

Kurri Kurri Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 1,012 patients

Emergency presentations:² 900 patients

Same period last year	Change since one year ago
973	4%
925	-3%

Kurri Kurri Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 68 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 183 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 455 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 59 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 194 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
86	
5 minutes	8 minutes
*	28 minutes
197	
12 minutes	21 minutes
37 minutes	72 minutes
518	
14 minutes	26 minutes
49 minutes	105 minutes
124	
12 minutes	22 minutes
*	103 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,012 patients

Percentage of patients who spent four hours or less in the ED 92%

Same period last year	Change since one year ago
973	4%
93%	

* 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.

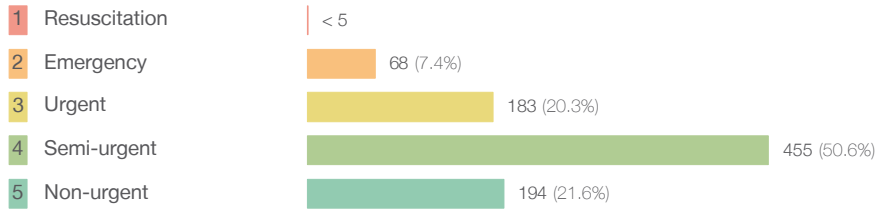
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Kurri Kurri Hospital: Patients presenting to the emergency department

July to September 2018

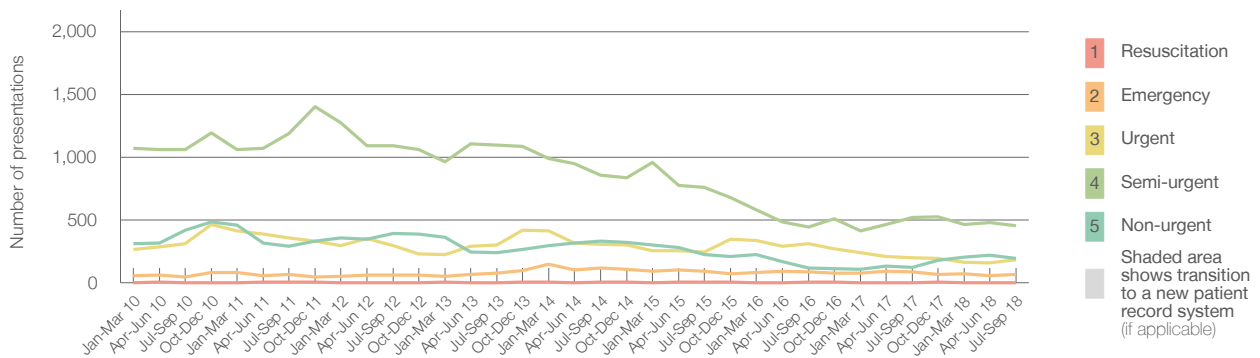
All presentations:¹ 1,012 patients

Emergency presentations² by triage category: 900 patients



Same period last year	Change since one year ago
973	4%
925	-3%
< 5	*
86	-21.2%
197	-7.1%
518	-12.2%
124	56.5%

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	< 5	< 5	< 5	0	< 5	< 5	< 5	< 5	< 5
Emergency	46	70	63	74	121	93	87	86	68
Urgent	310	358	296	298	306	242	308	197	183
Semi-urgent	1,058	1,188	1,089	1,098	855	759	441	518	455
Non-urgent	418	288	391	238	330	226	117	124	194
All emergency presentations	1,832	1,904	1,839	1,708	1,612	1,320	953	925	900

Kurri Kurri Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ < 50 patients

ED Transfer of care time

Median time

*

90th percentile time

*

Same period last year

Change since one year ago

58

4 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.

