

Kempsey Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,554 patients
 Emergency presentations:² 6,311 patients

Same period last year	Change since one year ago
6,412	2.2%
6,266	0.7%

Kempsey Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 750 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,097 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,939 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
677	
11 minutes	8 minutes
28 minutes	26 minutes
2,235	
23 minutes	20 minutes
65 minutes	67 minutes
2,643	
27 minutes	25 minutes
92 minutes	99 minutes
682	
27 minutes	23 minutes
98 minutes	101 minutes

Kempsey Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,553 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
6,411	2.2%
81.4%	

* 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 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.

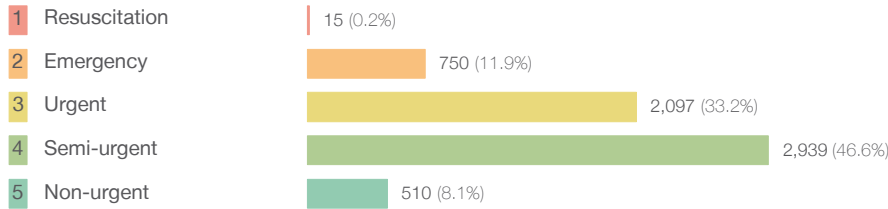
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Kempsey Hospital: Patients presenting to the emergency department

April to June 2017

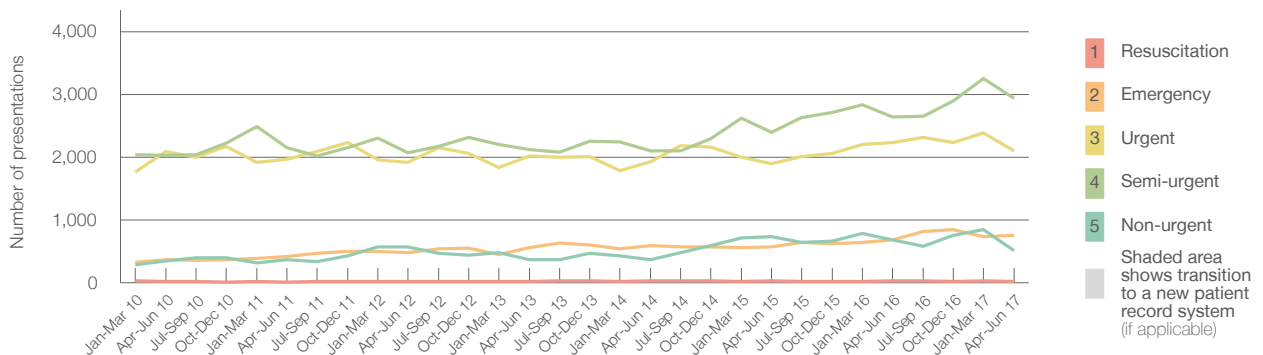
All presentations:¹ 6,554 patients

Emergency presentations² by triage category: 6,311 patients



Same period last year	Change since one year ago
6,412	2.2%
6,266	0.7%
29	-48.3%
677	10.8%
2,235	-6.2%
2,643	11.2%
682	-25.2%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	20	10	17	22	31	25	29	15
Emergency	365	414	479	563	587	566	677	750
Urgent	2,085	1,964	1,912	2,014	1,924	1,897	2,235	2,097
Semi-urgent	2,029	2,155	2,069	2,119	2,095	2,395	2,643	2,939
Non-urgent	344	365	574	370	361	730	682	510
All emergency presentations	4,843	4,908	5,051	5,088	4,998	5,613	6,266	6,311

Kempsey Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 822 patients

ED Transfer of care time



Same period last year	Change since one year ago
777	
15 minutes	-4 minutes
41 minutes	-21 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

