Kempsey Hospital: Emergency department (ED) overview
July to September 2017

	Same period last year	Change since one year ago
All presentations:[1] 7,567 patients	6,490	16.6%
Emergency presentations:[2] 7,323 patients	6,388	14.6%

Kempsey Hospital: Time patients waited to start treatment[3]
July to September 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 879 patients	813	
Median time to start treatment[4] 13 minutes	12 minutes	9 minutes
90th percentile time to start treatment[5] 32 minutes	30 minutes	29 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,557 patients	2,317	
Median time to start treatment[4] 25 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5] 75 minutes	65 minutes	83 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,391 patients	2,649	
Median time to start treatment[4] 34 minutes	29 minutes	30 minutes
90th percentile time to start treatment[5] 122 minutes	104 minutes	121 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients	584	
Median time to start treatment[4] 29 minutes	26 minutes	26 minutes
90th percentile time to start treatment[5] 105 minutes	116 minutes	118 minutes

Kempsey Hospital: Time from presentation until leaving the ED
July to September 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 7,567 patients	6,490	16.6%
Percentage of patients who spent four hours or less in the ED 82.2%	78.6%	

* 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, July to September 2016.*
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.
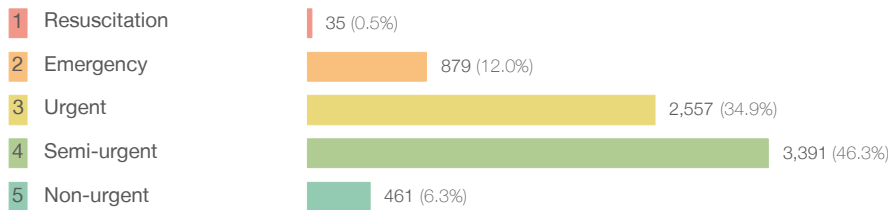6. All presentations that have a departure time.

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 October 2017).

Kempsey Hospital: Patients presenting to the emergency department
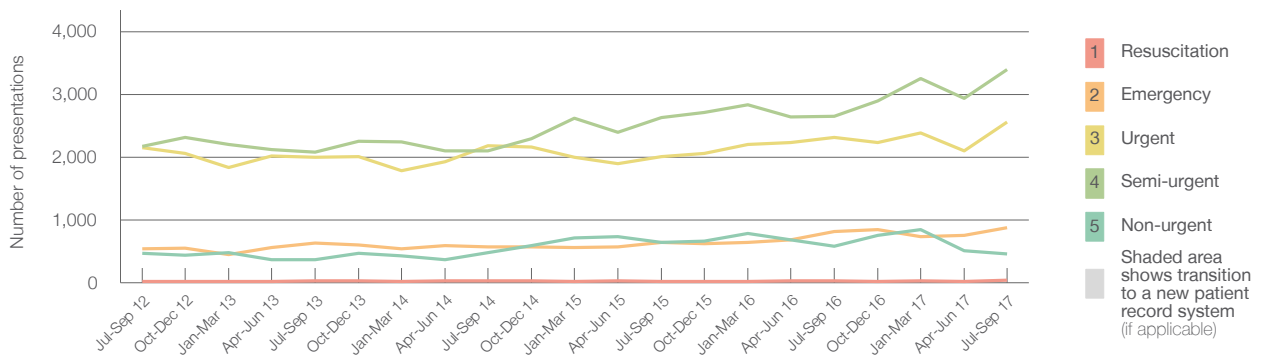July to September 2017

		Same period last year	Change since one year ago
All presentations:[1] 7,567 patients		6,490	16.6%
Emergency presentations[2] by triage category: 7,323 patients		6,388	14.6%

		Same period last year	Change since one year ago
1 Resuscitation	35 (0.5%)	25	40.0%
2 Emergency	879 (12.0%)	813	8.1%
3 Urgent	2,557 (34.9%)	2,317	10.4%
4 Semi-urgent	3,391 (46.3%)	2,649	28.0%
5 Non-urgent	461 (6.3%)	584	-21.1%

