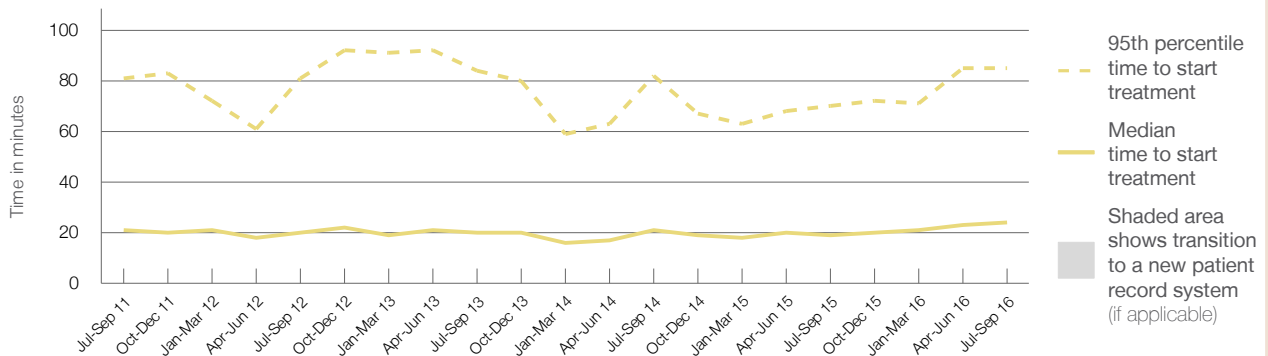
95th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,011	1,993
19 minutes	21 minutes
70 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	20	20	21	19	24
95th percentile time to start treatment ⁵ (minutes)	81	81	84	82	70	85

(†) 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 4 July to September 2016

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

Number of triage 4 patients: 2,628

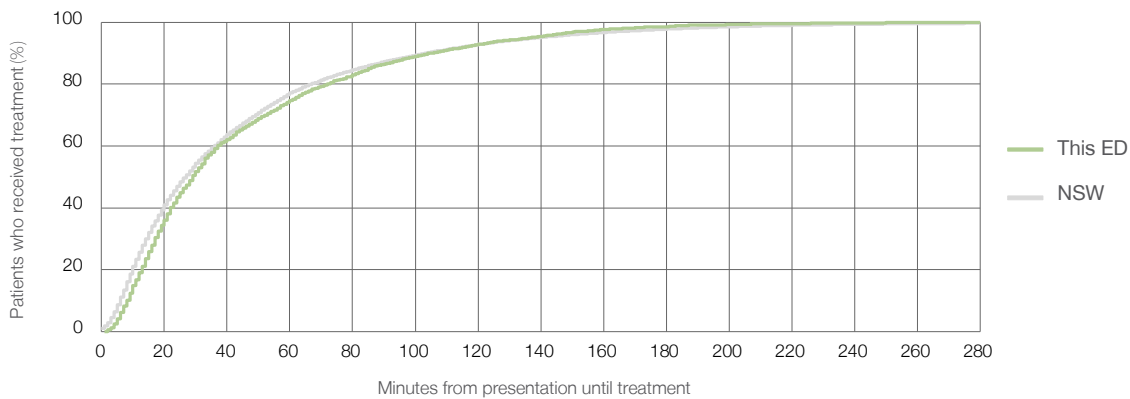
Number of triage 4 patients used to calculate waiting time:³ 2,517

Median time to start treatment⁴ 29 minutes

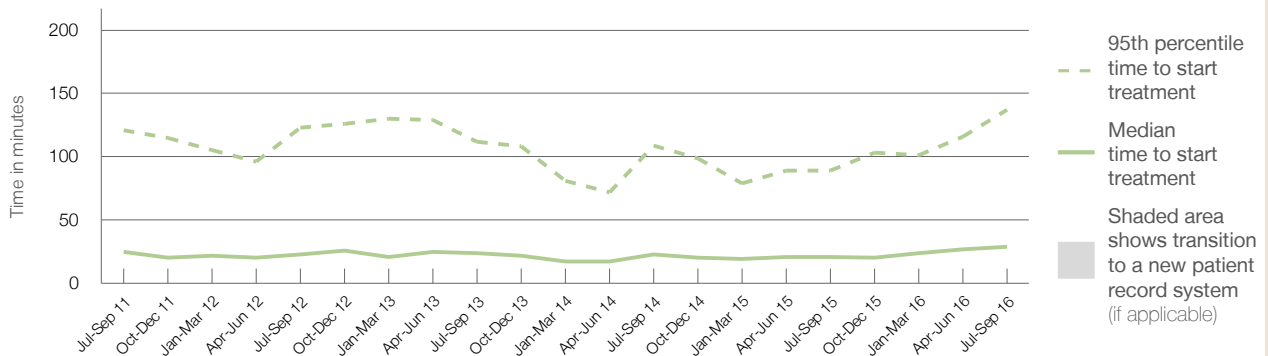
95th percentile time to start treatment⁵ 137 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,631	2,569
Median time to start treatment ⁴	21 minutes	27 minutes
95th percentile time to start treatment ⁵	89 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	24	23	21	29
95th percentile time to start treatment ⁵ (minutes)	121	123	112	109	89	137

