

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,382 patients
Emergency presentations:² 7,241 patients

Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%

Kempsey Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 729 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,390 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,253 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 842 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
637	
10 minutes	8 minutes
25 minutes	26 minutes
2,206	
21 minutes	20 minutes
55 minutes	69 minutes
2,838	
24 minutes	26 minutes
81 minutes	101 minutes
780	
25 minutes	23 minutes
94 minutes	104 minutes

Kempsey Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,380 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
6,639	11.2%
83.5%	

* 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 18 April 2017).

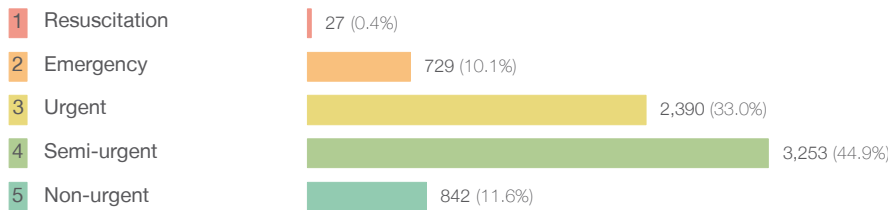
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Patients presenting to the emergency department

January to March 2017

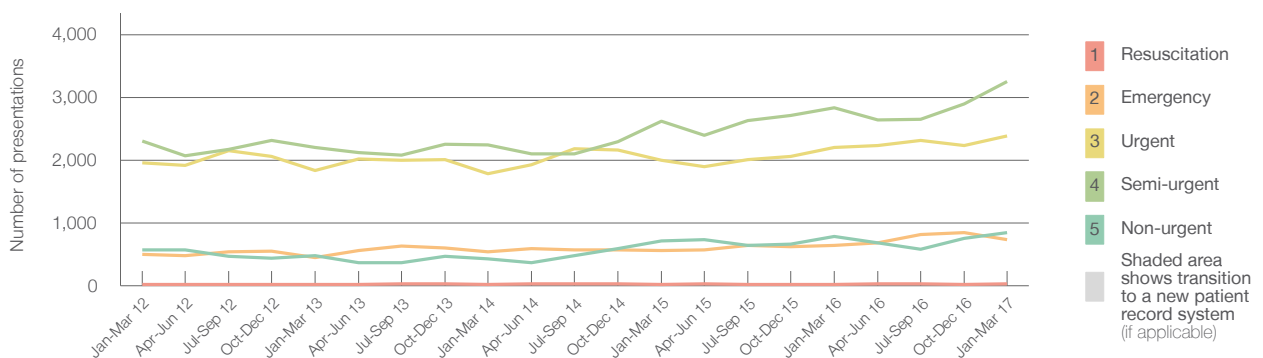
All presentations:¹ 7,382 patients

Emergency presentations² by triage category: 7,241 patients



Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%
18	50.0%
637	14.4%
2,206	8.3%
2,838	14.6%
780	7.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	20	15	18	16	18	27
Emergency	499	451	535	557	637	729
Urgent	1,956	1,830	1,780	1,998	2,206	2,390
Semi-urgent	2,305	2,203	2,241	2,617	2,838	3,253
Non-urgent	571	475	423	708	780	842
All emergency presentations	5,351	4,974	4,997	5,896	6,479	7,241

Kempsey Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 872 patients

ED Transfer of care time



Same period last year	Change since one year ago
829	
15 minutes	-3 minutes
41 minutes	-17 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

