

Kempsey District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 7,641 patients

Emergency presentations:² 7,301 patients

Same period last year	Change since one year ago
7,380	4%
7,239	1%

Kempsey District Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 792 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,374 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,580 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 537 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
728	
11 minutes	8 minutes
27 minutes	23 minutes
2,390	
23 minutes	20 minutes
58 minutes	65 minutes
3,252	
29 minutes	25 minutes
92 minutes	98 minutes
842	
25 minutes	22 minutes
88 minutes	97 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 7,640 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
7,380	4%
84%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

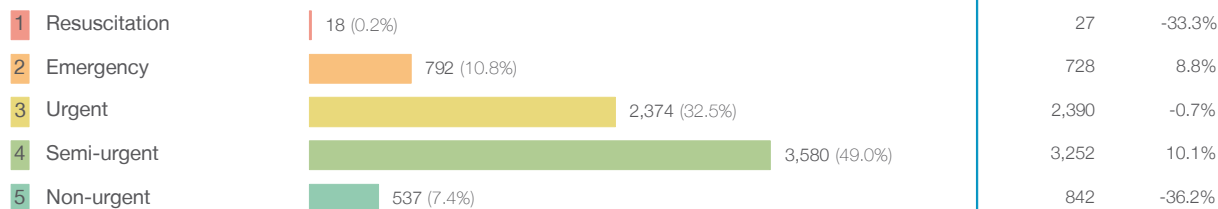
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Kempsey District Hospital: Patients presenting to the emergency department

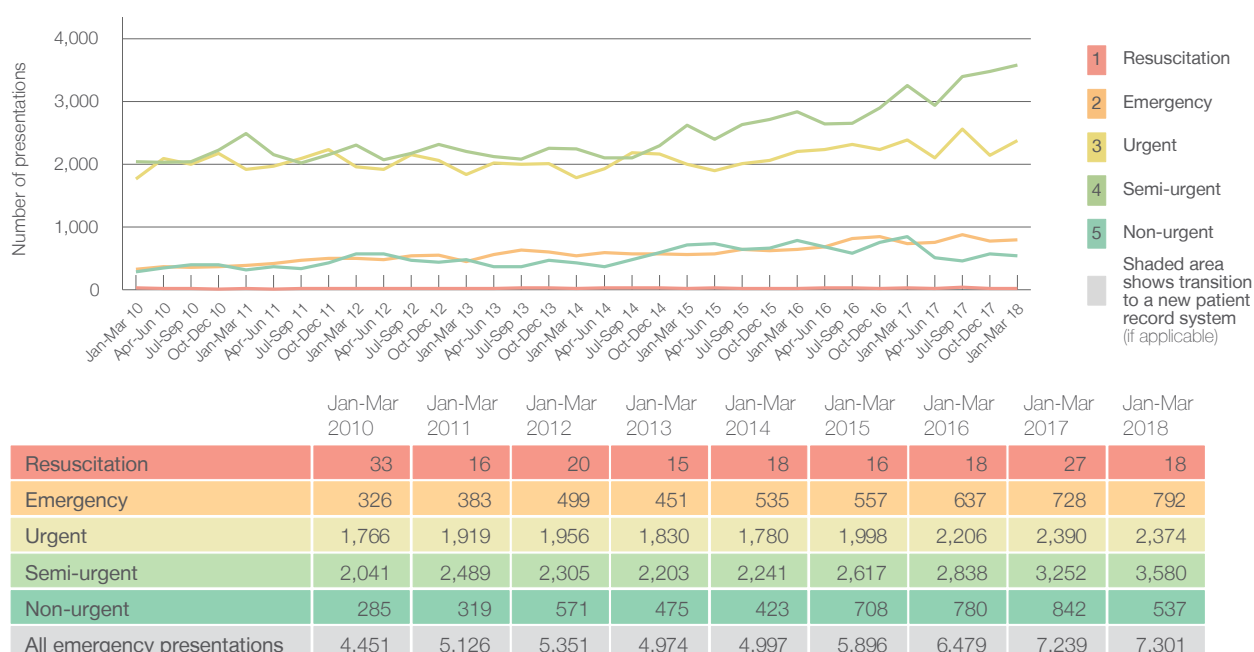
January to March 2018

All presentations:¹ 7,641 patients

Emergency presentations² by triage category: 7,301 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Kempsey District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 824 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

