

Kempsey Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,640 patients
Emergency attendances:² 6,480 patients

Same period last year	Change since one year ago
6,118	9%
5,896	10%

Kempsey Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 637 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,205 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,839 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 781 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
557	
10 minutes	8 minutes
30 minutes	35 minutes
1,998	
18 minutes	20 minutes
63 minutes	99 minutes
2,617	
19 minutes	26 minutes
79 minutes	137 minutes
708	
18 minutes	23 minutes
86 minutes	135 minutes

Kempsey Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Percentage of patients who left the ED within four hours 84%

Same period last year	Change since one year ago
6,118	8%
88%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

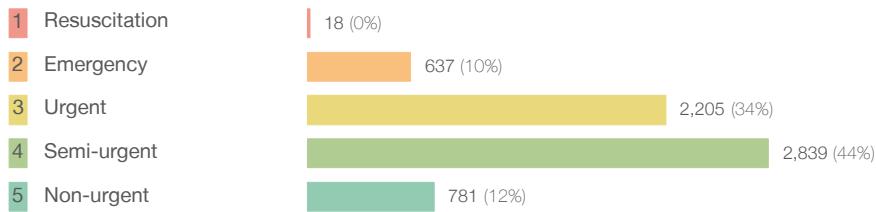
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Kempsey Hospital: Patients attending the emergency department January to March 2016

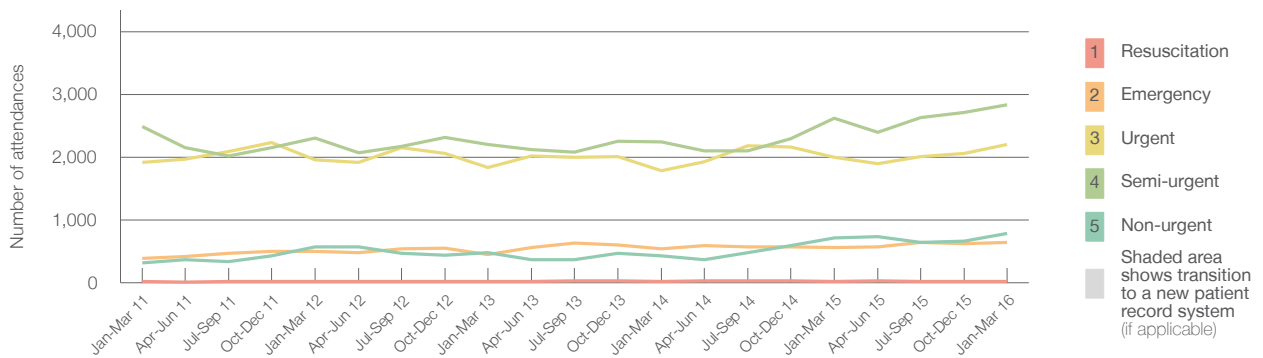
All attendances:¹ 6,640 patients

Emergency attendances² by triage category: 6,480 patients



Same period last year	Change since one year ago
6,118	9%
5,896	10%
16	13%
557	14%
1,998	10%
2,617	8%
708	10%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	16	20	15	18	16	18
Emergency	383	499	451	535	557	637
Urgent	1,919	1,956	1,830	1,780	1,998	2,205
Semi-urgent	2,489	2,305	2,203	2,241	2,617	2,839
Non-urgent	319	571	475	423	708	781
All emergency attendances	5,126	5,351	4,974	4,997	5,896	6,480

Kempsey Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 829 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
774	
13 minutes	2 minutes
40 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Kempsey Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 637

