

Inverell District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,278 patients
 Emergency presentations:² 2,165 patients

Same period last year	Change since one year ago
2,427	-6.1%
2,351	-7.9%

Inverell District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 221 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 695 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,006 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 230 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
252	
5 minutes	8 minutes
20 minutes	23 minutes
786	
15 minutes	20 minutes
69 minutes	65 minutes
1,032	
26 minutes	26 minutes
94 minutes	99 minutes
276	
25 minutes	23 minutes
102 minutes	103 minutes

Inverell District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,278 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
2,427	-6.1%
89.0%	

* 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.

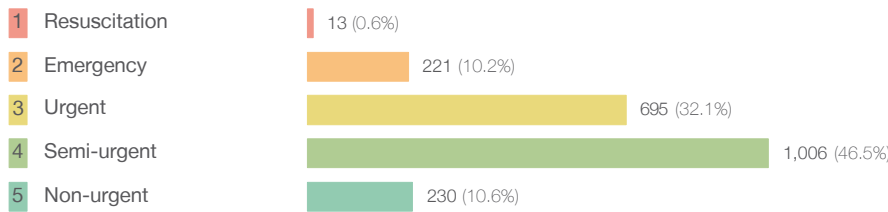
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Inverell District Hospital: Patients presenting to the emergency department October to December 2017

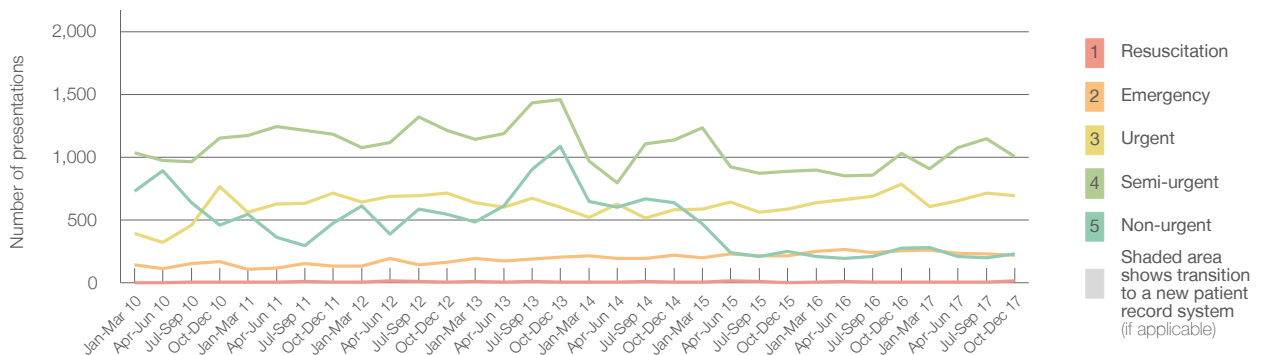
All presentations:¹ 2,278 patients

Emergency presentations² by triage category: 2,165 patients



	Same period last year	Change since one year ago
All presentations	2,427	-6.1%
Emergency presentations	2,351	-7.9%
Resuscitation	5	160.0%
Emergency	252	-12.3%
Urgent	786	-11.6%
Semi-urgent	1,032	-2.5%
Non-urgent	276	-16.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	< 5	< 5	6	5	5	< 5	5	13
Emergency	172	137	161	202	217	217	252	221
Urgent	763	712	715	603	581	585	786	695
Semi-urgent	1,150	1,183	1,211	1,460	1,138	886	1,032	1,006
Non-urgent	459	476	545	1,088	636	250	276	230
All emergency presentations	2,544	2,508	2,638	3,358	2,577	1,938	2,351	2,165

Inverell District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 228 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	257	
ED Transfer of care time		
Median time	6 minutes	-2 minutes
90th percentile time	21 minutes	-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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 221