January to March 2018

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

Number of triage 2 patients: 792

Number of triage 2 patients used to calculate waiting time:³ 791

Median time to start treatment⁴

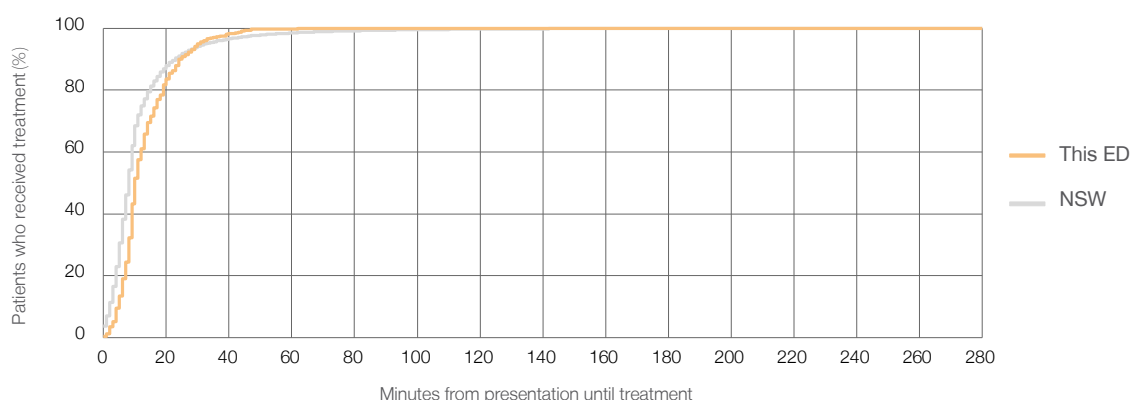
10 minutes

90th percentile time to start treatment⁵

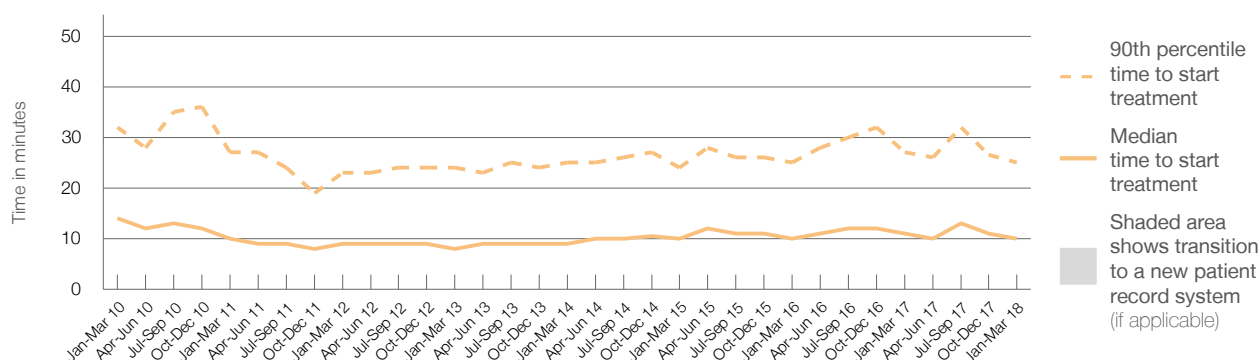
25 minutes

Same period last year	NSW (this period)
728	
725	
11 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	14	10	9	8	9	10	10	11	10
90th percentile time to start treatment ⁵ (minutes)	32	27	23	24	25	24	25	27	25