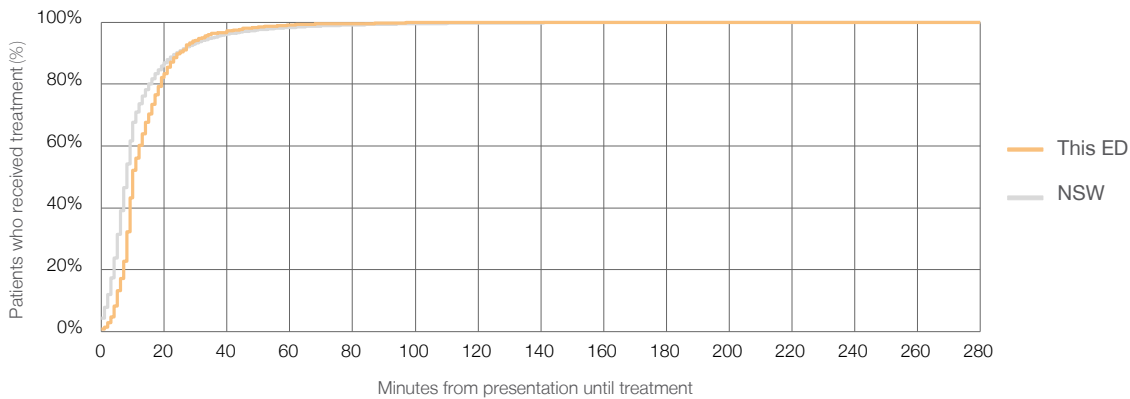
Number of triage 2 patients used to calculate waiting time:³ 635

Median time to start treatment⁴ 10 minutes

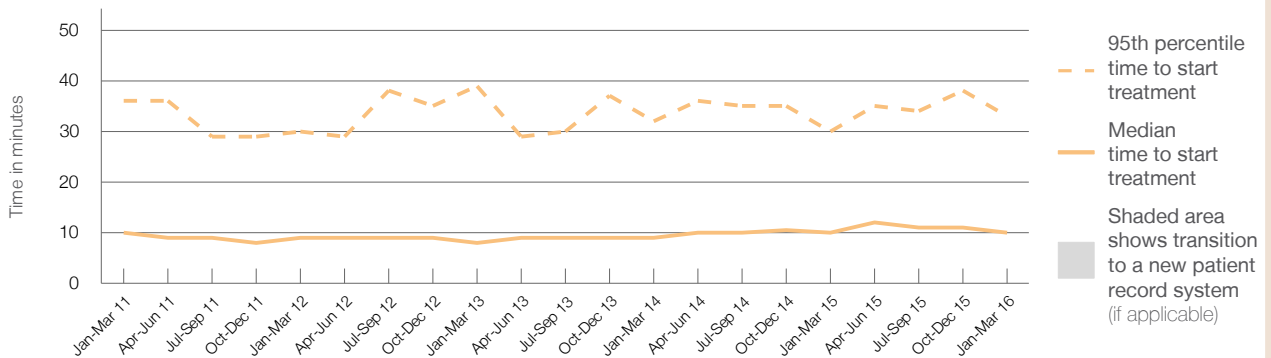
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
557	557
10 minutes	8 minutes
30 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	9	8	9	10	10
95th percentile time to start treatment ⁵ (minutes)	36	30	39	32	30	33

(†) 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 from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 2,205

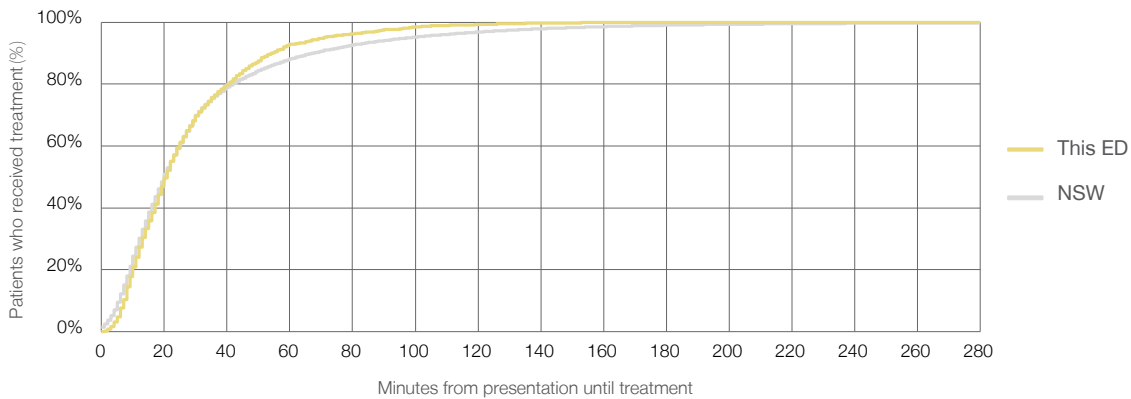
Number of triage 3 patients used to calculate waiting time:³ 2,166