April to June 2017

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

Number of triage 2 patients: 750

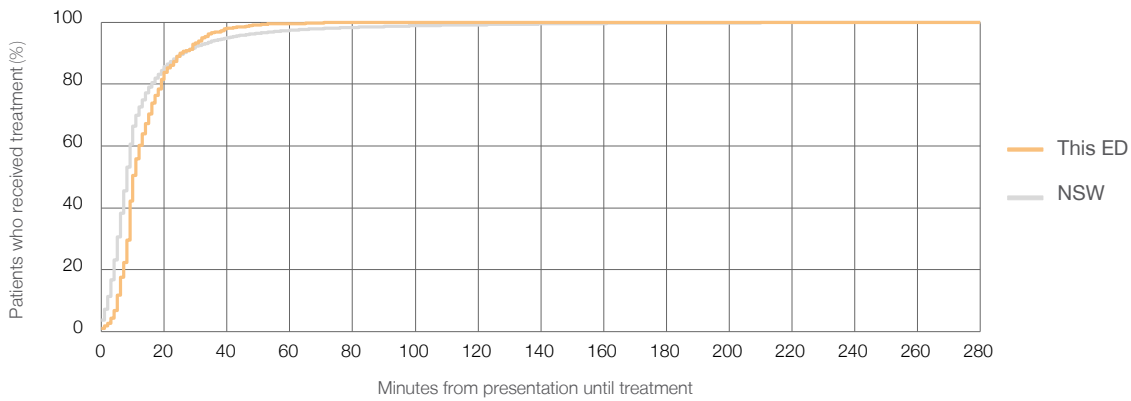
Number of triage 2 patients used to calculate waiting time:³ 748

Median time to start treatment⁴ 10 minutes

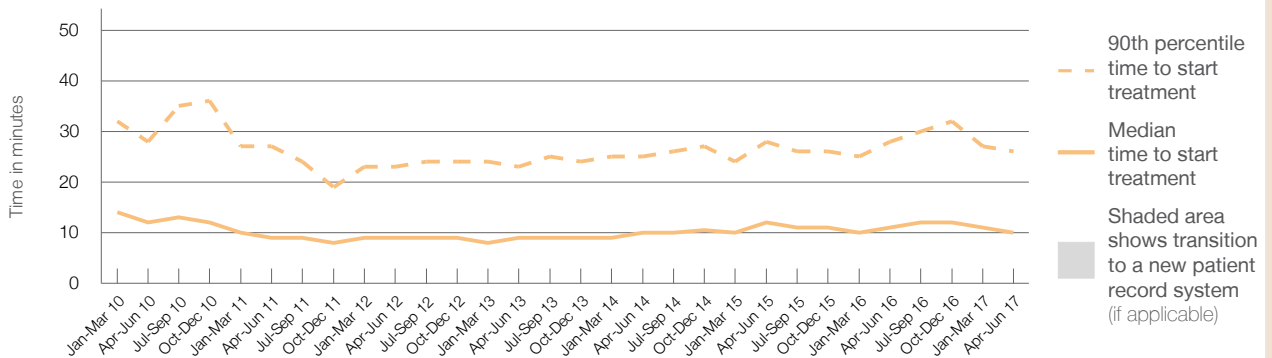
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
677	
674	
11 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	12	9	9	9	10	12	11	10
90th percentile time to start treatment ⁵ (minutes)	28	27	23	23	25	28	28	26

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

April to June 2017

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

Number of triage 3 patients: 2,097

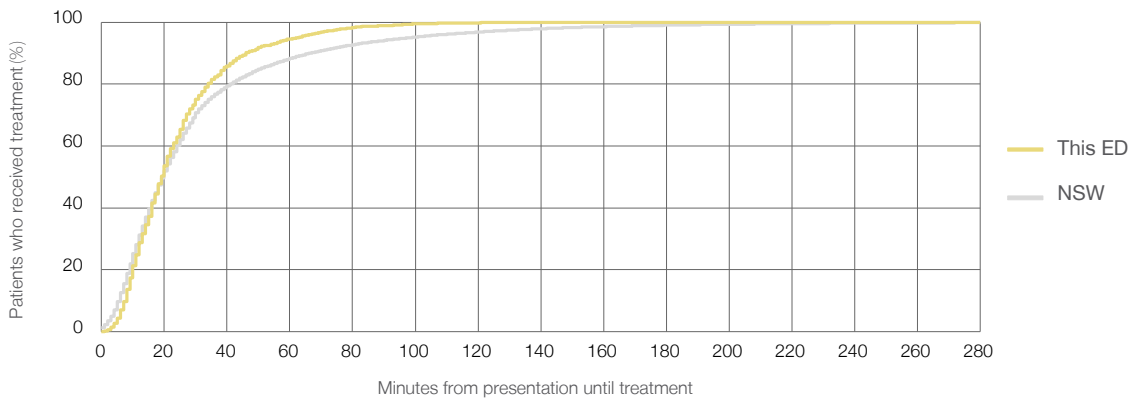
Number of triage 3 patients used to calculate waiting time:³ 2,085