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

January to March 2018

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

Number of triage 3 patients: 2,374

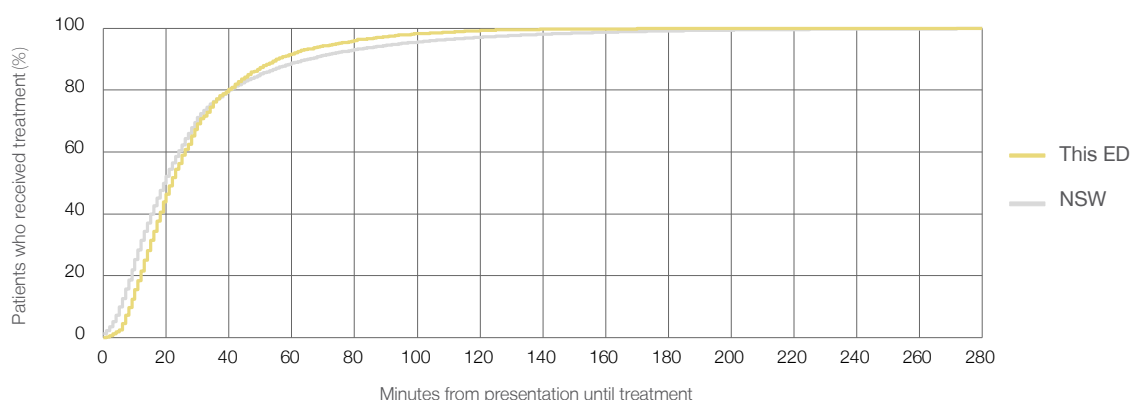
Number of triage 3 patients used to calculate waiting time:³ 2,350

Median time to start treatment⁴ 22 minutes

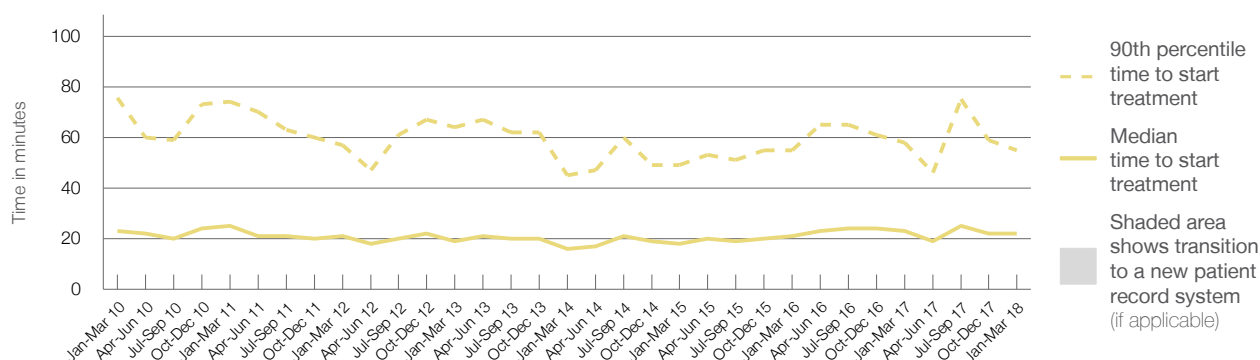
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,390	
2,368	
23 minutes	20 minutes
58 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	25	21	19	16	18	21	23	22
90th percentile time to start treatment ⁵ (minutes)	76	74	57	64	45	49	55	58	55