Median time to start treatment⁴ 21 minutes

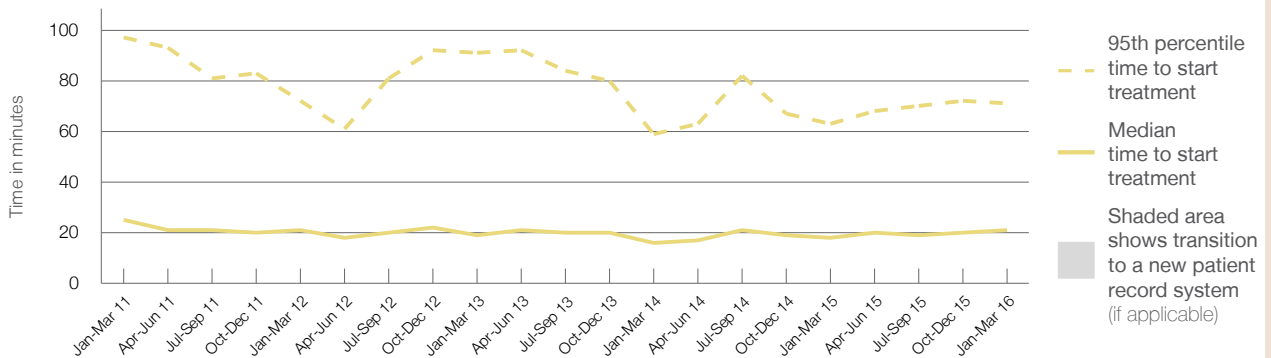
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,998	1,974
18 minutes	20 minutes
63 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	25	21	19	16	18	21
95th percentile time to start treatment ⁵ (minutes)	97	72	91	59	63	71

(†) 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 from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,839

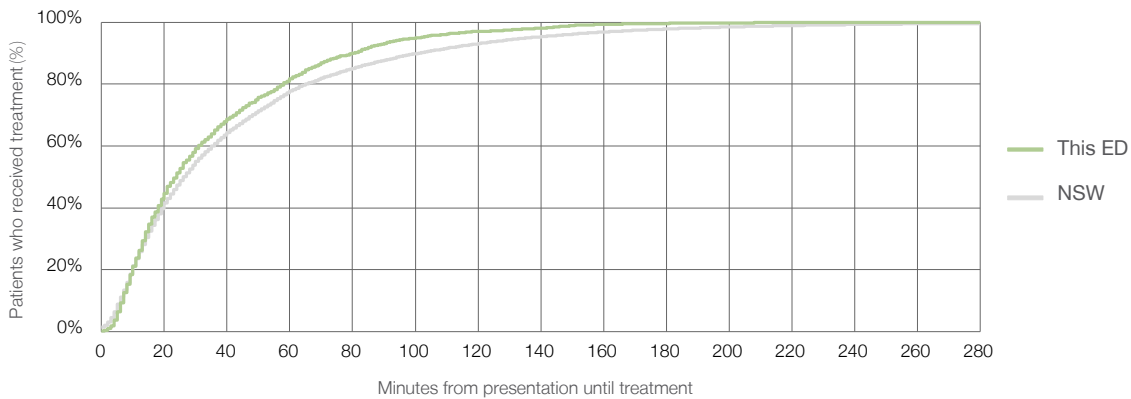
Number of triage 4 patients used to calculate waiting time:³ 2,744