Median time to start treatment⁴ 19 minutes

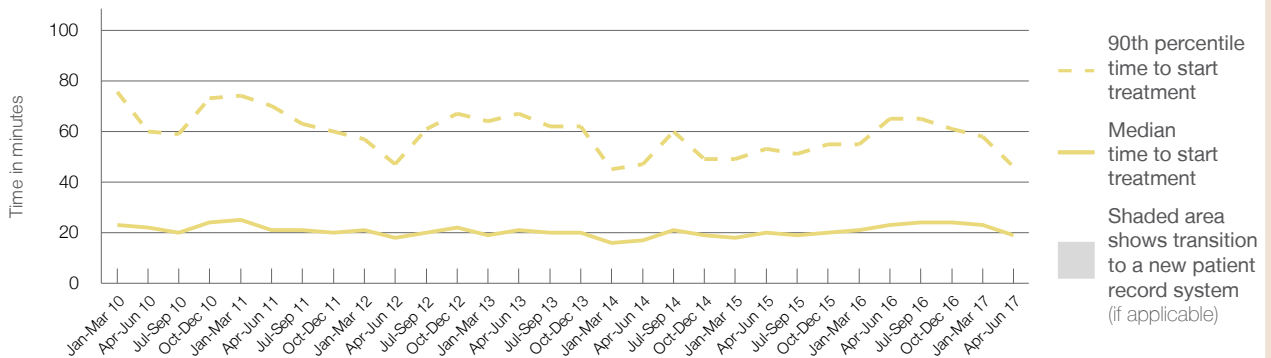
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
2,235	2,213
23 minutes	20 minutes
65 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	22	21	18	21	17	20	23	19
90th percentile time to start treatment ⁵ (minutes)	60	70	47	67	47	53	65	46

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

April to June 2017

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

Number of triage 4 patients: 2,939

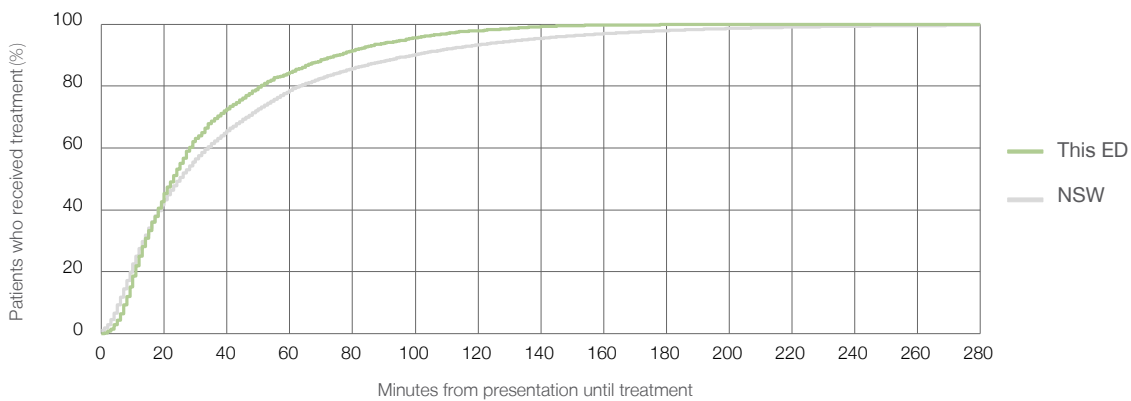
Number of triage 4 patients used to calculate waiting time:³ 2,870