Kurri Kurri 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: 68

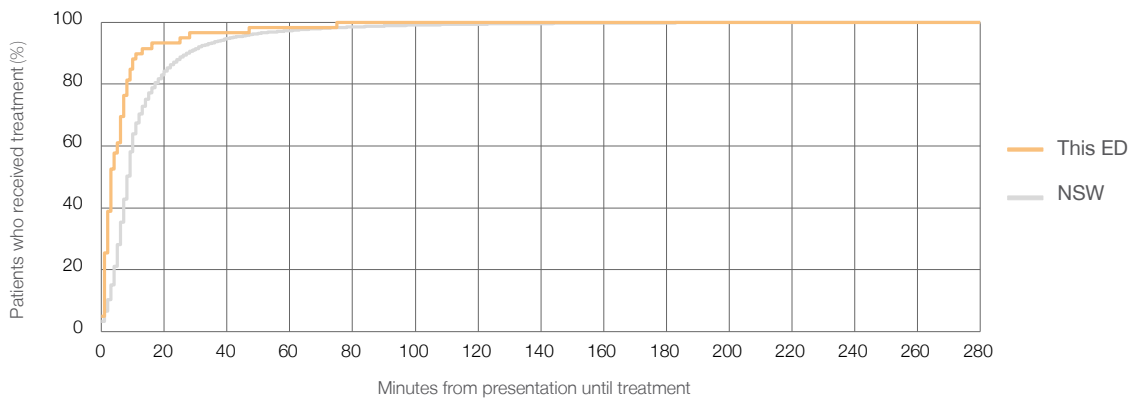
Number of triage 2 patients used to calculate waiting time:³ 59

Median time to start treatment⁴ 3 minutes

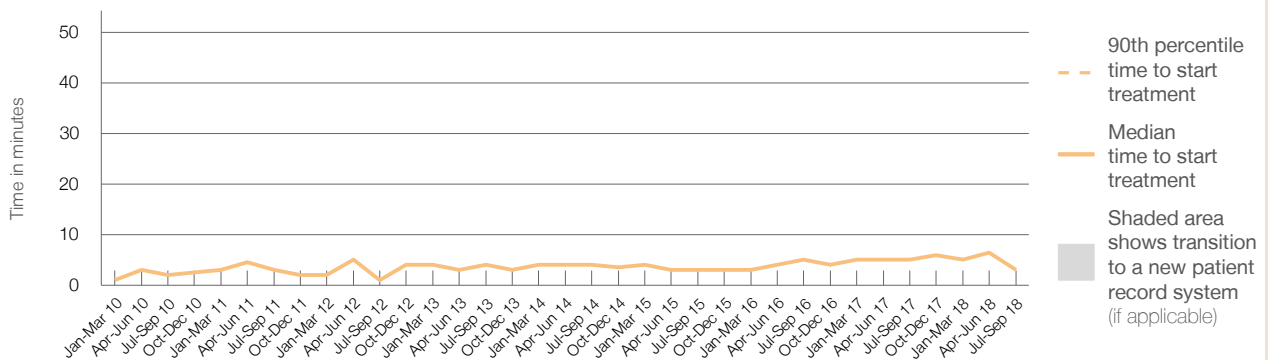
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
86	
67	
5 minutes	8 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)	2	3	1	4	4	3	5	5	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	19	*	*	*	*

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

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Kurri Kurri 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: 183

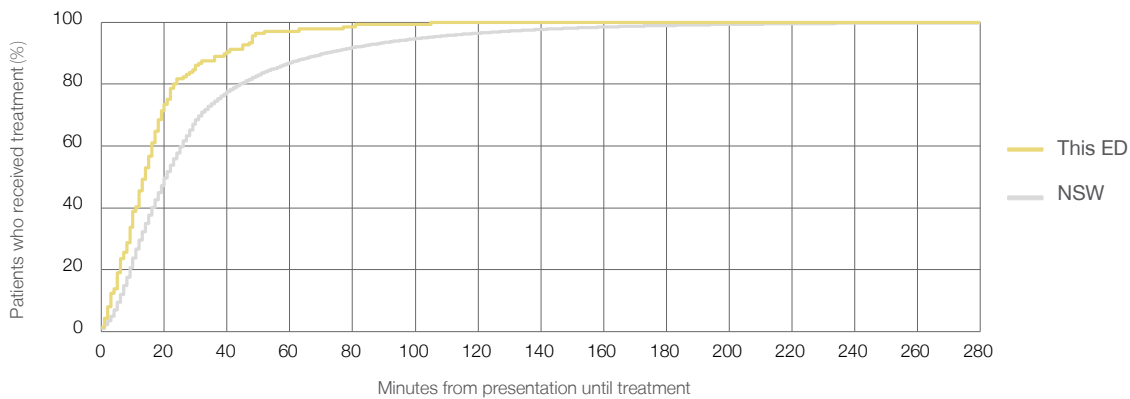
Number of triage 3 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 14 minutes