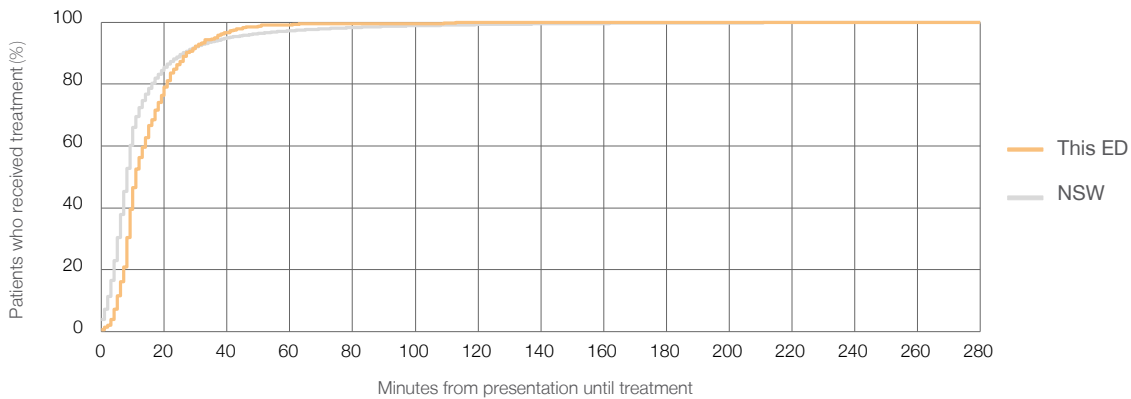
Number of triage 2 patients: 729

Number of triage 2 patients used to calculate waiting time:³ 728

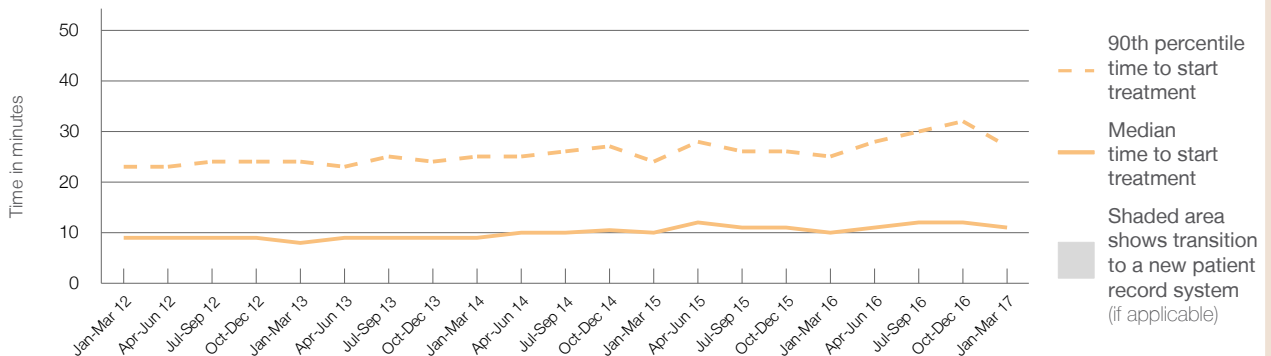
Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
637	
635	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 3 patients: 2,390

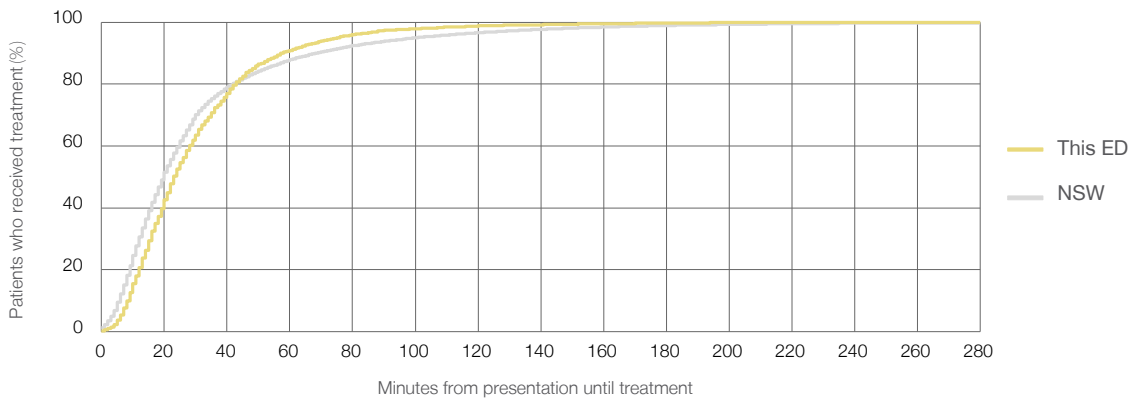
Number of triage 3 patients used to calculate waiting time:³ 2,368