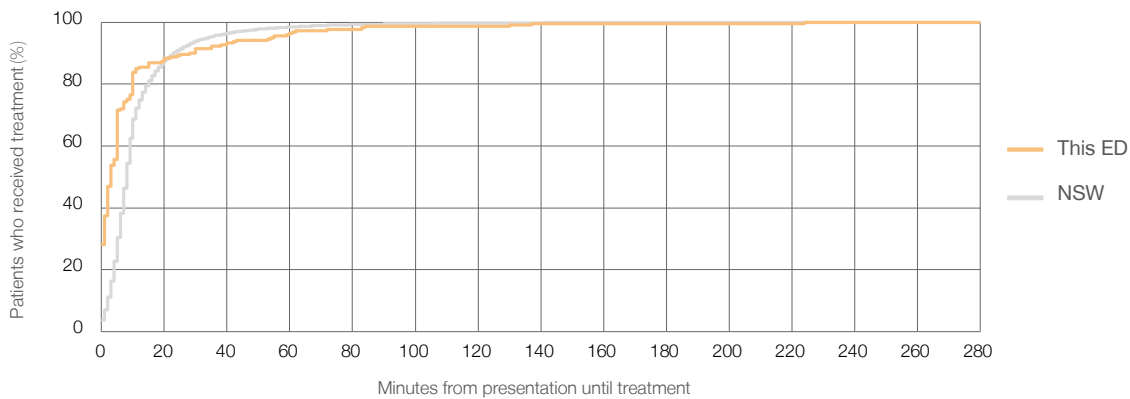
Number of triage 2 patients used to calculate waiting time:³ 221

Median time to start treatment⁴ 3 minutes

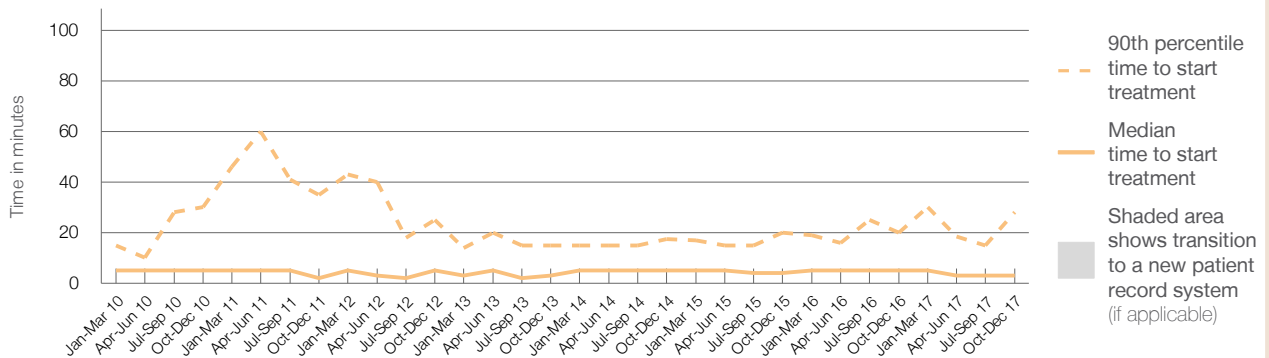
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
252	244
5 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	5	2	5	3	5	4	5	3
90th percentile time to start treatment ⁵ (minutes)	30	35	25	15	18	20	20	28

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Inverell District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 695

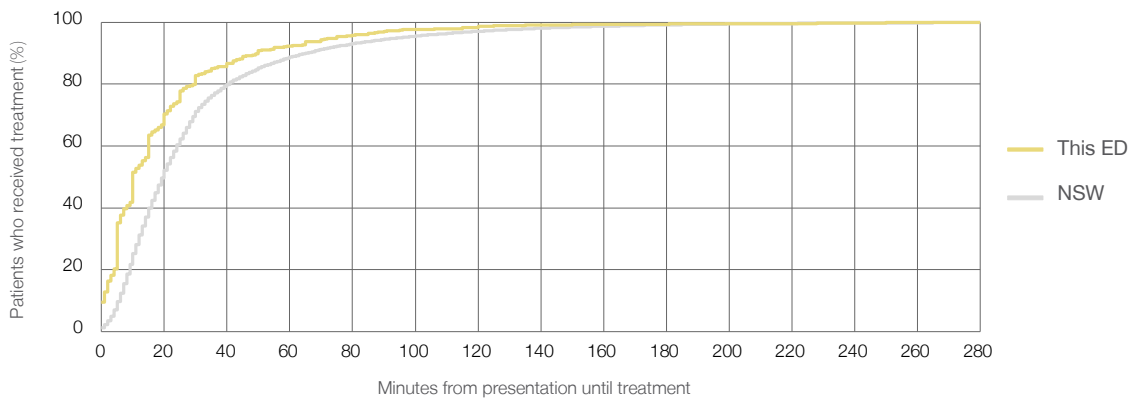
Number of triage 3 patients used to calculate waiting time:³ 659