Emergency presentations[2] by quarter, July 2012 to September 2017 ‡

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	22	32	34	22	25	35
Emergency	540	631	566	646	813	879
Urgent	2,153	1,999	2,180	2,011	2,317	2,557
Semi-urgent	2,169	2,076	2,098	2,631	2,649	3,391
Non-urgent	471	363	474	642	584	461
All emergency presentations	5,355	5,101	5,352	5,952	6,388	7,323

Kempsey Hospital: Patients arriving by ambulance
July to September 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 918 patients		816	

ED Transfer of care time

		Same period last year	Change since one year ago
Median time	13 minutes	14 minutes	-1 minute
90th percentile time	28 minutes	38 minutes	-10 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

District group 2 hospitals (C2)
Mid North Coast Local Health District

Kempsey Hospital: Time patients waited to start treatment, triage 2
July to September 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 879		813	
Number of triage 2 patients used to calculate waiting time:[3] 879		813	
Median time to start treatment[4] 13 minutes		12 minutes	9 minutes
90th percentile time to start treatment[5] 32 minutes		30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017
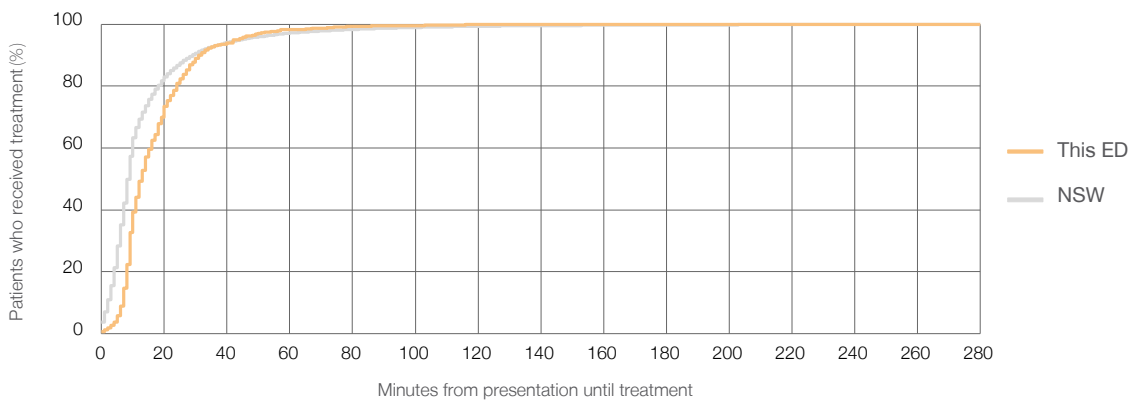
Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017[†‡]
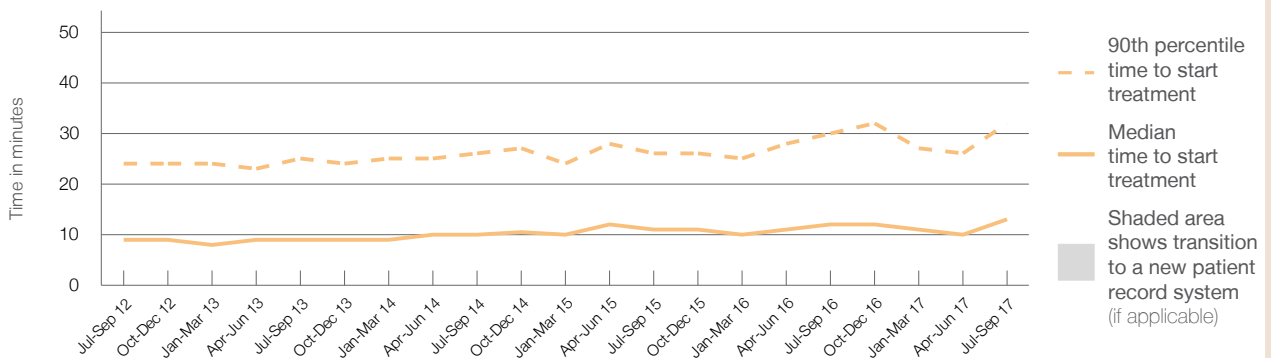
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	9	9	10	11	12	13
90th percentile time to start treatment[5] (minutes)	24	25	26	26	30	32