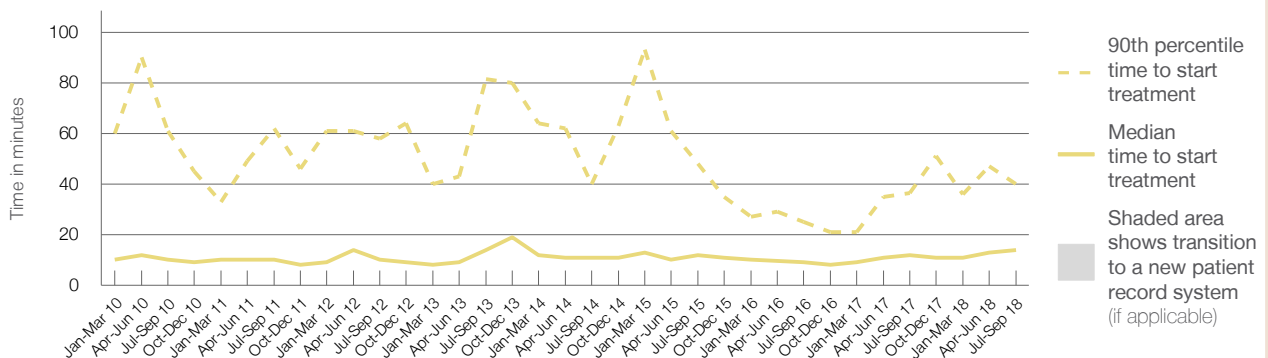
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
197	
130	
12 minutes	21 minutes
37 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)	10	10	10	14	11	12	9	12	14
90th percentile time to start treatment ⁵ (minutes)	61	62	58	82	40	48	25	37	40

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Kurri Kurri 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: 455

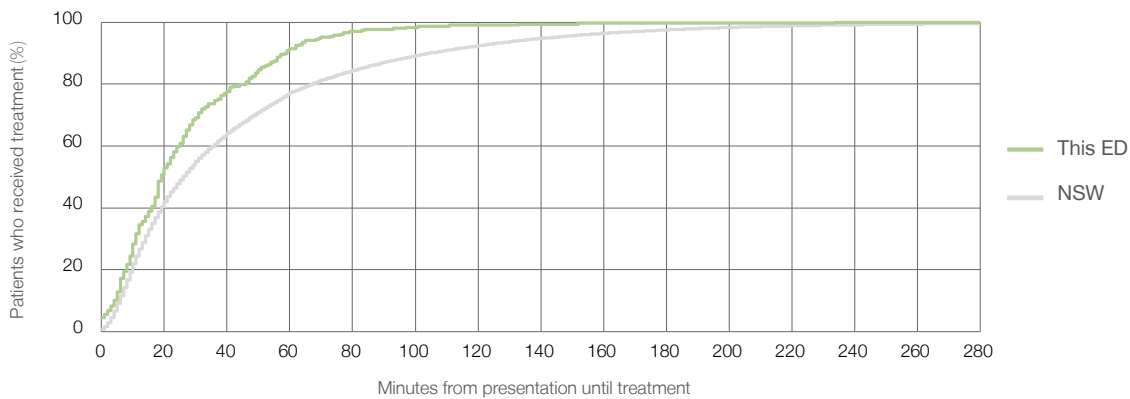
Number of triage 4 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 19 minutes

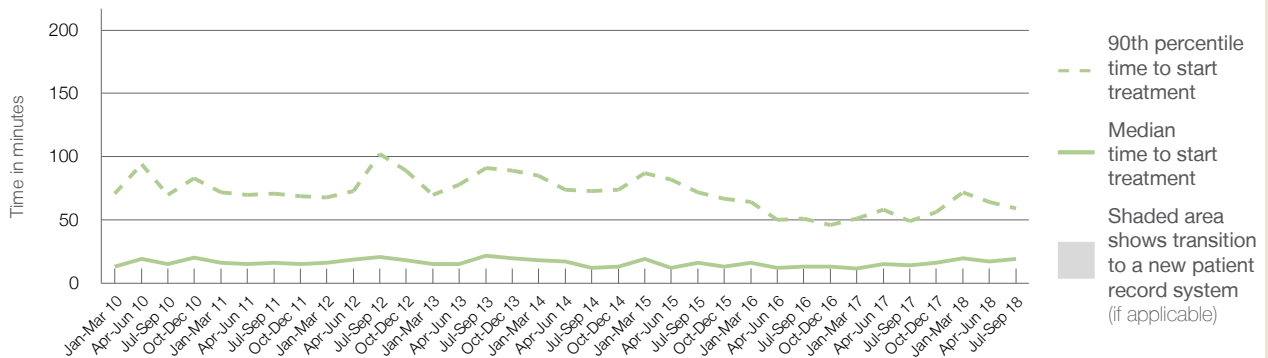
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
518	337
14 minutes	26 minutes
49 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)	15	16	21	22	12	16	13	14	19
90th percentile time to start treatment ⁵ (minutes)	70	71	102	91	73	72	51	49	59