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

January to March 2018

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

Number of triage 4 patients: 3,580

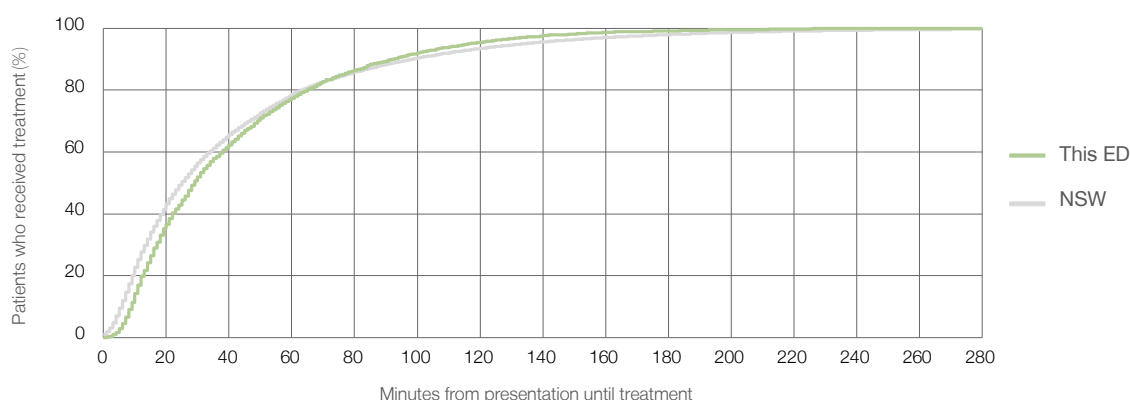
Number of triage 4 patients used to calculate waiting time: ³ 3,444

Median time to start treatment ⁴ 29 minutes

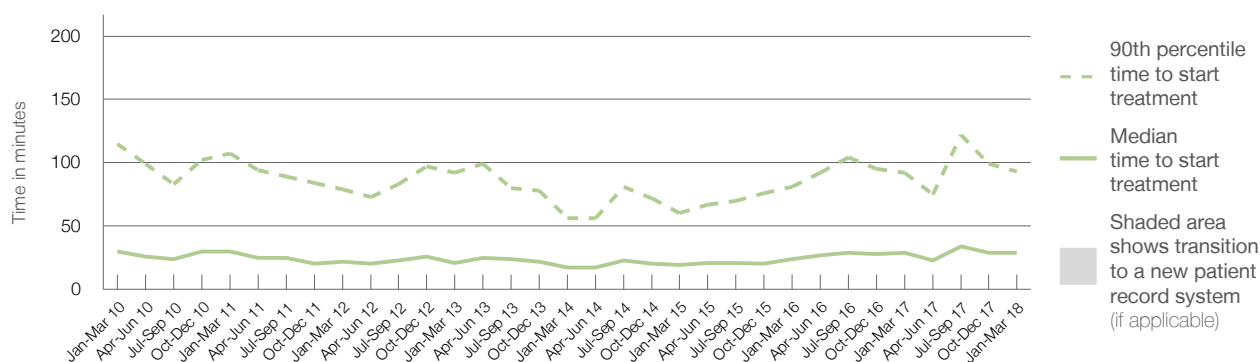
90th percentile time to start treatment ⁵ 93 minutes

Same period last year	NSW (this period)
3,252	
3,117	
29 minutes	25 minutes
92 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	30	22	21	17	19	24	29	29
90th percentile time to start treatment ⁵ (minutes)	115	107	79	92	56	60	81	92	93