(†) 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 5

July to September 2016

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

Number of triage 5 patients: 581

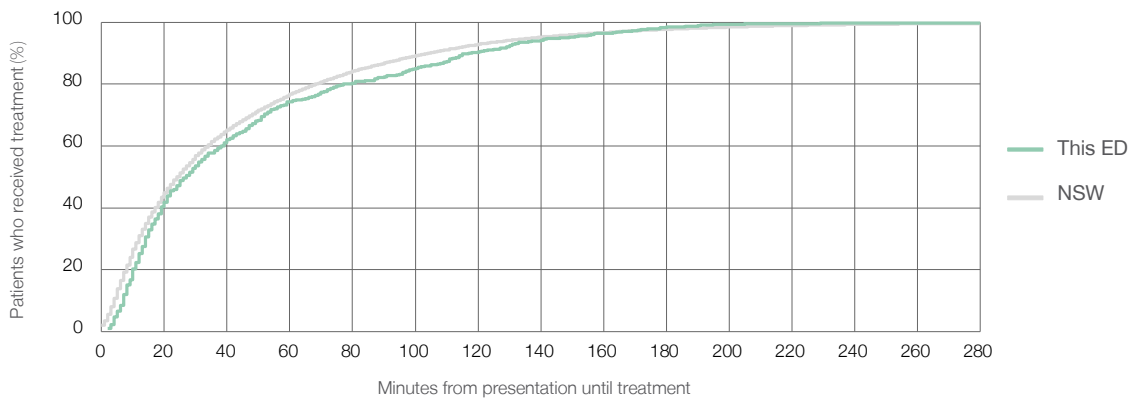
Number of triage 5 patients used to calculate waiting time:³ 504

Median time to start treatment⁴ 27 minutes

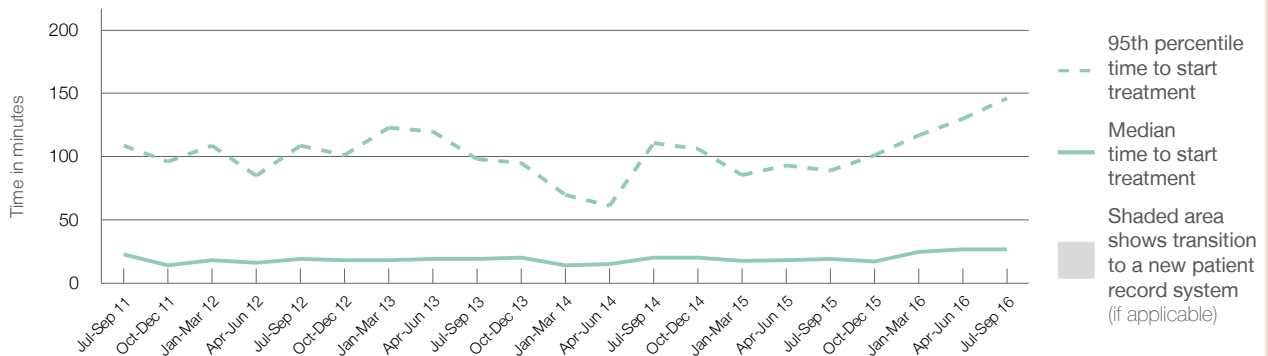
95th percentile time to start treatment⁵ 146 minutes

	Same period last year	NSW (this period)
	642	597
	19 minutes	24 minutes
	89 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	19	19	20	19	27
95th percentile time to start treatment ⁵ (minutes)	109	109	98	111	89	146