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Kurri Kurri 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: 194

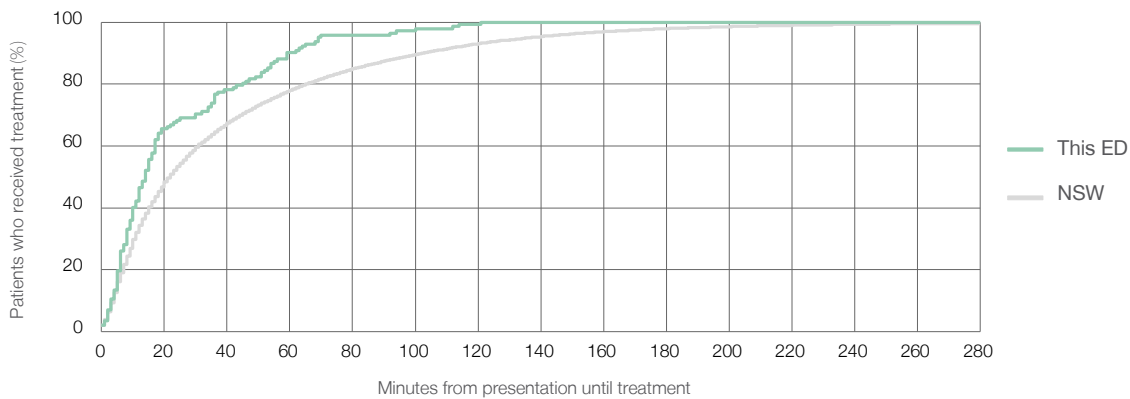
Number of triage 5 patients used to calculate waiting time:³ 142

Median time to start treatment⁴ 14 minutes

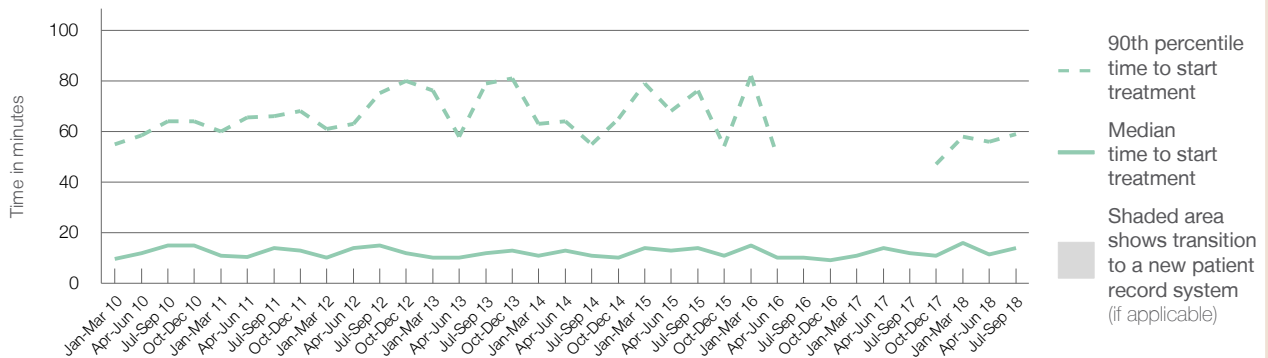
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
124	91
12 minutes	22 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)	15	14	15	12	11	14	10	12	14
90th percentile time to start treatment ⁵ (minutes)	64	66	75	79	55	76	*	*	59

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Kurri Kurri Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,012 patients