Median time to start treatment⁴ 23 minutes

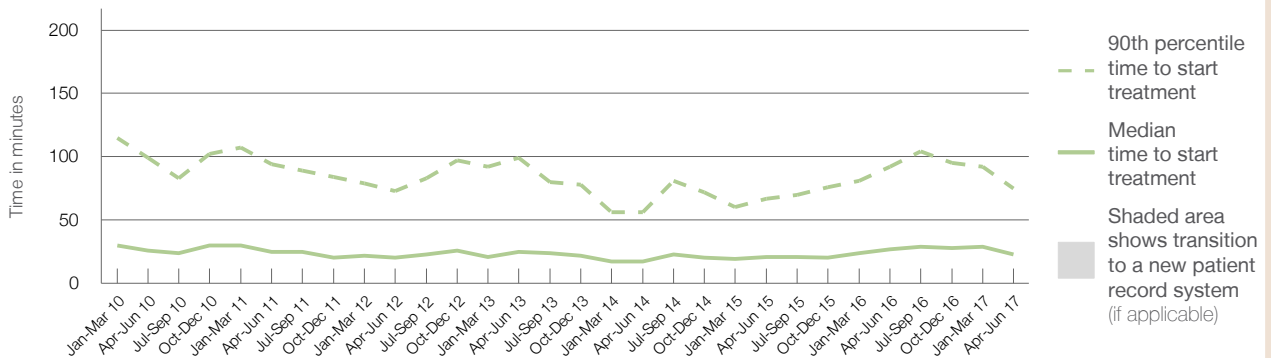
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,643	2,562
27 minutes	25 minutes
92 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	26	25	20	25	17	21	27	23
90th percentile time to start treatment ⁵ (minutes)	99	94	73	99	56	67	92	75

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

April to June 2017

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

Number of triage 5 patients: 510

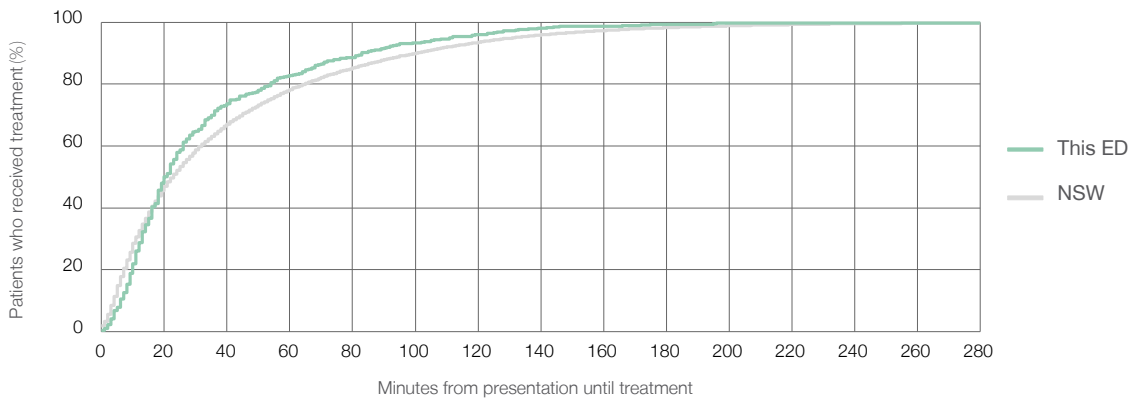
Number of triage 5 patients used to calculate waiting time:³ 465

Median time to start treatment⁴ 20 minutes

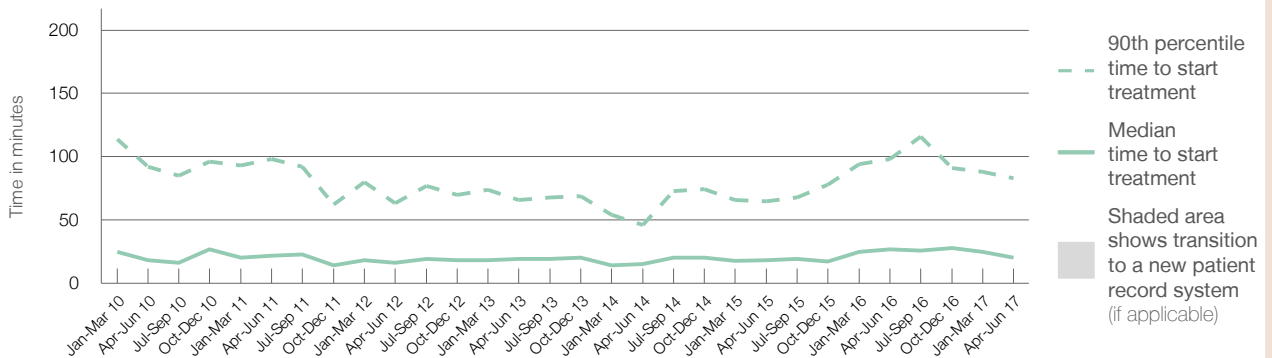
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
682	601
27 minutes	23 minutes
98 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	18	22	16	19	15	18	27	20
90th percentile time to start treatment ⁵ (minutes)	92	98	63	66	46	65	98	83

