

Kempsey District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,056 patients
Emergency presentations:² 6,767 patients

Same period last year	Change since one year ago
7,565	-7%
7,321	-8%

Kempsey District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 850 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): 2,474 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,977 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 449 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
879	
13 minutes	8 minutes
32 minutes	28 minutes
2,556	
26 minutes	21 minutes
75 minutes	72 minutes
3,391	
34 minutes	26 minutes
122 minutes	105 minutes
460	
29 minutes	22 minutes
105 minutes	103 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,056 patients

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

Same period last year	Change since one year ago
7,565	-7%
82%	

* 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.

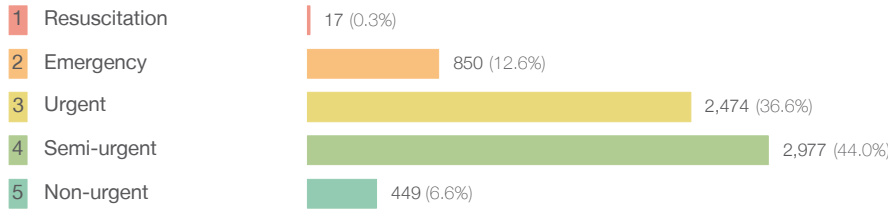
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Kempsey District Hospital: Patients presenting to the emergency department July to September 2018

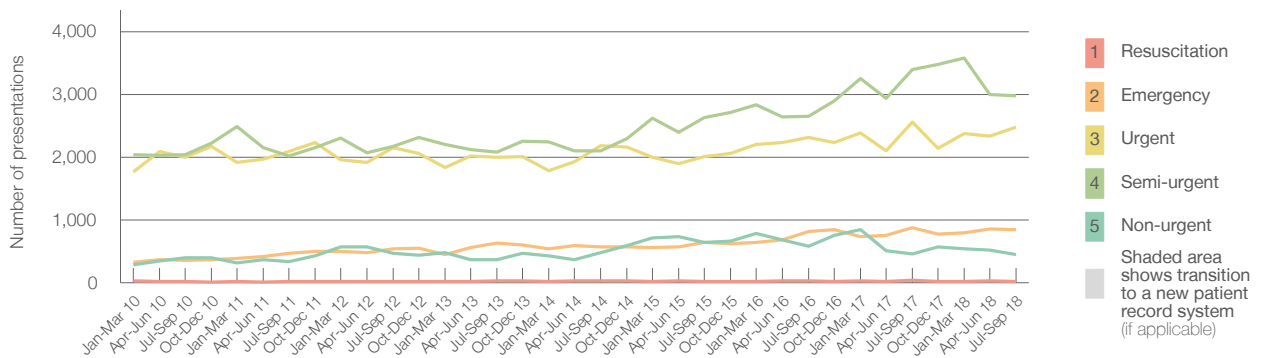
All presentations:¹ 7,056 patients

Emergency presentations² by triage category: 6,767 patients



Category	Same period last year	Change since one year ago
All presentations	7,565	-7%
Emergency presentations	7,321	-8%
Resuscitation	35	-51.4%
Emergency	879	-3.3%
Urgent	2,556	-3.2%
Semi-urgent	3,391	-12.2%
Non-urgent	460	-2.4%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	21	21	22	32	34	22	25	35	17
Emergency	357	469	540	631	566	646	813	879	850
Urgent	1,999	2,092	2,153	1,999	2,180	2,011	2,317	2,556	2,474
Semi-urgent	2,041	2,022	2,169	2,076	2,098	2,631	2,649	3,391	2,977
Non-urgent	395	337	471	363	474	642	584	460	449
All emergency presentations	4,813	4,941	5,355	5,101	5,352	5,952	6,388	7,321	6,767

Kempsey District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 868 patients

ED Transfer of care time



Category	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	893	
Median time	13 minutes	-2 minutes
90th percentile time	28 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 District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 850