Median time to start treatment⁴ 23 minutes

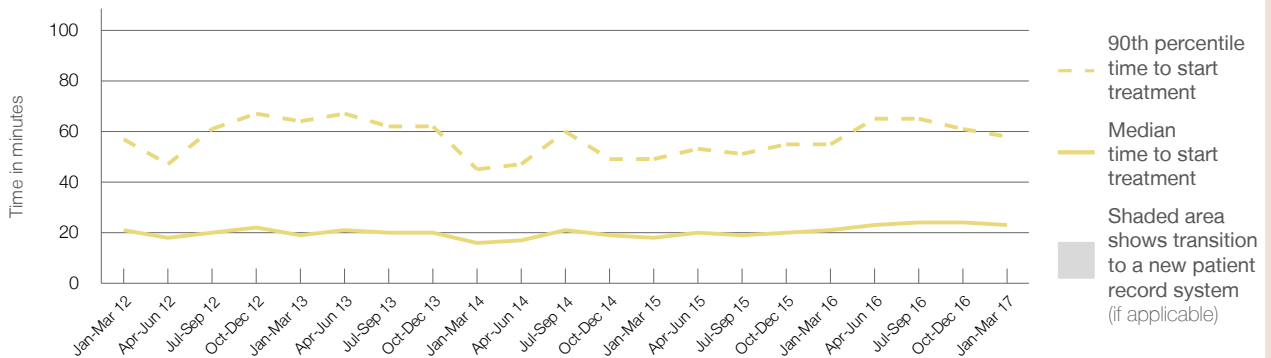
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,206	
2,169	
21 minutes	20 minutes
55 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,253

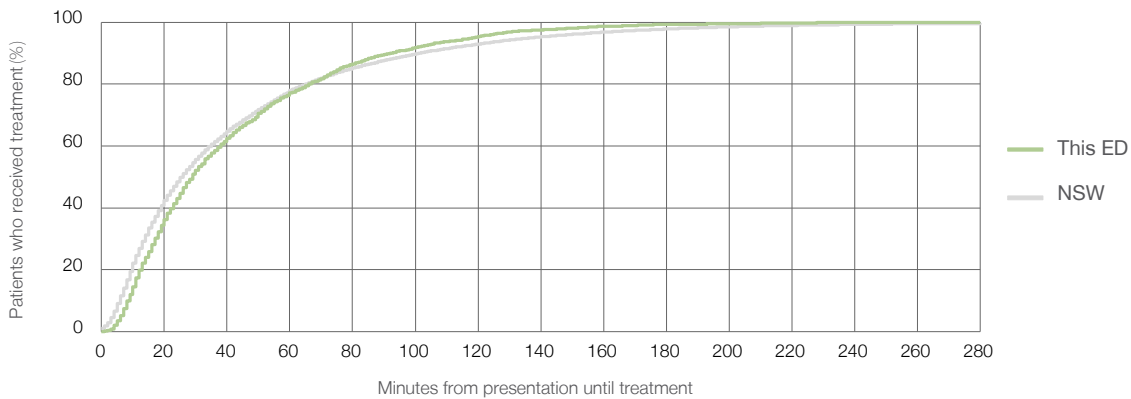
Number of triage 4 patients used to calculate waiting time:³ 3,116

Median time to start treatment⁴ 29 minutes

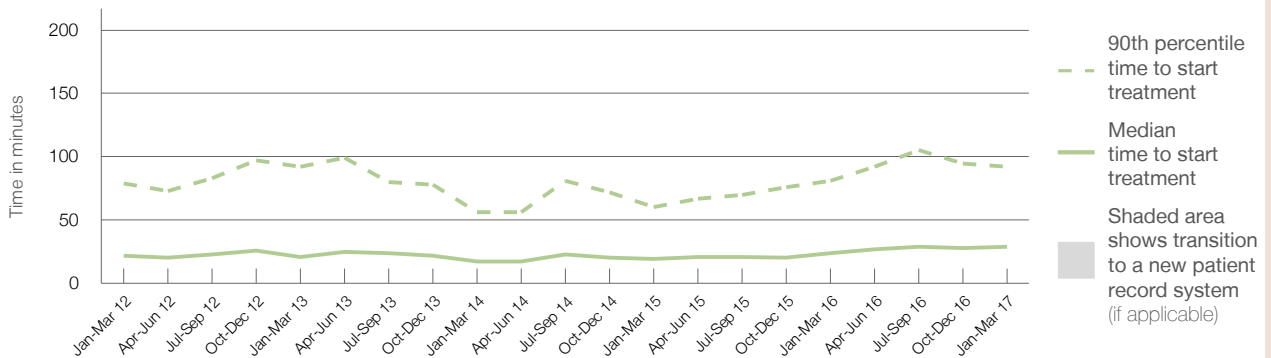
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
2,838	
2,743	
24 minutes	26 minutes
81 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 5 patients: 842