(†) 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

District group 2 hospitals (C2)
Mid North Coast Local Health District

Kempsey Hospital: Time patients waited to start treatment, triage 3
July to September 2017

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 2,557	2,317	
Number of triage 3 patients used to calculate waiting time:[3] 2,513	2,293	
Median time to start treatment[4] 25 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5] 75 minutes	65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017

- This ED
- NSW
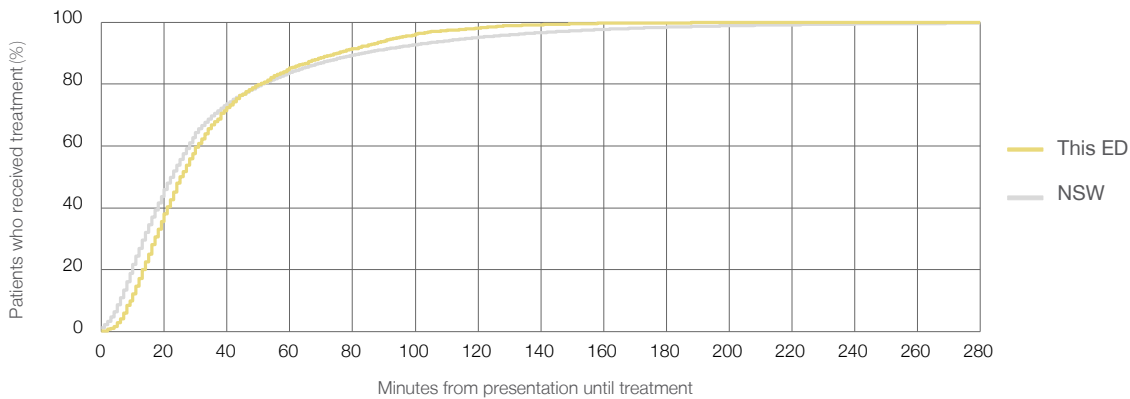
Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017[†‡]
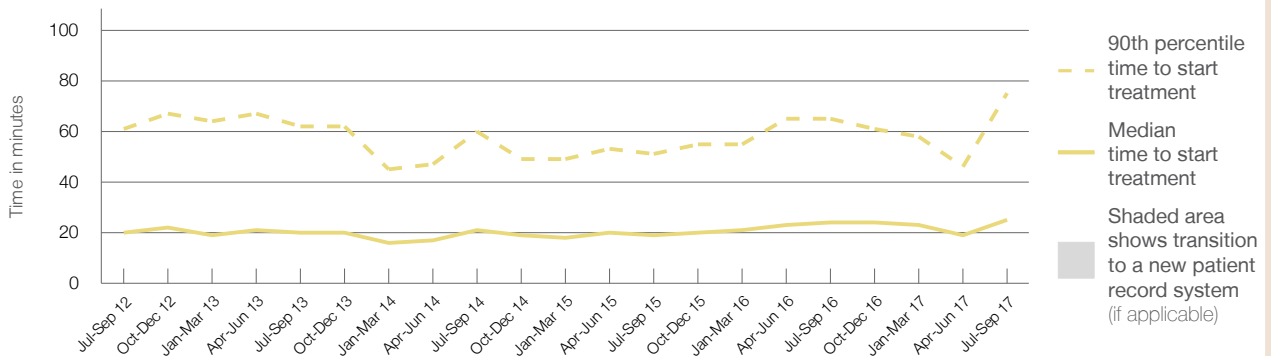
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	20	20	21	19	24	25
90th percentile time to start treatment[5] (minutes)	61	62	60	51	65	75

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Kempsey Hospital: Time patients waited to start treatment, triage 4
July to September 2017