Median time to start treatment⁴ 10 minutes

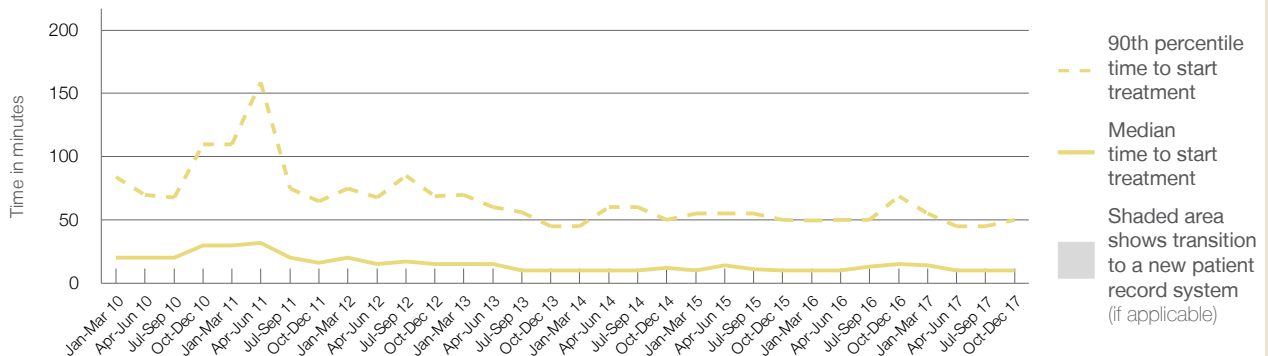
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
786	753
15 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	16	15	10	12	10	15	10
90th percentile time to start treatment ⁵ (minutes)	110	65	69	45	50	50	69	50

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Inverell District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,006

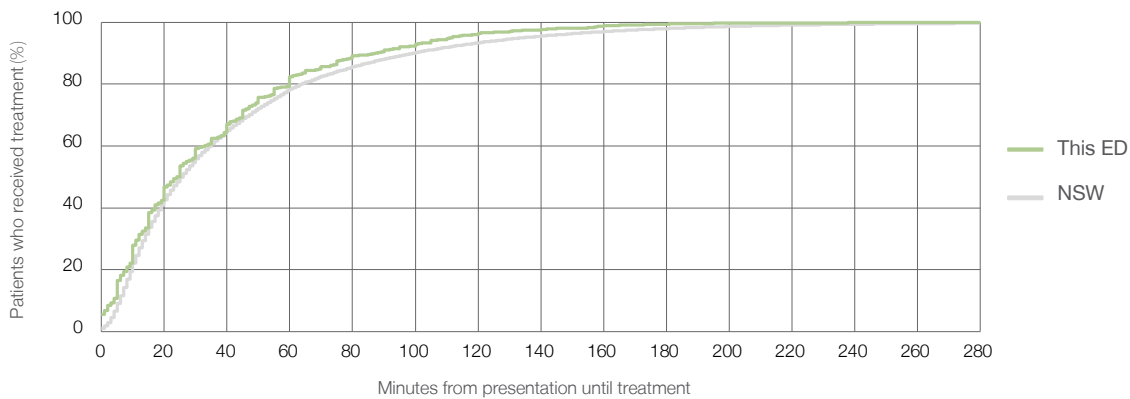
Number of triage 4 patients used to calculate waiting time:³ 870