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

January to March 2018

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

Number of triage 5 patients: 537

Number of triage 5 patients used to calculate waiting time:³ 500

Median time to start treatment⁴

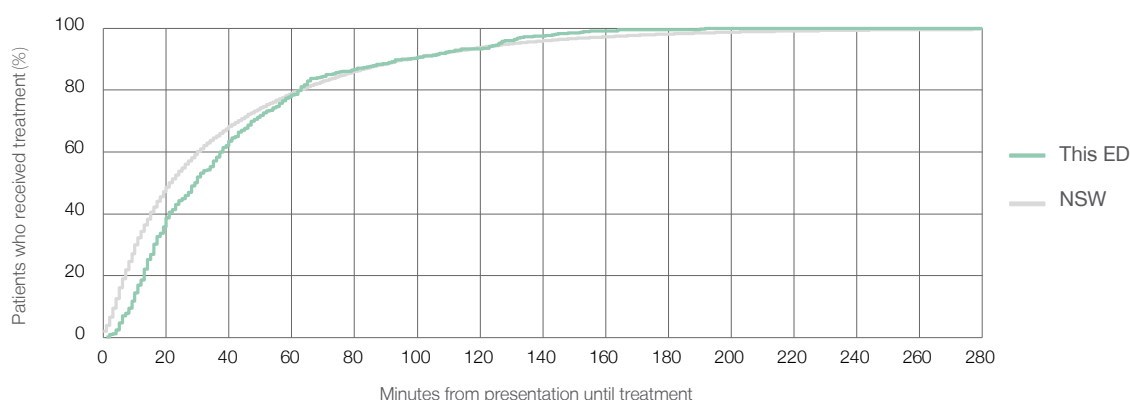
30 minutes

90th percentile time to start treatment⁵

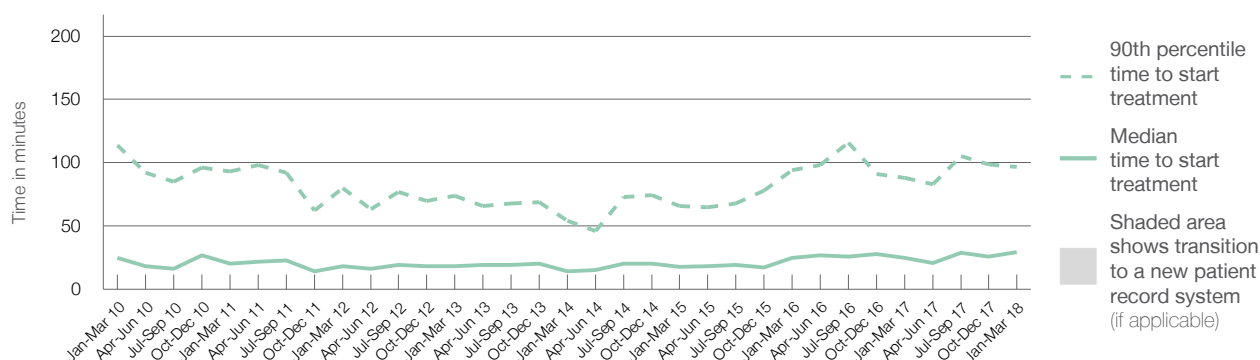
97 minutes

Same period last year	NSW (this period)
842	
759	
25 minutes	22 minutes
88 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	25	20	18	18	14	18	25	25	30
90th percentile time to start treatment ⁵ (minutes)	114	93	80	74	54	66	94	88	97

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Kempsey District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 7,641 patients