Median time to start treatment⁴ 24 minutes

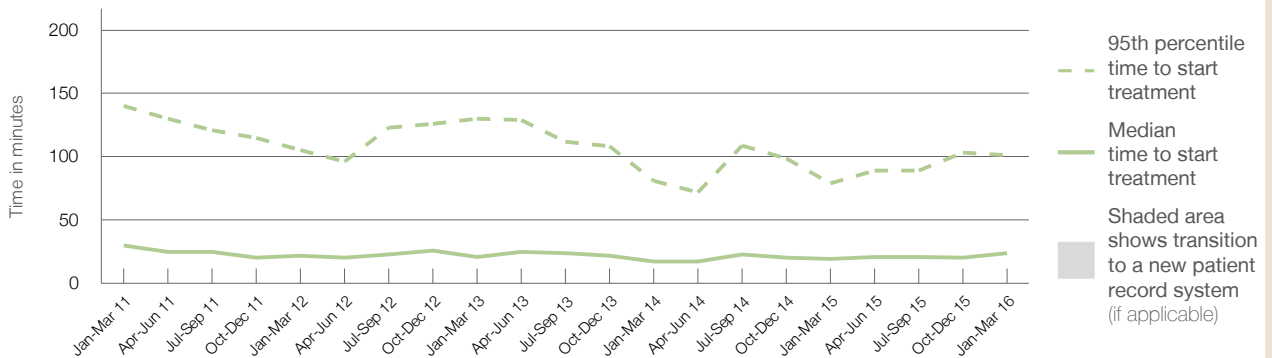
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
2,617	2,553
19 minutes	26 minutes
79 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	22	21	17	19	24
95th percentile time to start treatment ⁵ (minutes)	140	105	130	81	79	101

(†) 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 from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 781

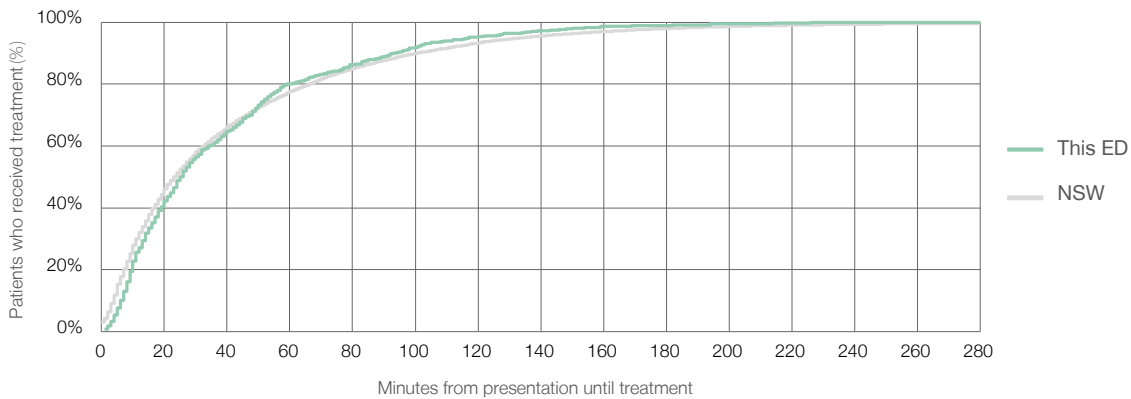
Number of triage 5 patients used to calculate waiting time:³ 716