Presentations used to calculate time to leaving the ED:⁶ 1,012 patients

Median time spent in the ED⁸

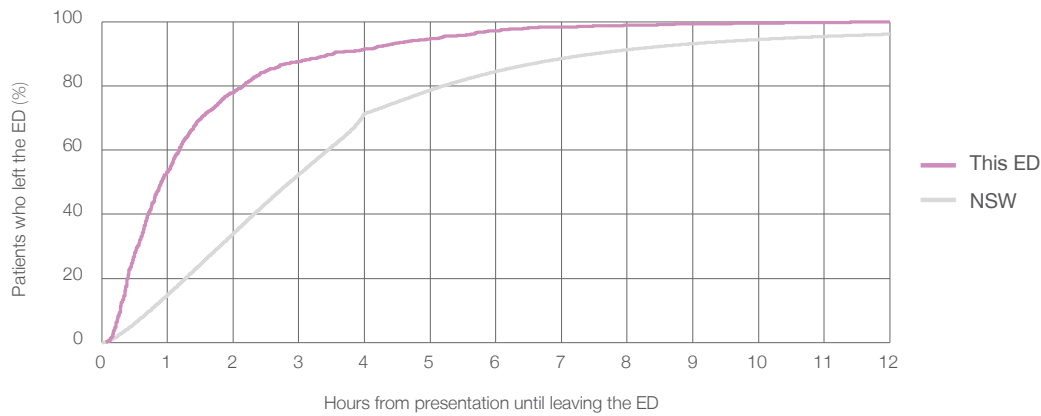
0 hours and 54 minutes

90th percentile time spent in the ED⁹

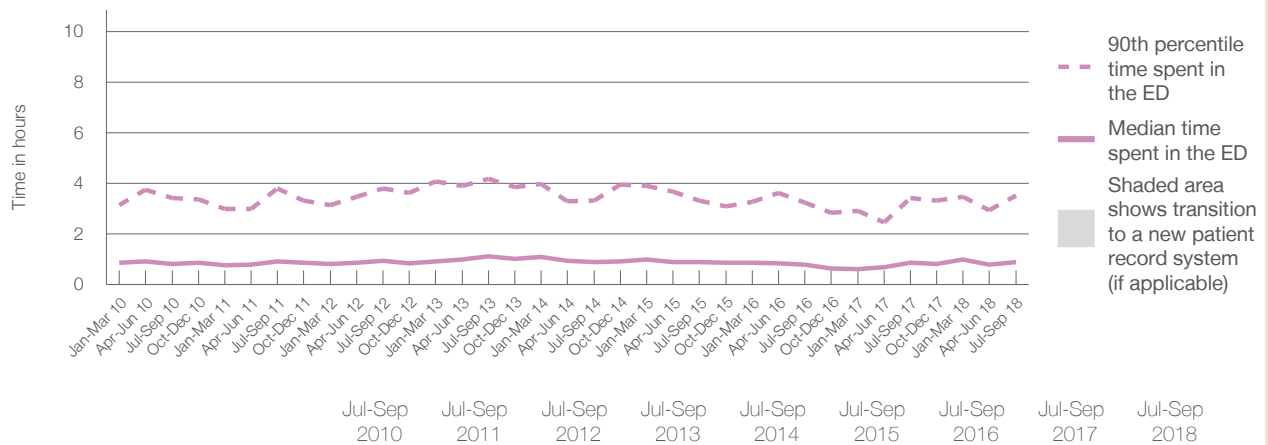
3 hours and 32 minutes

Same period last year	NSW (this period)
973	973
0 hours and 53 minutes	2 hours and 52 minutes
3 hours and 25 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)	0h 49m	0h 55m	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m	0h 53m	0h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 25m	3h 48m	3h 48m	4h 11m	3h 20m	3h 20m	3h 15m	3h 25m	3h 32m

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Kurri Kurri Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