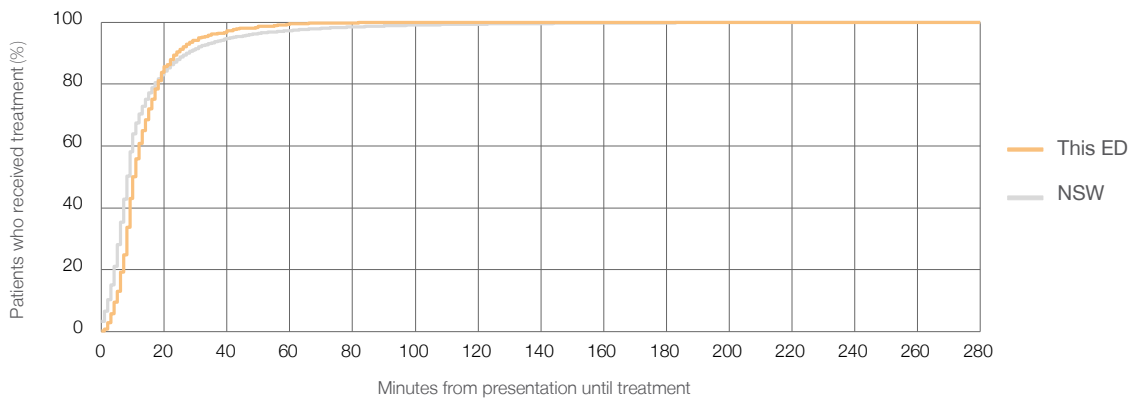
Number of triage 2 patients used to calculate waiting time:³ 849

Median time to start treatment⁴ 10 minutes

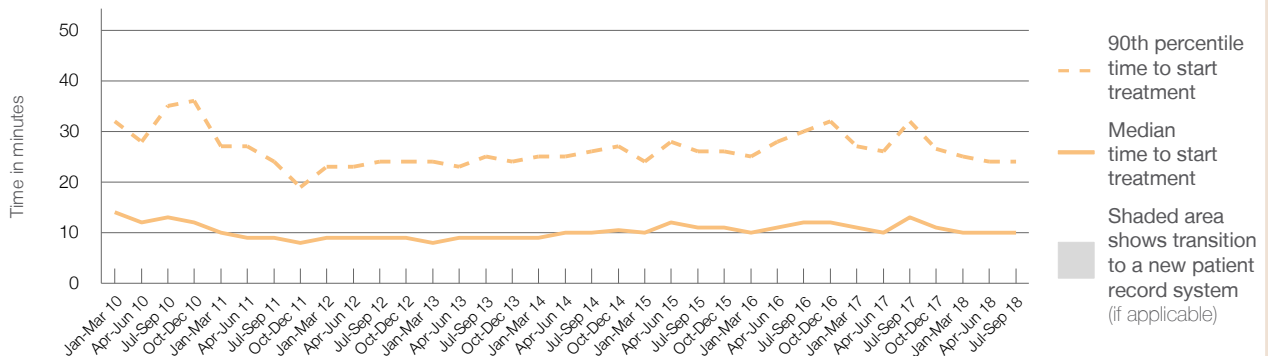
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
879	879
13 minutes	8 minutes
32 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	13	9	9	9	10	11	12	13	10
90th percentile time to start treatment ⁵ (minutes)	35	24	24	25	26	26	30	32	24

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Kempsey District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,474

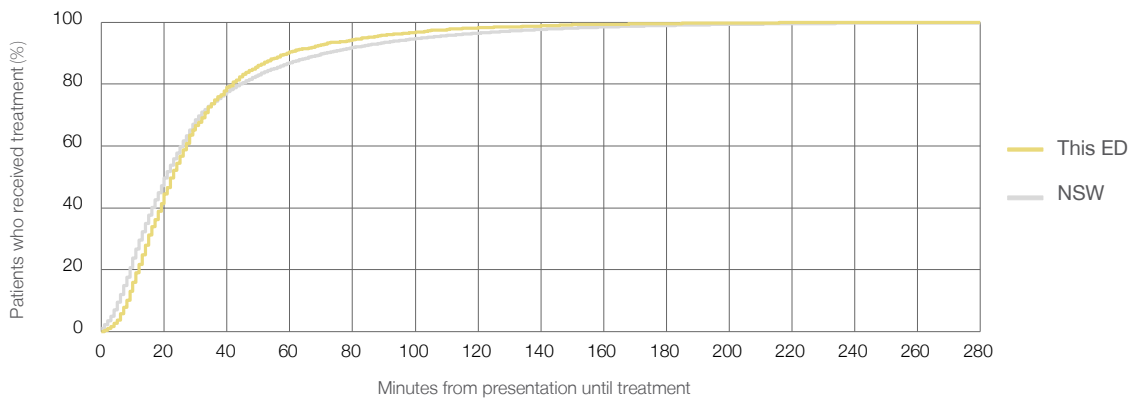
Number of triage 3 patients used to calculate waiting time:³ 2,445