Median time to start treatment⁴ 25 minutes

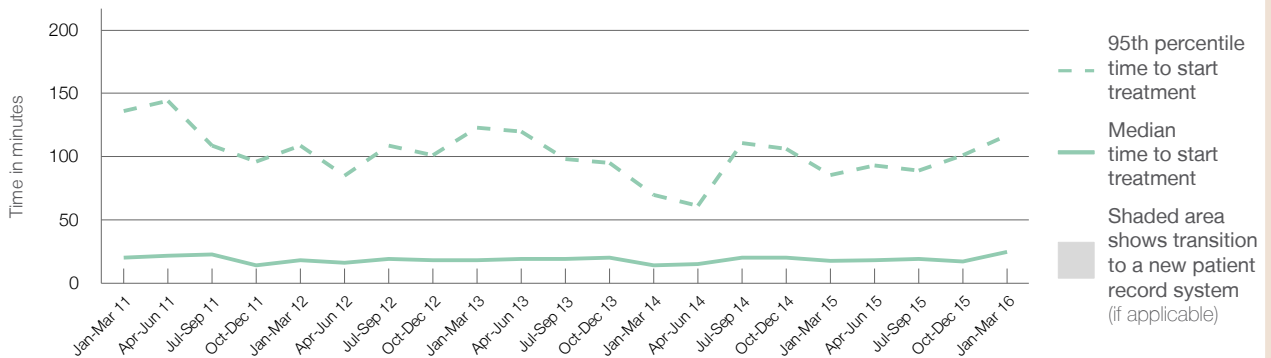
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
708	
660	
18 minutes	23 minutes
86 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	18	18	14	18	25
95th percentile time to start treatment ⁵ (minutes)	136	109	123	70	86	117

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,640 patients

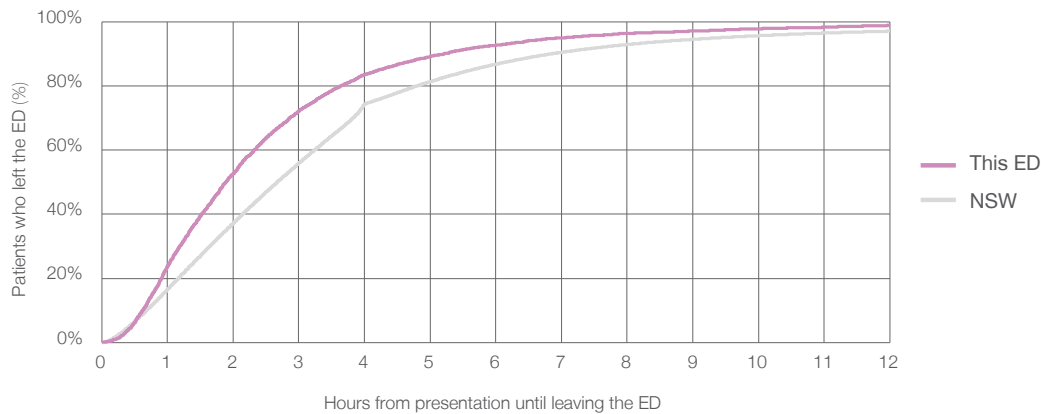
Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Median time to leaving the ED⁸ 1 hours and 53 minutes

95th percentile time to leaving the ED⁹ 7 hours and 3 minutes

Same period last year	NSW (this period)
6,118	6,118
1 hours and 34 minutes	2 hours and 40 minutes
6 hours and 4 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 17m	8h 6m	7h 51m	7h 17m	6h 4m	7h 3m

(†) 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 from presentation until leaving the ED
 By mode of separation
 January to March 2016