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Kempsey Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,554 patients

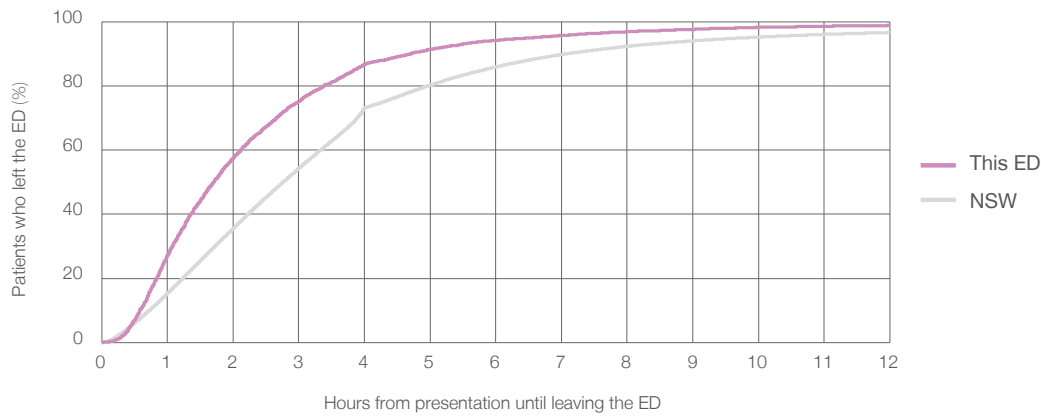
Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

Median time spent in the ED⁸ 1 hours and 42 minutes

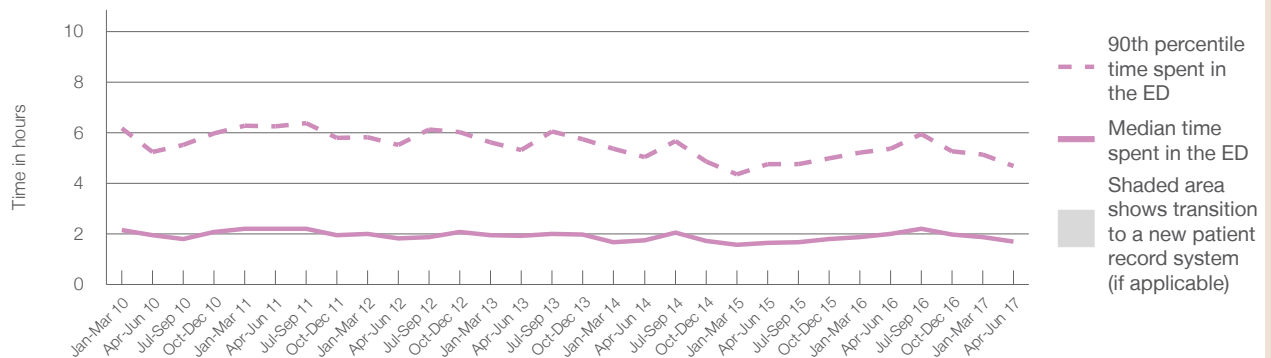
90th percentile time spent in the ED⁹ 4 hours and 42 minutes

Same period last year	NSW (this period)
6,412	
6,411	
2 hours and 1 minutes	2 hours and 46 minutes
5 hours and 23 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 58m	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m	1h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 14m	6h 15m	5h 32m	5h 20m	5h 3m	4h 46m	5h 23m	4h 42m

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Kempsey Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