Median time to start treatment⁴ 23 minutes

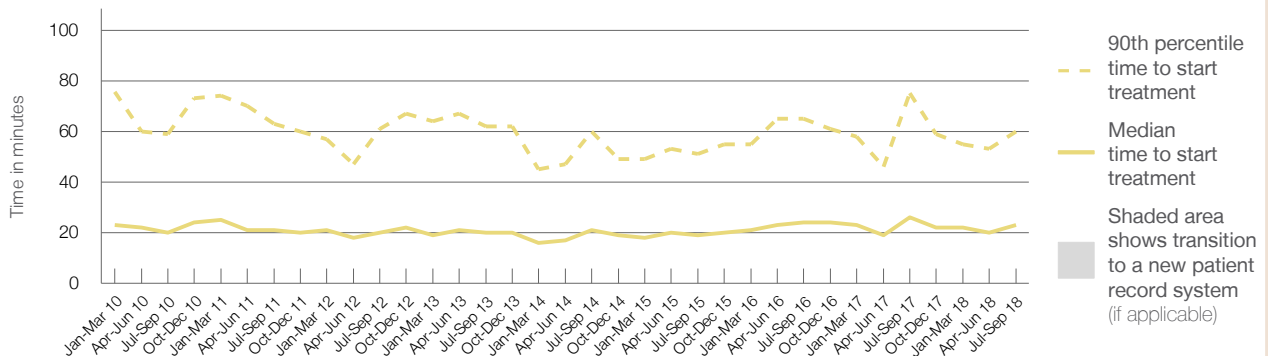
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,556	2,517
26 minutes	21 minutes
75 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	21	20	20	21	19	24	26	23
90th percentile time to start treatment ⁵ (minutes)	59	63	61	62	60	51	65	75	60

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Kempsey District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,977

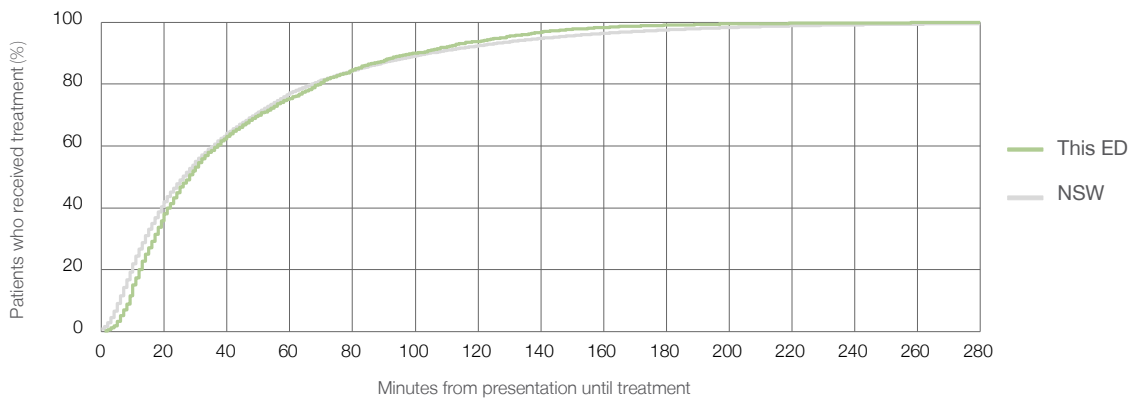
Number of triage 4 patients used to calculate waiting time:³ 2,876

Median time to start treatment⁴ 28 minutes

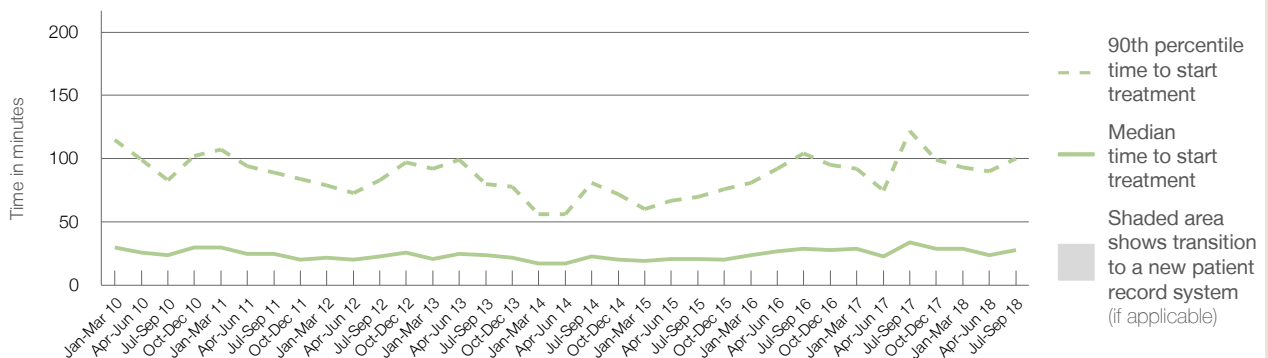
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
3,391	3,222
34 minutes	26 minutes
122 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	25	23	24	23	21	29	34	28
90th percentile time to start treatment ⁵ (minutes)	83	89	83	80	81	70	104	122	100