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients: 3,391		2,649	
Number of triage 4 patients used to calculate waiting time:[3] 3,215		2,544	
Median time to start treatment[4]	34 minutes	29 minutes	30 minutes
90th percentile time to start treatment[5]	122 minutes	104 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017
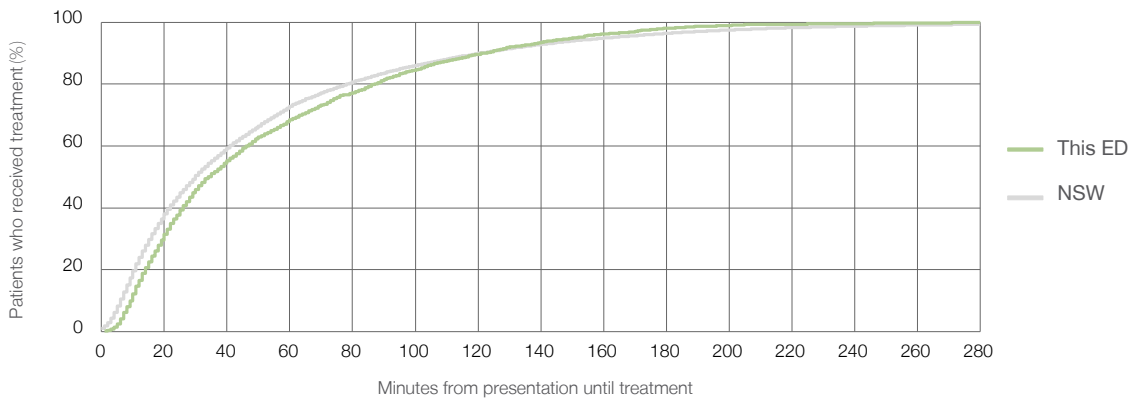
Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017[†‡]
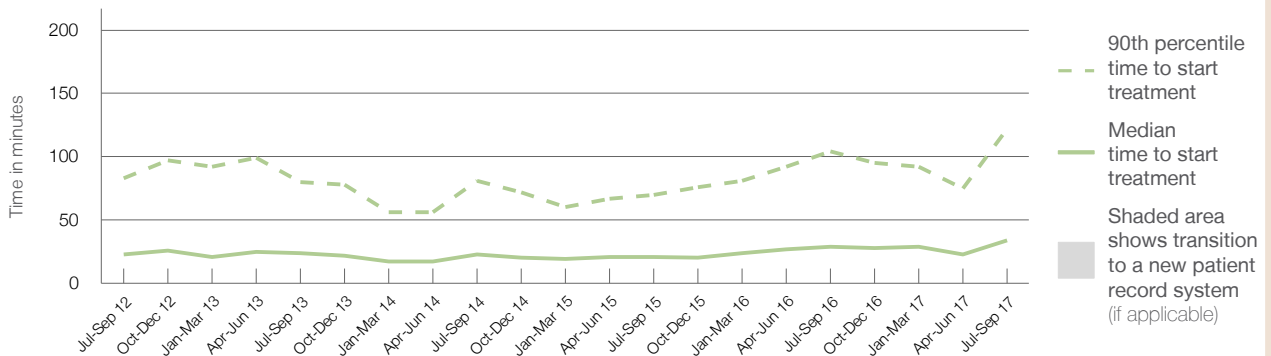
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	23	24	23	21	29	34
90th percentile time to start treatment[5] (minutes)	83	80	81	70	104	122