Presentations used to calculate time to leaving the ED:⁶ 7,640 patients

Median time spent in the ED⁸

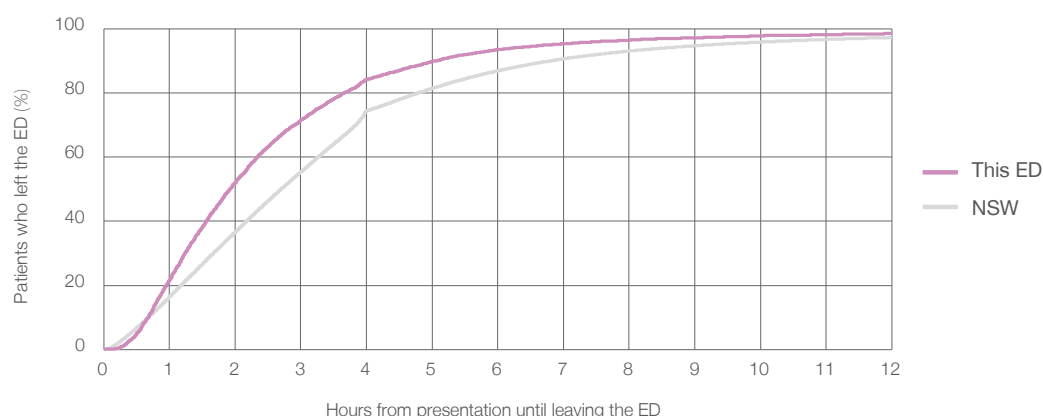
1 hours and 55 minutes

90th percentile time spent in the ED⁹

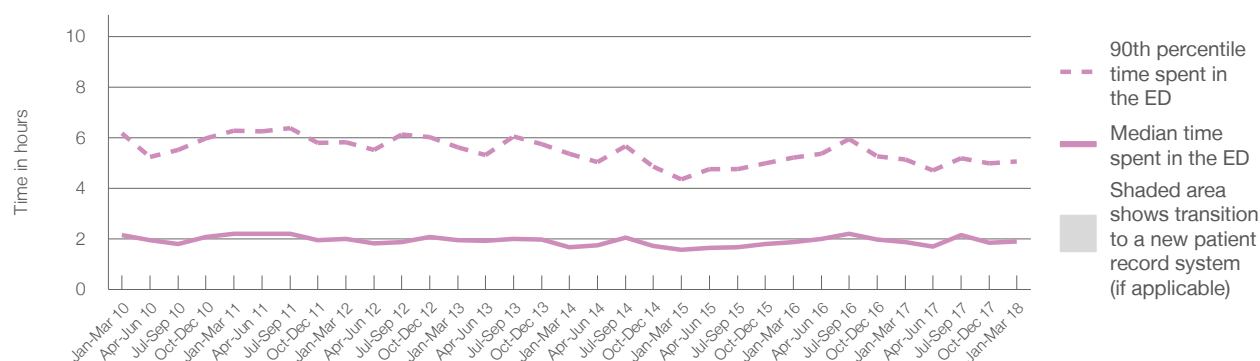
5 hours and 4 minutes

Same period last year	NSW (this period)
7,380	
7,380	
1 hours and 53 minutes	2 hours and 42 minutes
5 hours and 8 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 10m	2h 12m	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m	1h 53m	1h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 11m	6h 17m	5h 49m	5h 37m	5h 22m	4h 21m	5h 13m	5h 8m	5h 4m

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Kempsey District Hospital: Time patients spent in the ED