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Kempsey District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 449

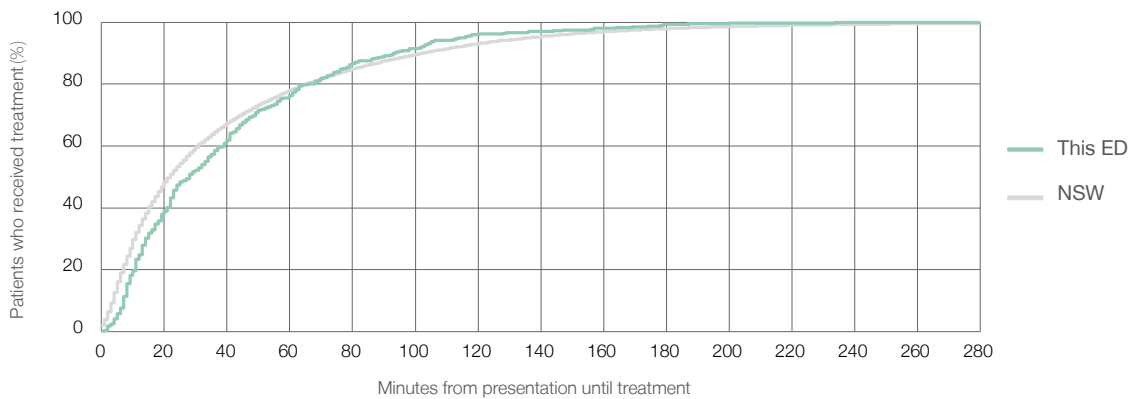
Number of triage 5 patients used to calculate waiting time:³ 393

Median time to start treatment⁴ 28 minutes

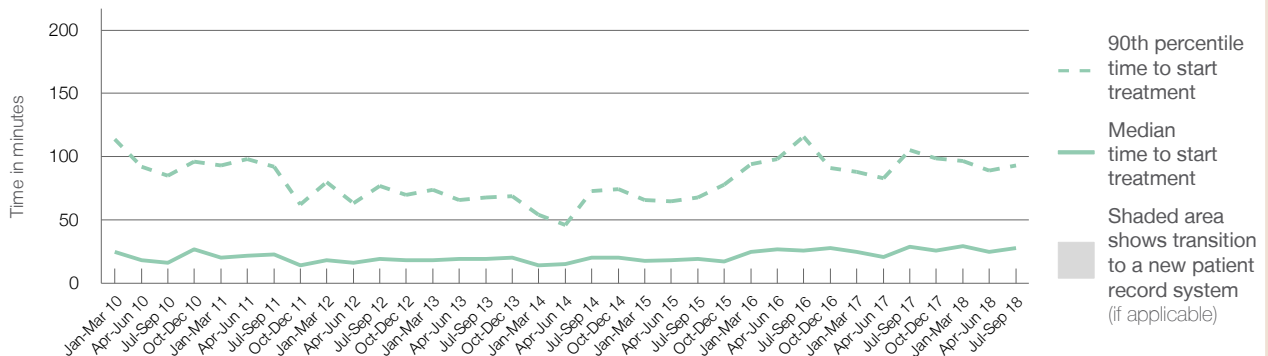
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
460	
368	
29 minutes	22 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	16	23	19	19	20	19	26	29	28
90th percentile time to start treatment ⁵ (minutes)	85	92	77	68	73	68	116	105	93

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Kempsey District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,056 patients