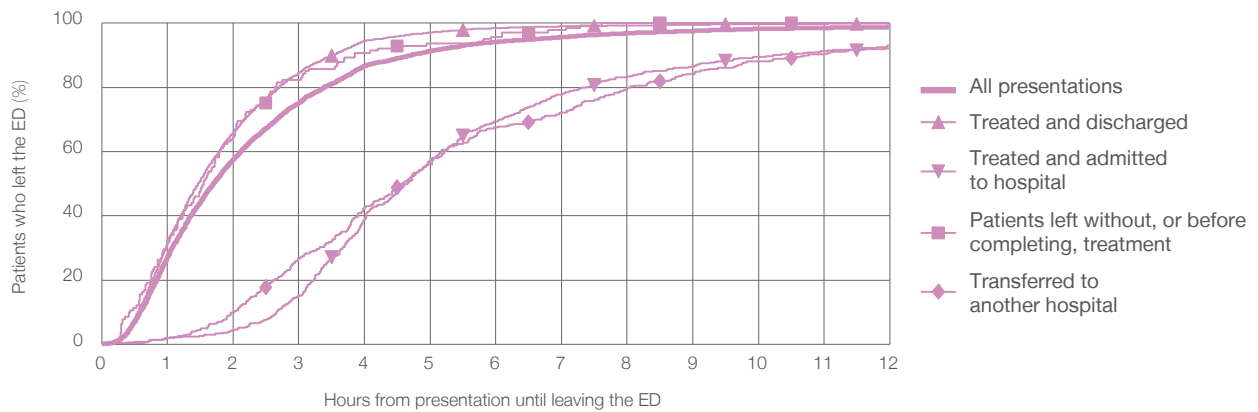
All presentations:¹ 6,554 patients

Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

Treated and discharged	5,472 (83.5%)
Treated and admitted to hospital	573 (8.7%)
Patient left without, or before completing, treatment	141 (2.2%)
Transferred to another hospital	360 (5.5%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,411	2.2%
5,264	4.0%
635	-9.8%
195	-27.7%
306	17.6%
12	-33.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	31.5%	66.1%	84.5%	94.5%	98.4%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.9%	4.4%	15.2%	39.1%	69.5%	83.2%	89.5%	92.1%
Patient left without, or before completing, treatment	32.6%	64.5%	82.3%	90.8%	95.7%	100%	100%	100%
Transferred to another hospital	1.9%	10.0%	26.7%	42.5%	67.5%	79.7%	88.1%	93.1%
All presentations	27.4%	57.6%	75.2%	86.7%	94.2%	96.8%	98.2%	98.8%

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Kempsey Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

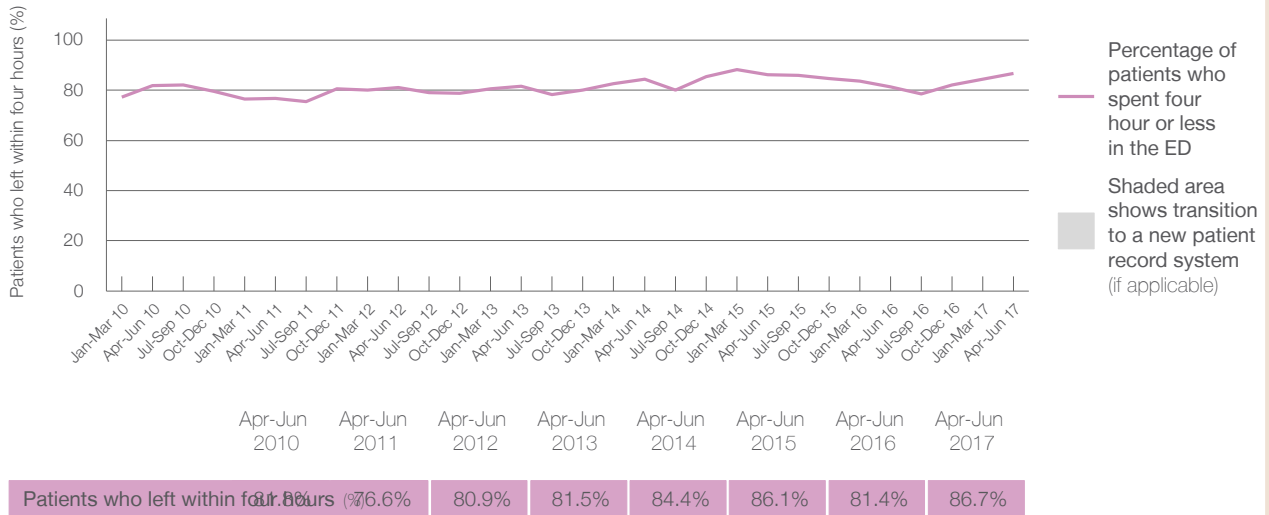
All presentations at the emergency department:¹ 6,554 patients
 Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

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	6,412	2.2%
Presentations used to calculate time to leaving the ED	6,411	2.2%
Percentage of patients who spent four hours or less in the ED	81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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, 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 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).