(†) 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

District group 2 hospitals (C2)
Mid North Coast Local Health District

Kempsey Hospital: Time patients waited to start treatment, triage 5
July to September 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 461			584	
Number of triage 5 patients used to calculate waiting time:[3] 365			516	
Median time to start treatment[4]		29 minutes	26 minutes	26 minutes
90th percentile time to start treatment[5]		105 minutes	116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017
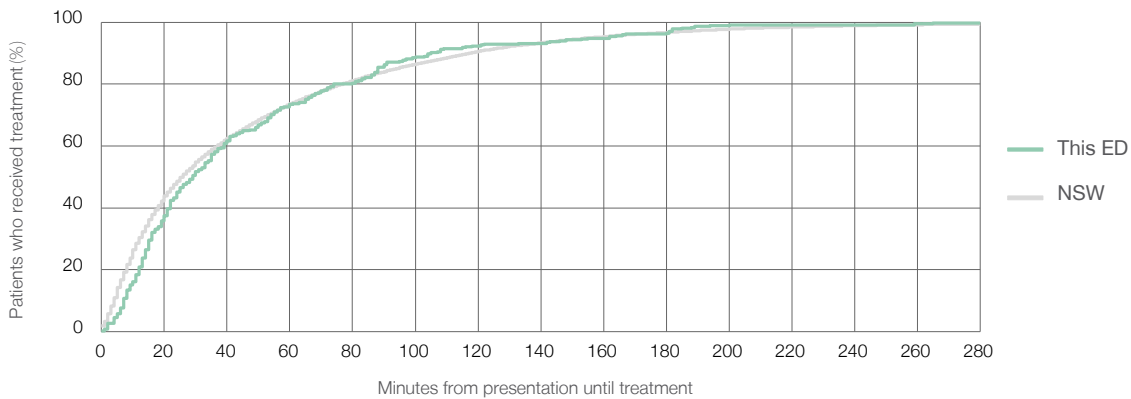
Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017[†‡]
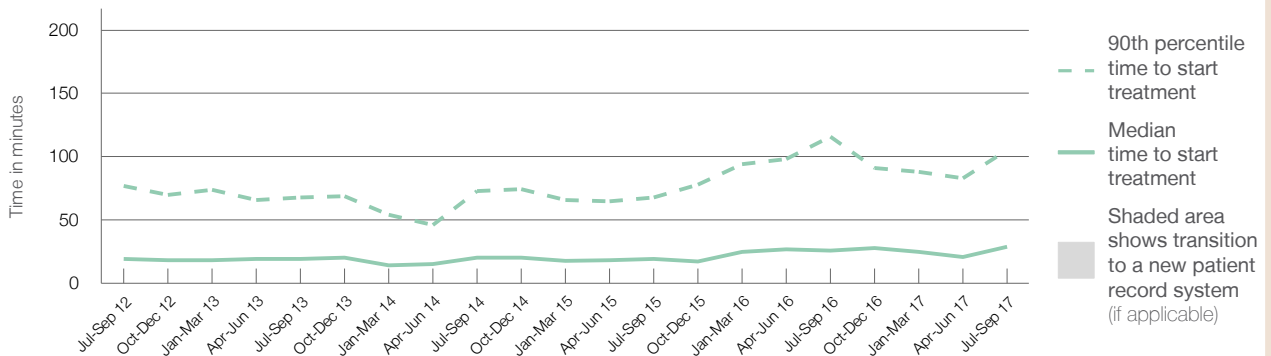
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	19	19	20	19	26	29
90th percentile time to start treatment[5] (minutes)	77	68	73	68	116	105