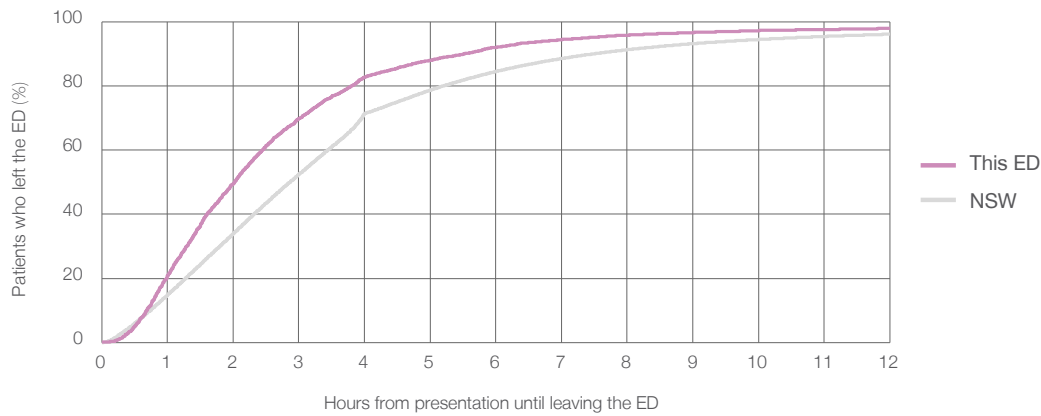
Presentations used to calculate time to leaving the ED:⁶ 7,056 patients

Median time spent in the ED⁸ ■ 2 hours and 1 minutes

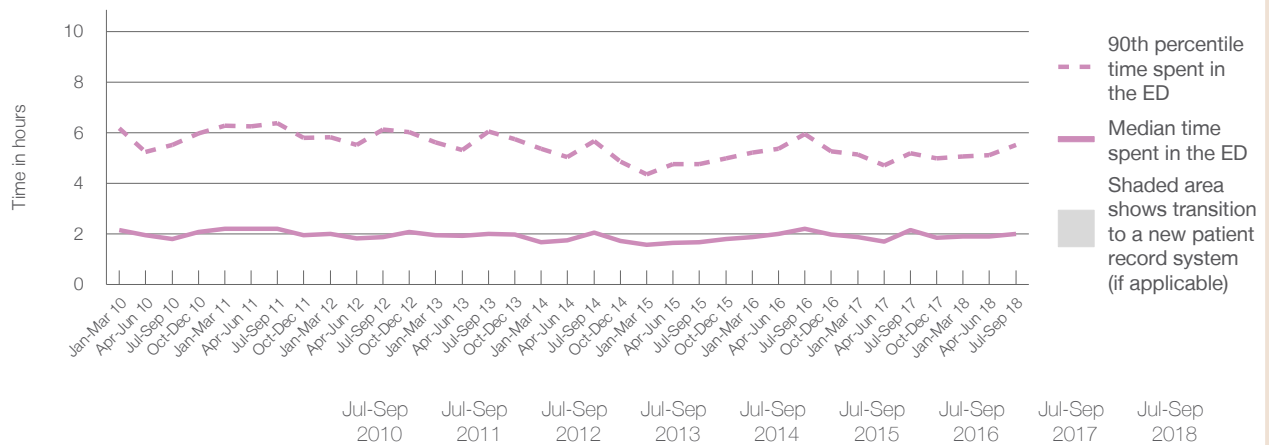
90th percentile time spent in the ED⁹ ■ 5 hours and 32 minutes

Same period last year	NSW (this period)
7,565	7,565
2 hours and 9 minutes	2 hours and 52 minutes
5 hours and 12 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 48m	2h 12m	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m	2h 9m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 31m	6h 23m	6h 8m	6h 3m	5h 40m	4h 46m	5h 57m	5h 12m	5h 32m

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Kempsey District Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