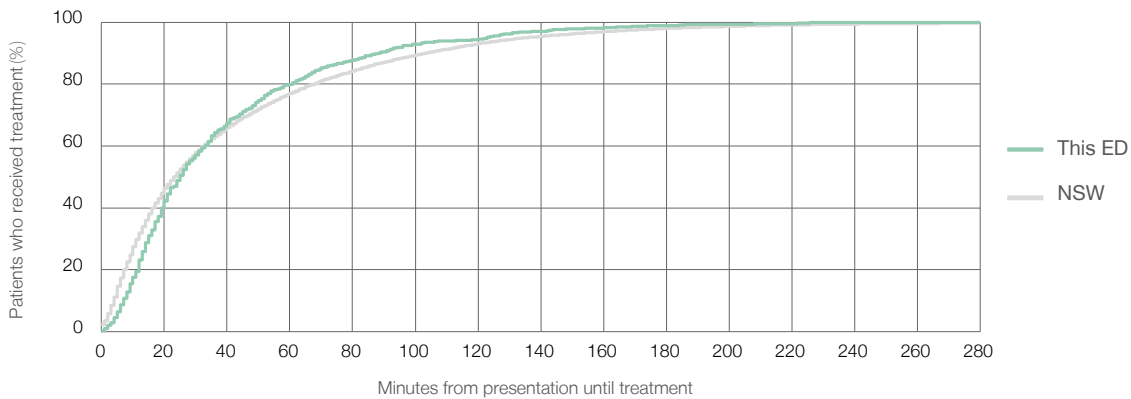
Number of triage 5 patients used to calculate waiting time:³ 753

Median time to start treatment⁴ 25 minutes

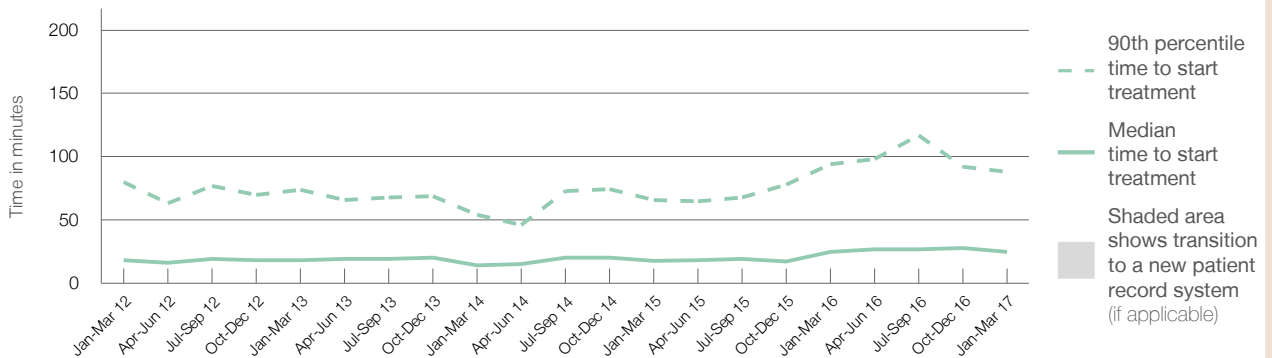
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
780	716
25 minutes	23 minutes
94 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	14	18	25	25
90th percentile time to start treatment ⁵ (minutes)	80	74	54	66	94	88