By mode of separation

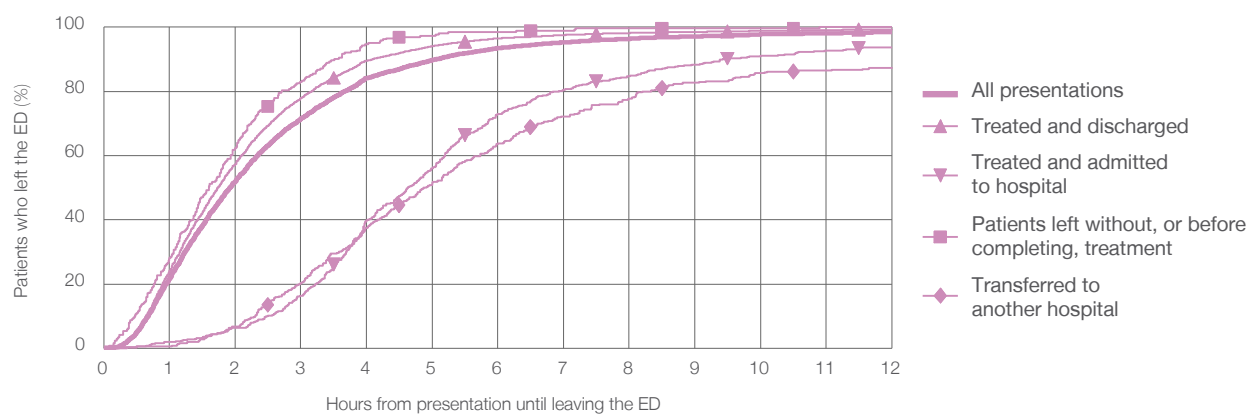
January to March 2018

All presentations:[†] 7,641 patients

Presentations used to calculate time to leaving the ED:[‡] 7,640 patients

		Same period last year	Change since one year ago
Treated and discharged	6,514 (85.3%)	7,380	4%
Treated and admitted to hospital	482 (6.3%)	6,240	4.4%
Patient left without, or before completing, treatment	264 (3.5%)	471	2.3%
Transferred to another hospital	370 (4.8%)	266	-0.8%
Other	11 (0.1%)	387	-4.4%
		16	-31.3%

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



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

Treated and discharged	24.1%	57.5%	78.0%	89.6%	96.5%	98.2%	98.9%	99.4%
Treated and admitted to hospital	1.9%	6.4%	16.4%	39.8%	73.0%	84.6%	91.1%	93.8%
Patient left without, or before completing, treatment	28.0%	62.5%	83.0%	94.7%	98.5%	99.6%	99.6%	100%
Transferred to another hospital	0.5%	6.8%	20.3%	37.6%	63.8%	77.8%	85.7%	87.6%
All presentations	21.7%	52.0%	71.5%	84.1%	93.5%	96.4%	97.8%	98.5%

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Kempsey District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 7,641 patients

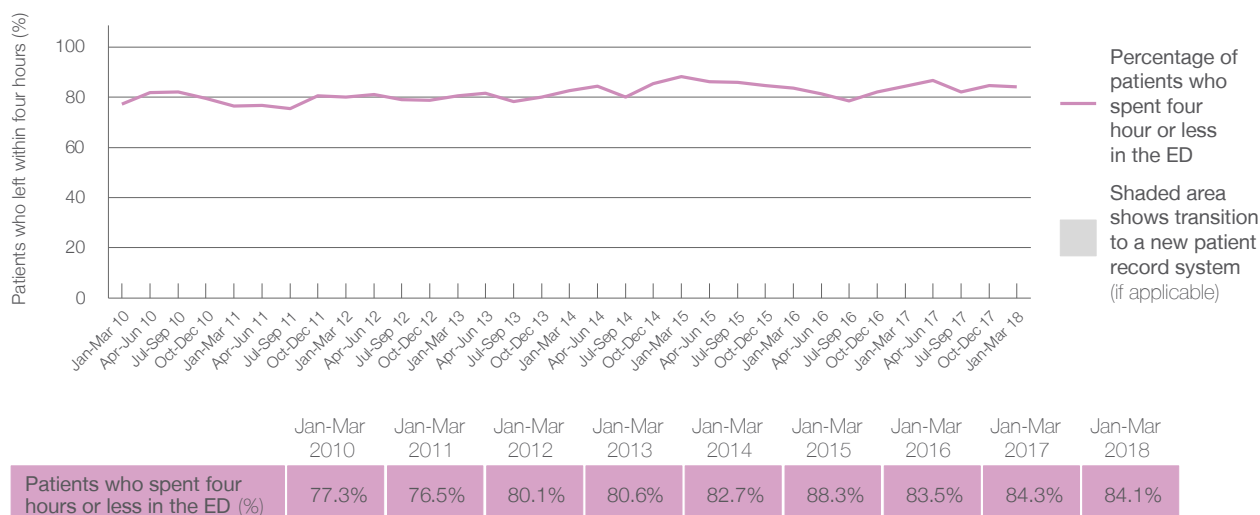
Presentations used to calculate time to leaving the ED: ⁶ 7,640 patients

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



Same period last year	Change since one year ago
7,380	4%
7,380	4%
84.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).