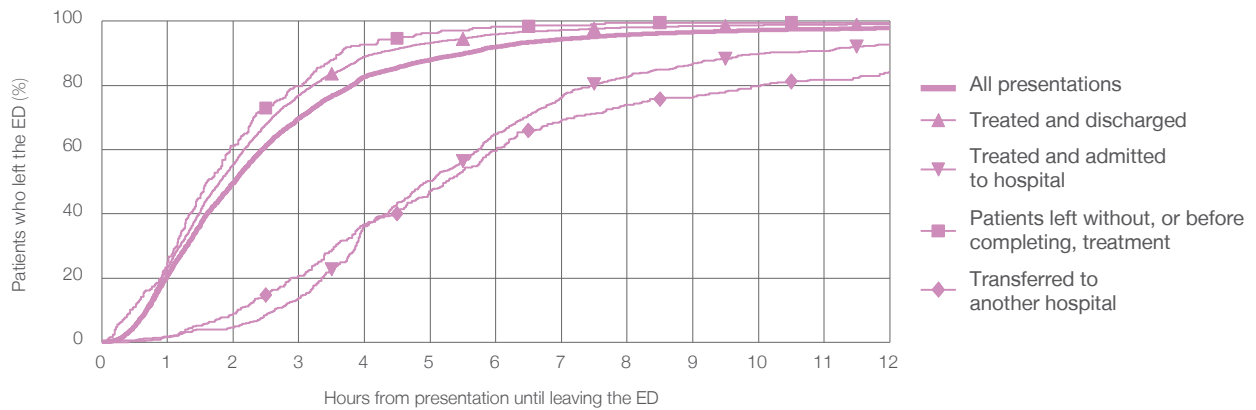
All presentations:¹ 7,056 patients

Presentations used to calculate time to leaving the ED:⁶ 7,056 patients

Treated and discharged	5,937 (84.1%)
Treated and admitted to hospital	512 (7.3%)
Patient left without, or before completing, treatment	248 (3.5%)
Transferred to another hospital	347 (4.9%)
Other	12 (0.2%)

Same period last year	Change since one year ago
7,565	-7%
6,207	-4.3%
611	-16.2%
342	-27.5%
396	-12.4%
9	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 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	23.3%	55.4%	77.0%	88.9%	96.0%	98.0%	98.8%	99.1%
Treated and admitted to hospital	1.6%	4.5%	13.7%	36.1%	64.8%	82.6%	89.8%	92.8%
Patient left without, or before completing, treatment	25.0%	61.3%	79.8%	92.7%	98.4%	99.6%	99.6%	99.6%
Transferred to another hospital	1.7%	8.9%	20.7%	36.6%	59.7%	74.1%	79.8%	84.1%
All presentations	20.8%	49.7%	69.8%	82.7%	92.0%	95.8%	97.2%	97.9%

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

All presentations at the emergency department: ¹ 7,056 patients

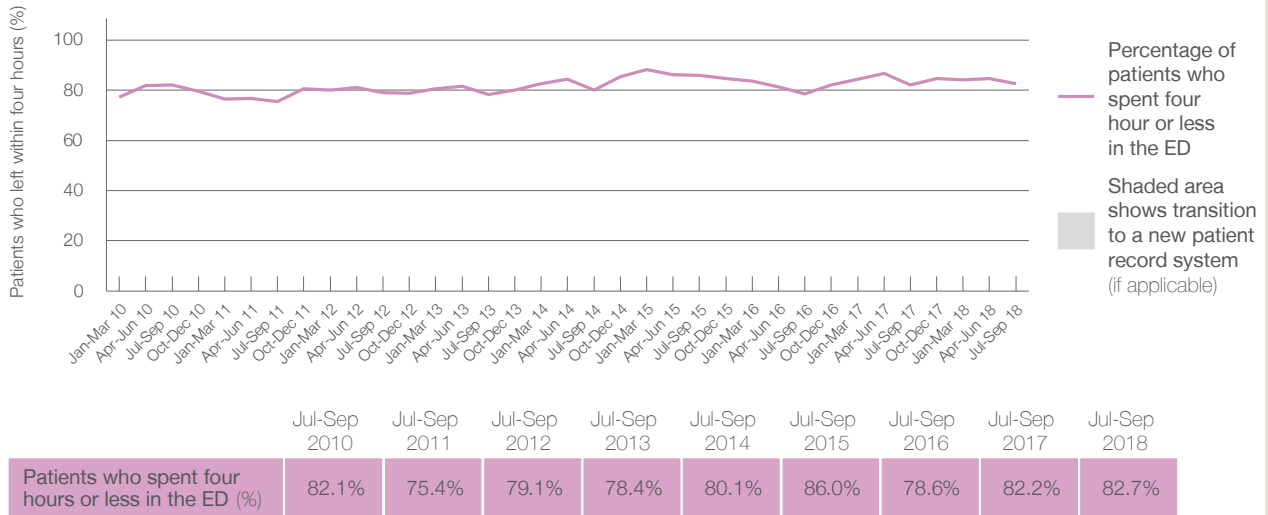
Presentations used to calculate time to leaving the ED: ⁶ 7,056 patients

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	7,565	-7%
Presentations used to calculate time to leaving the ED	7,565	-7%
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 September 2018 ^{†‡}



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

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‡ 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, 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).