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,382 patients

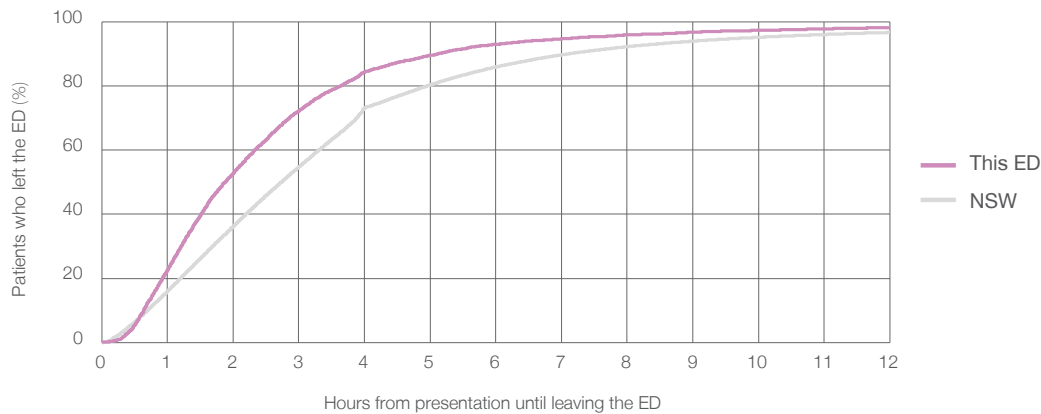
Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

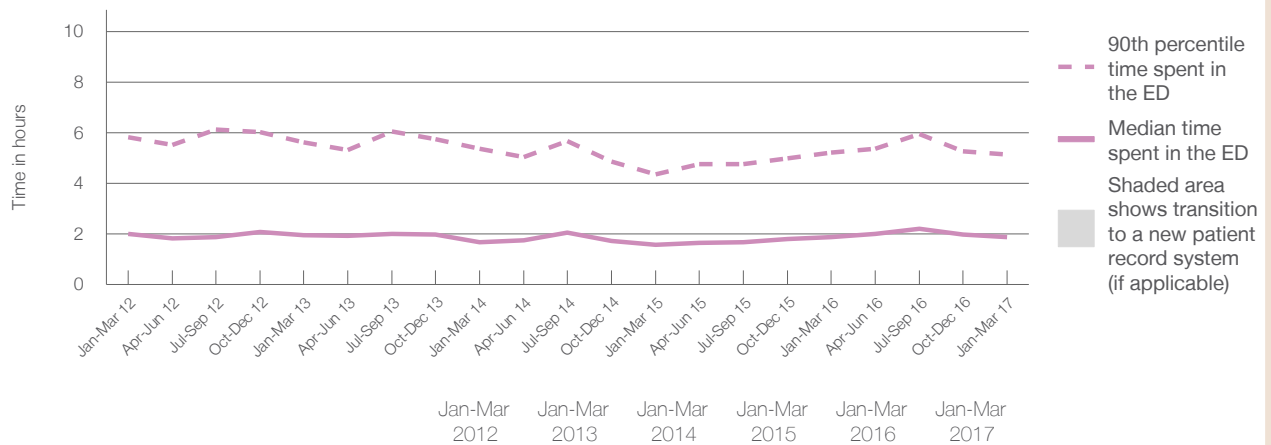
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
6,641	
6,639	
1 hours and 53 minutes	2 hours and 44 minutes
5 hours and 13 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 49m	5h 37m	5h 22m	4h 21m	5h 13m	5h 8m

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Kempsey Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