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Kempsey Hospital

District group 2 hospitals (C2)
Mid North Coast Local Health District

Kempsey Hospital: Time patients spent in the ED
July to September 2017

		Same period last year	NSW (this period)
All presentations:[1] 7,567 patients		6,490	
Presentations used to calculate time to leaving the ED:[6] 7,567 patients		6,490	
Median time spent in the ED [8]	2 hours and 9 minutes	2 hours and 13 minutes	3 hours and 0 minutes
90th percentile time spent in the ED [9]	5 hours and 12 minutes	5 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017
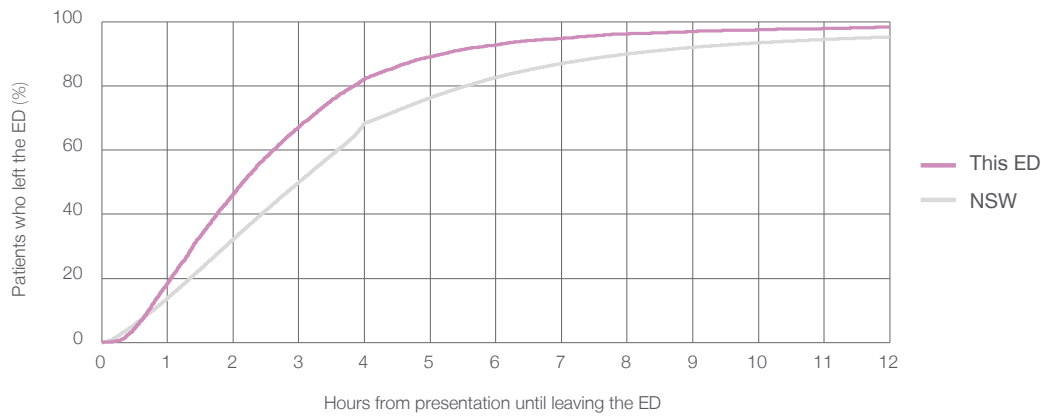
Time patients spent in the ED, by quarter, July 2012 to September 2017 [†‡]
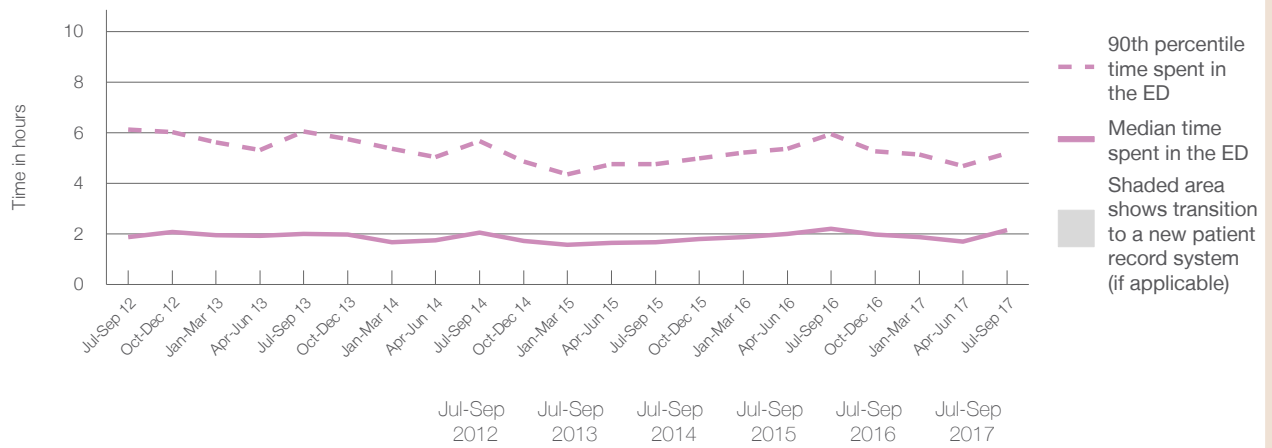
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED [8] (hours, minutes)	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m	2h 9m
90th percentile time to leaving the ED [9] (hours, minutes)	6h 8m	6h 3m	5h 40m	4h 46m	5h 57m	5h 12m

(†)   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

District group 2 hospitals (C2)
Mid North Coast Local Health District

Kempsey Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

		Same period last year	Change since one year ago
All presentations:[1] 7,567 patients			
Presentations used to calculate time to leaving the ED:[6] 7,567 patients		6,490	16.6%
Treated and discharged	6,112 (80.8%)	5,248	16.5%
Treated and admitted to hospital	712 (9.4%)	642	10.9%
Patient left without, or before completing, treatment	343 (4.5%)	225	52.4%
Transferred to another hospital	391 (5.2%)	367	6.5%
Other	9 (0.1%)	8	12.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2017 [†‡]