(†) 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 spent in the ED

July to September 2016

All presentations:¹ 6,451 patients

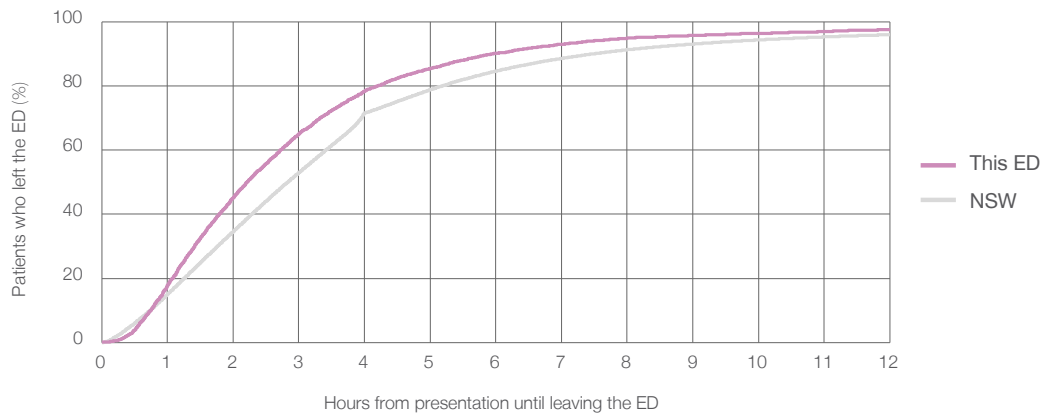
Presentations used to calculate time to leaving the ED:⁶ 6,448 patients

Median time spent in the ED⁸ 2 hours and 13 minutes

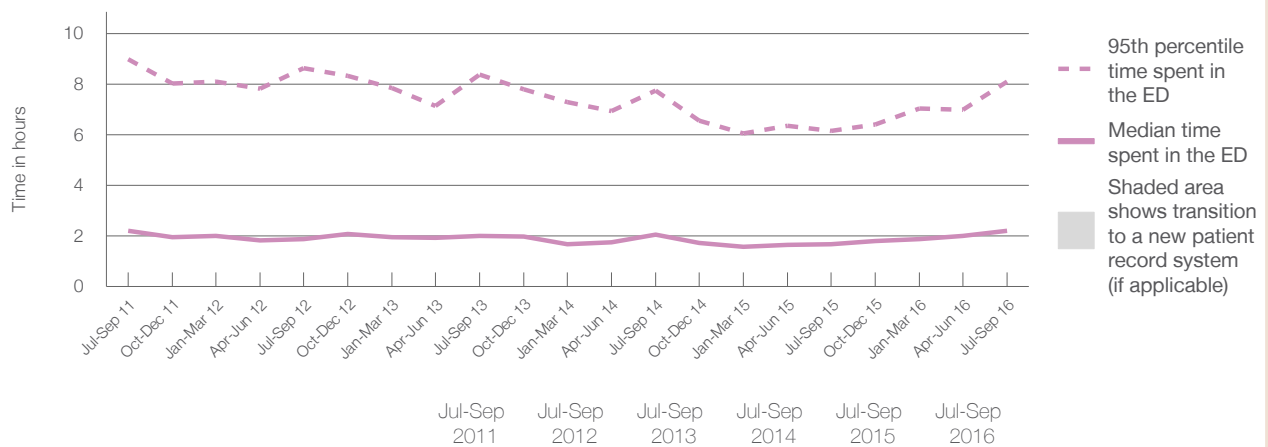
95th percentile time spent in the ED⁹ 8 hours and 6 minutes

Same period last year	NSW (this period)
6,228	
6,225	
1 hours and 41 minutes	2 hours and 50 minutes
6 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 59m	8h 38m	8h 23m	7h 45m	6h 9m	8h 6m

(†) 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 spent in the ED
By mode of separation
July to September 2016