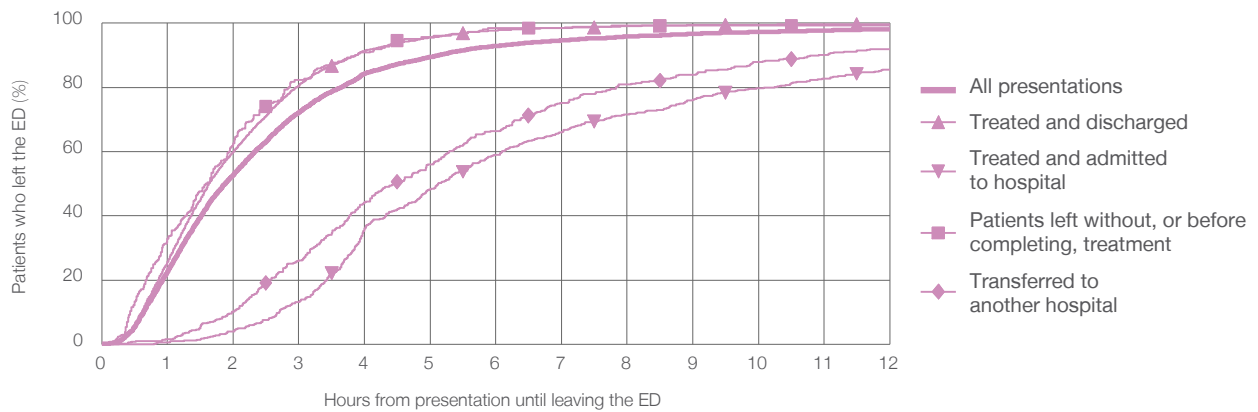
All presentations:¹ 7,382 patients

Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

Treated and discharged	6,107 (82.7%)
Treated and admitted to hospital	616 (8.3%)
Patient left without, or before completing, treatment	262 (3.5%)
Transferred to another hospital	387 (5.2%)
Other	10 (0.1%)

Same period last year	Change since one year ago
6,639	11.2%
5,428	12.5%
643	-4.2%
197	33.0%
357	8.4%
16	-37.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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

Treated and discharged	25.7%	60.0%	80.6%	91.4%	97.8%	99.1%	99.6%	99.8%
Treated and admitted to hospital	0.6%	4.1%	13.1%	36.0%	58.9%	71.6%	79.7%	85.6%
Patient left without, or before completing, treatment	32.8%	62.6%	82.4%	90.8%	98.5%	99.2%	99.2%	99.2%
Transferred to another hospital	1.6%	10.1%	26.1%	44.2%	66.4%	80.9%	87.9%	92.0%
All presentations	22.7%	52.8%	72.2%	84.3%	92.9%	95.9%	97.3%	98.1%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 7,382 patients

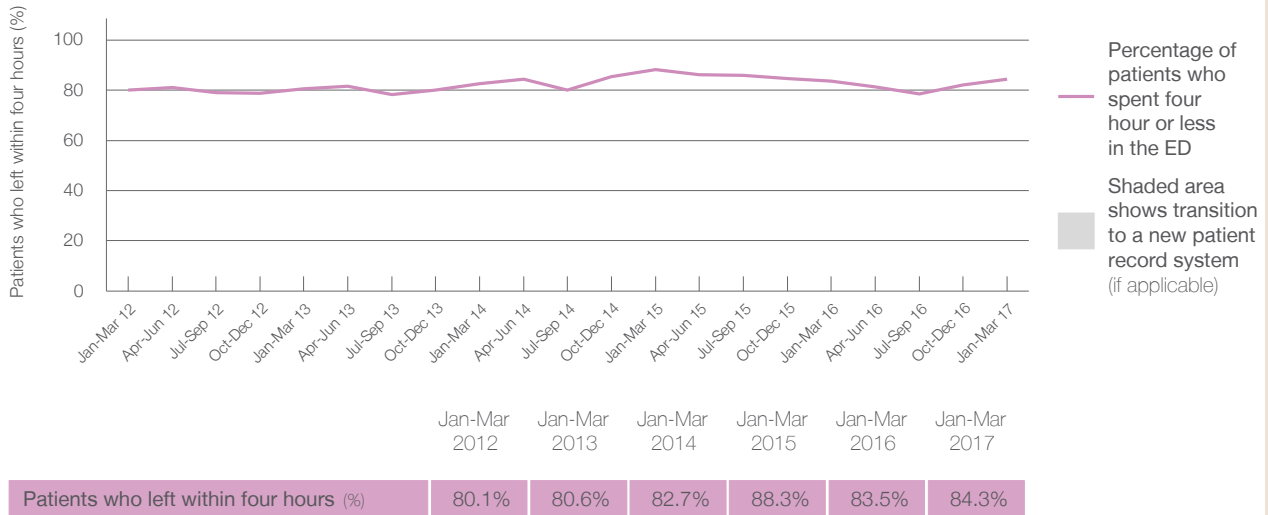
Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

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	6,641	11.2%
Presentations used to calculate time to leaving the ED	6,639	11.2%
Percentage of patients who spent four hours or less in the ED	83.5%	

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



* 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, 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).