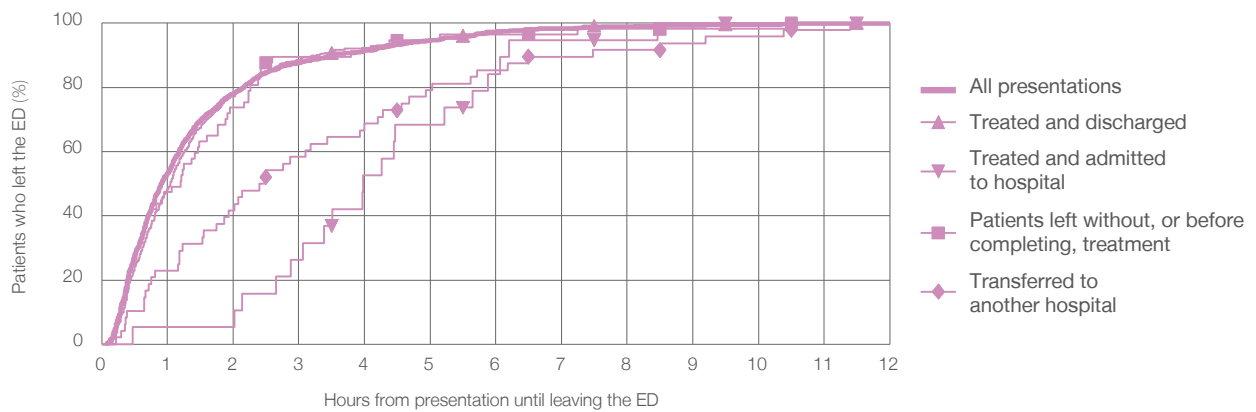
All presentations:¹ 1,012 patients

Presentations used to calculate time to leaving the ED:⁶ 1,012 patients

Treated and discharged	642 (63.4%)
Treated and admitted to hospital	19 (1.9%)
Patient left without, or before completing, treatment	57 (5.6%)
Transferred to another hospital	48 (4.7%)
Other	246 (24.3%)

	Same period last year	Change since one year ago
	973	4%
	555	15.7%
	38	-50.0%
	37	54.1%
	58	-17.2%
	285	-13.7%

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	48.3%	77.3%	88.6%	92.4%	97.8%	99.4%	99.8%	100%
Treated and admitted to hospital	5.3%	5.3%	26.3%	52.6%	84.2%	94.7%	100%	100%
Patient left without, or before completing, treatment	47.4%	73.7%	89.5%	91.2%	96.5%	98.2%	98.2%	100%
Transferred to another hospital	22.9%	41.7%	58.3%	68.8%	85.4%	91.7%	95.8%	100%
All presentations	53.3%	78.0%	87.5%	91.5%	97.1%	98.9%	99.5%	99.9%

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Kurri Kurri 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 1,012 patients

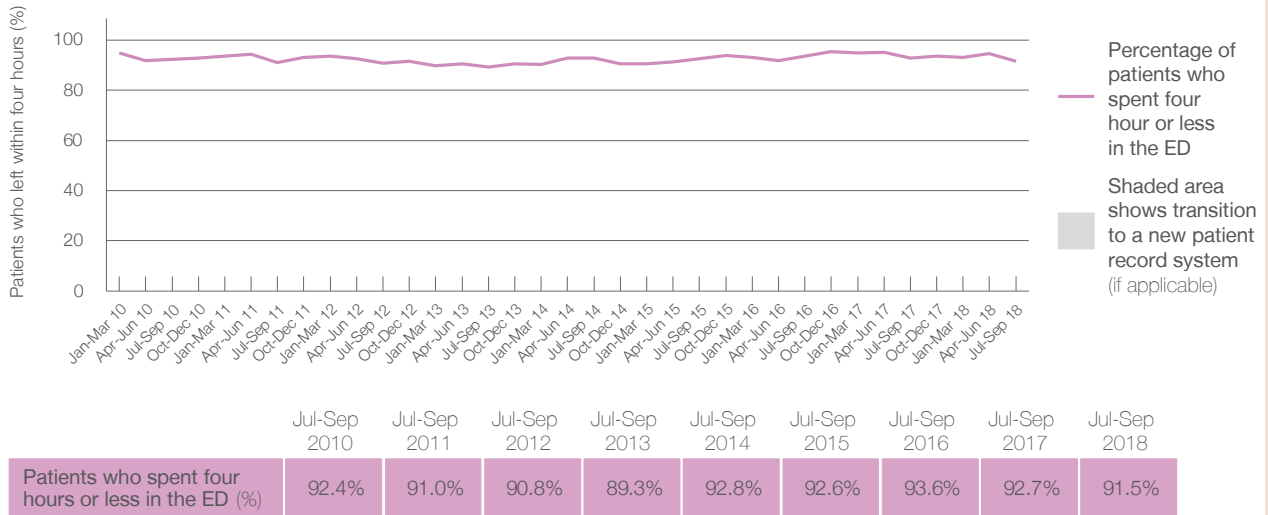
Presentations used to calculate time to leaving the ED: ⁶ 1,012 patients

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: ¹ 1,012 patients	973	4%
Presentations used to calculate time to leaving the ED: ⁶ 1,012 patients	973	4%
Percentage of patients who spent four hours or less in the ED	92.7%	

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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- 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).