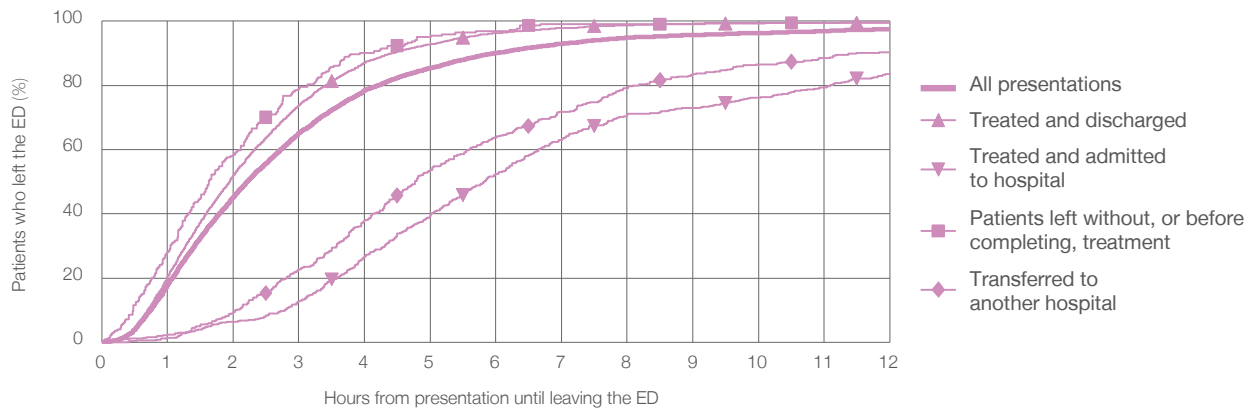
All presentations:¹ 6,451 patients

Presentations used to calculate time to leaving the ED:⁶ 6,448 patients

Treated and discharged	5,205 (80.7%)
Treated and admitted to hospital	642 (10.0%)
Patient left without, or before completing, treatment	224 (3.5%)
Transferred to another hospital	365 (5.7%)
Other	15 (0.2%)

Same period last year	Change since one year ago
6,225	3.6%
5,055	3.0%
697	-7.9%
152	47.4%
312	17.0%
12	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	20.5%	51.9%	73.9%	87.1%	96.3%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.3%	6.4%	12.8%	26.8%	52.3%	71.0%	76.2%	83.6%
Patient left without, or before completing, treatment	28.1%	58.5%	79.0%	90.2%	96.9%	99.1%	99.6%	99.6%
Transferred to another hospital	1.4%	9.3%	22.7%	38.1%	63.8%	79.2%	86.6%	90.4%
All presentations	17.9%	45.3%	65.1%	78.5%	90.1%	94.9%	96.4%	97.5%

(†) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 6,451 patients

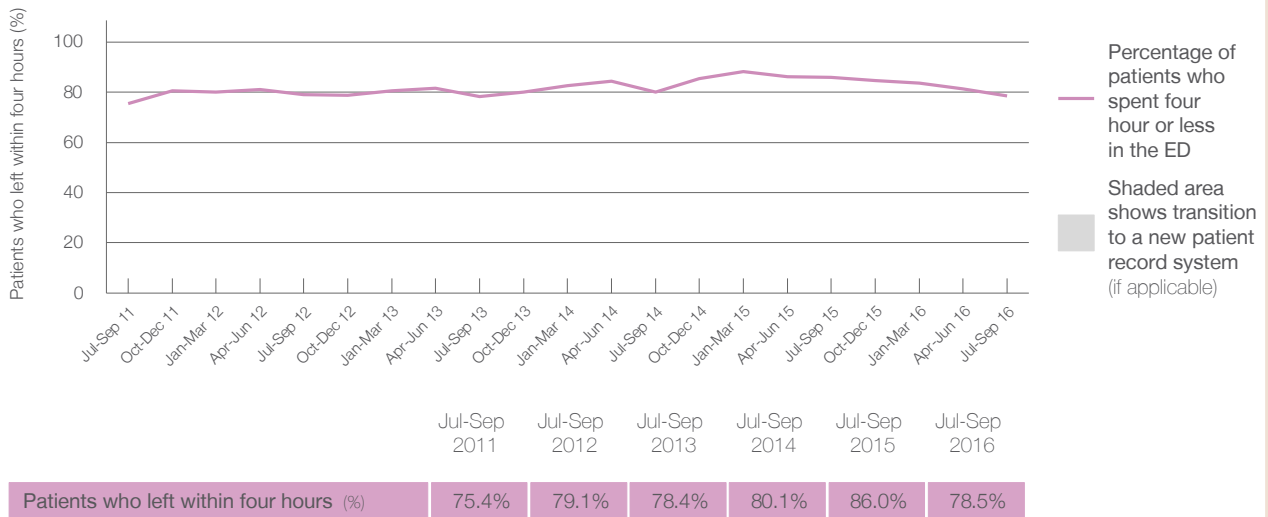
Presentations used to calculate time to leaving the ED: ⁶ 6,448 patients

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	6,228	3.6%
Presentations used to calculate time to leaving the ED	6,225	3.6%
Percentage of patients who spent four hours or less in the ED	86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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: 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).