Patients who left the ED (%) vs Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
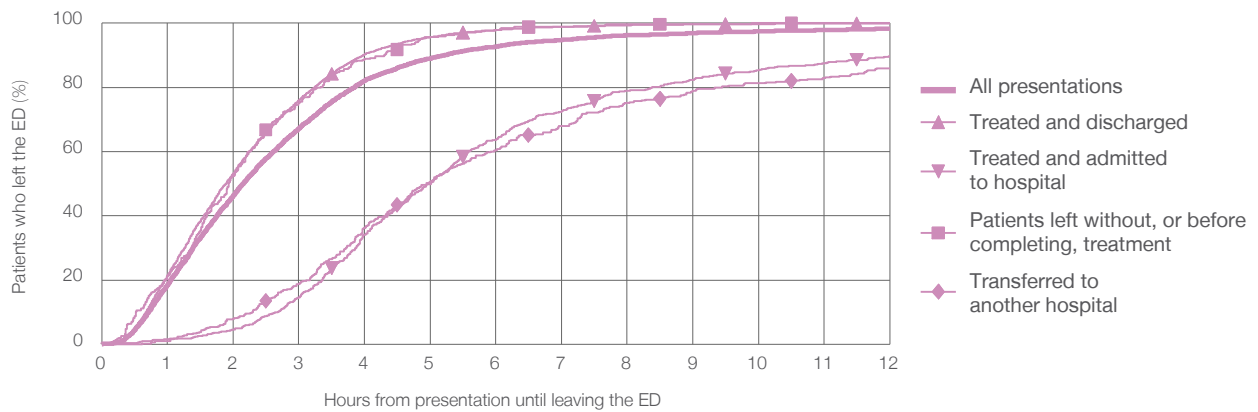
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.4%	53.3%	76.1%	90.3%	97.9%	99.4%	99.8%	100%
Treated and admitted to hospital	1.5%	4.5%	14.5%	34.1%	63.8%	78.9%	85.4%	89.7%
Patient left without, or before completing, treatment	21.6%	52.5%	75.2%	88.9%	98.0%	99.7%	100%	100%
Transferred to another hospital	1.0%	7.9%	18.7%	36.3%	60.4%	75.2%	81.3%	85.9%
All presentations	18.6%	46.4%	67.3%	82.2%	92.7%	96.2%	97.5%	98.3%

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

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

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 7,567 patients		6,490	16.6%
Presentations used to calculate time to leaving the ED:[6] 7,567 patients		6,490	16.6%
Percentage of patients who spent four hours or less in the ED	82.2%	78.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)
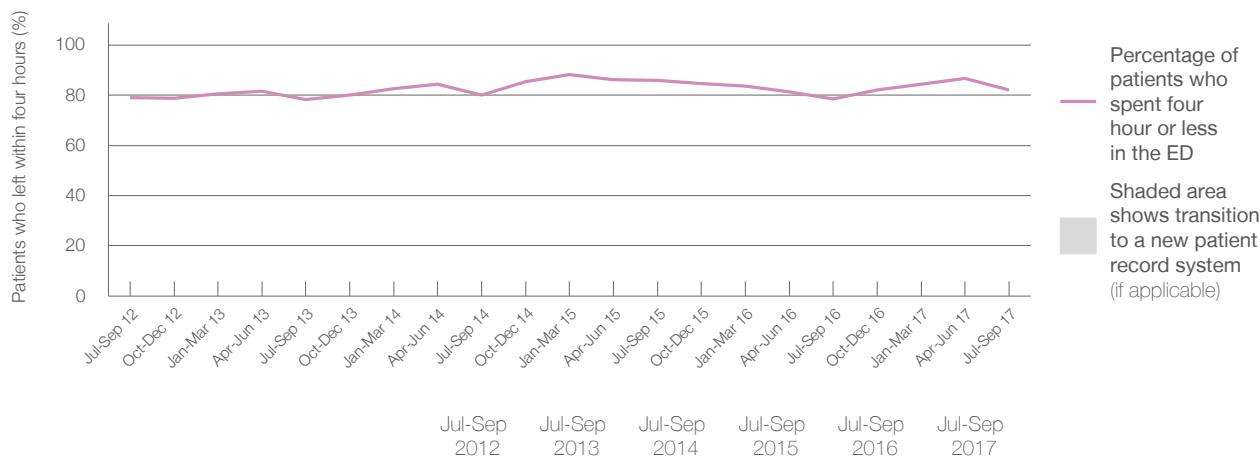
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Patients who left within four hours (%)	79.1%	78.4%	80.1%	86.0%	78.6%	82.2%

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* 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).
2. All presentations 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, July to September 2016.*
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 105% 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 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Kempsey Hospital

District group 2 hospitals (C2)
Mid North Coast Local Health District