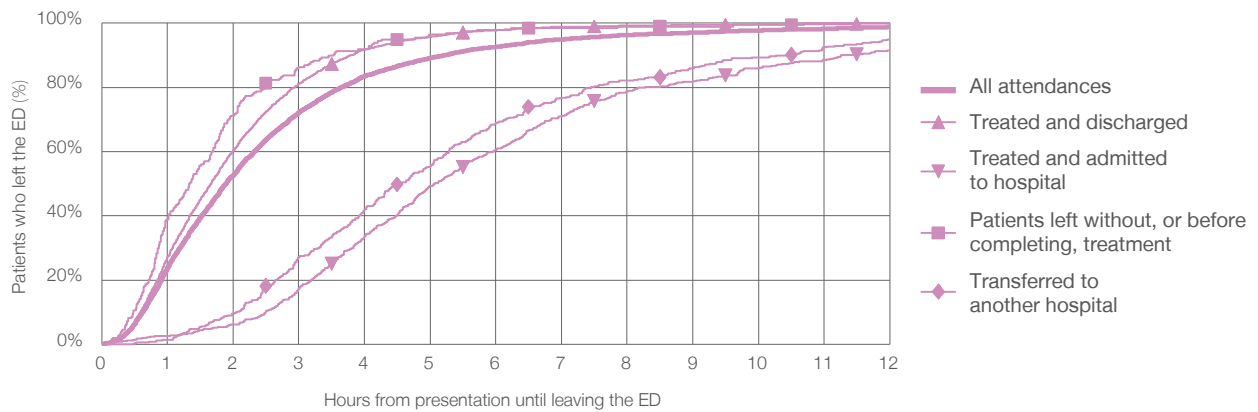
All attendances:¹ 6,640 patients

Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Treated and discharged	5,426 (82%)
Treated and admitted to hospital	643 (10%)
Patient left without, or before completing, treatment	198 (3%)
Transferred to another hospital	357 (5%)
Other	16 (0%)

Same period last year	Change since one year ago
6,118	8%
4,935	10%
649	-1%
175	13%
355	1%
4	300%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	27%	60%	81%	92%	98%	99%	100%	100%
Treated and admitted to hospital	3%	6%	17%	34%	61%	79%	86%	92%
Patient left without, or before completing, treatment	39%	71%	86%	92%	98%	99%	99%	100%
Transferred to another hospital	1%	10%	27%	42%	69%	82%	89%	95%
All attendances	24%	53%	72%	84%	93%	96%	98%	99%

(†) 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 from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 6,640 patients

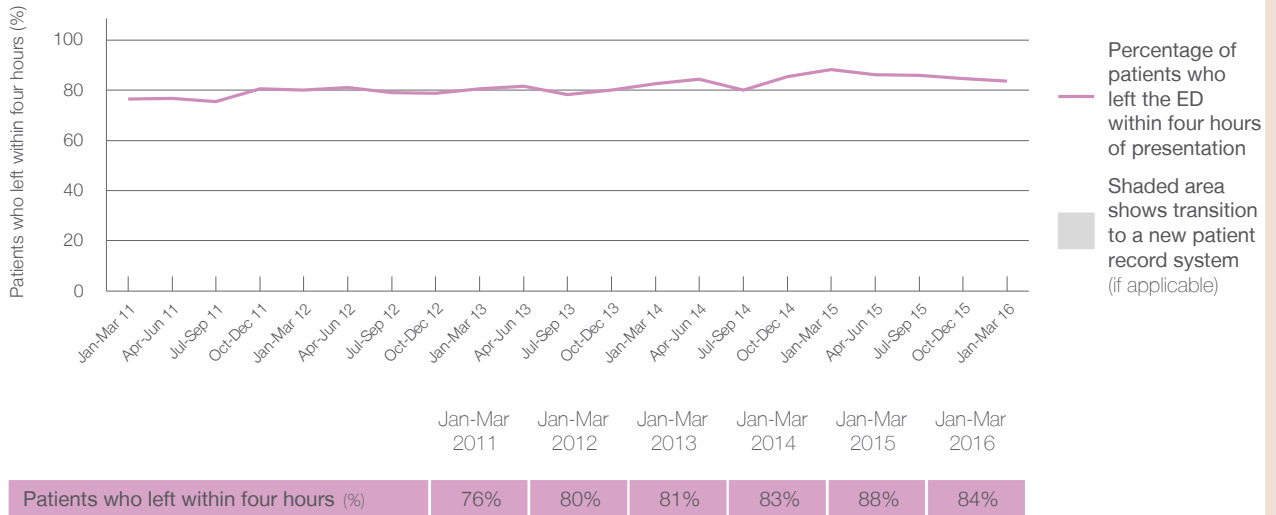
Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
6,118	9%
6,118	8%
88%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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*.

- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).