Median time to start treatment⁴ 25 minutes

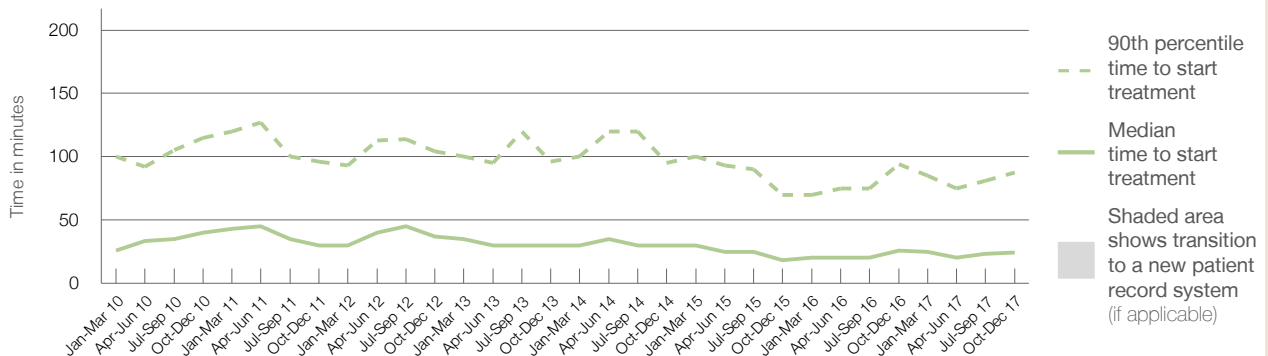
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,032	919
26 minutes	26 minutes
94 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	30	37	30	30	18	26	25
90th percentile time to start treatment ⁵ (minutes)	115	96	104	96	95	70	94	88

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Inverell District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 230

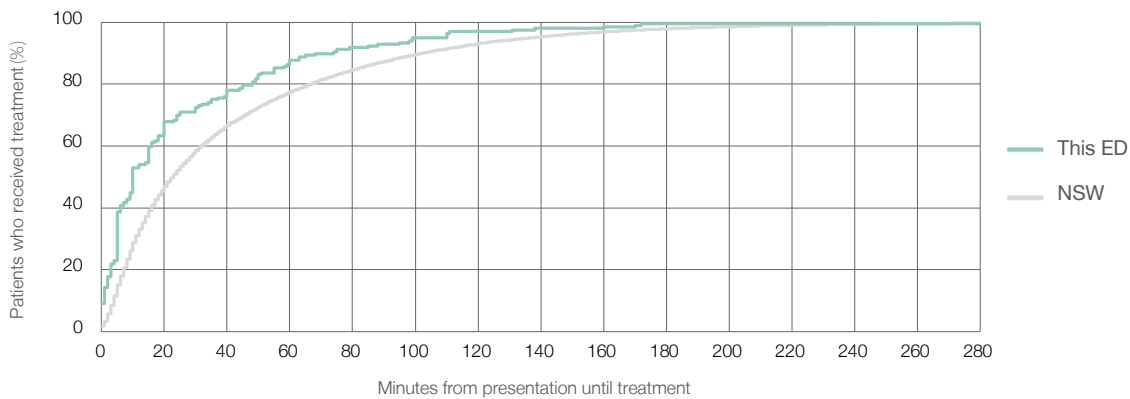
Number of triage 5 patients used to calculate waiting time:³ 196

Median time to start treatment⁴ 10 minutes

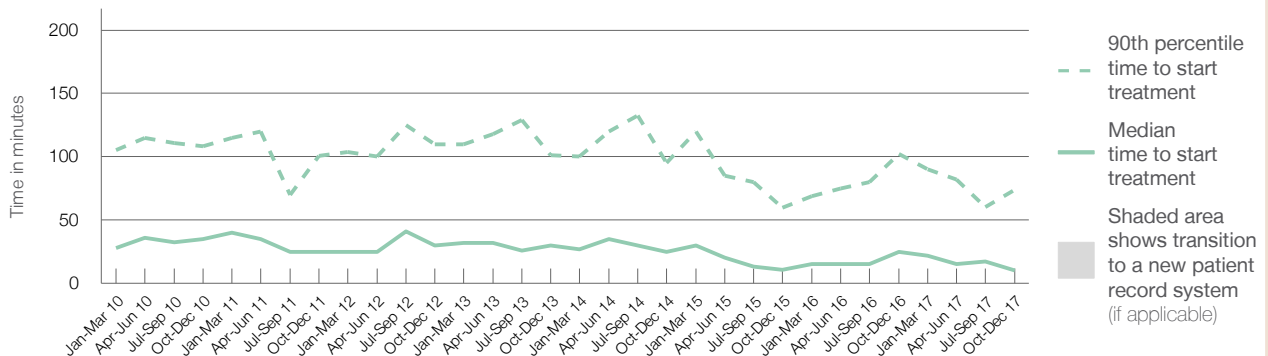
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
276	235
25 minutes	23 minutes
102 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	35	25	30	30	25	11	25	10
90th percentile time to start treatment ⁵ (minutes)	108	101	110	101	95	60	102	74

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Inverell District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,278 patients

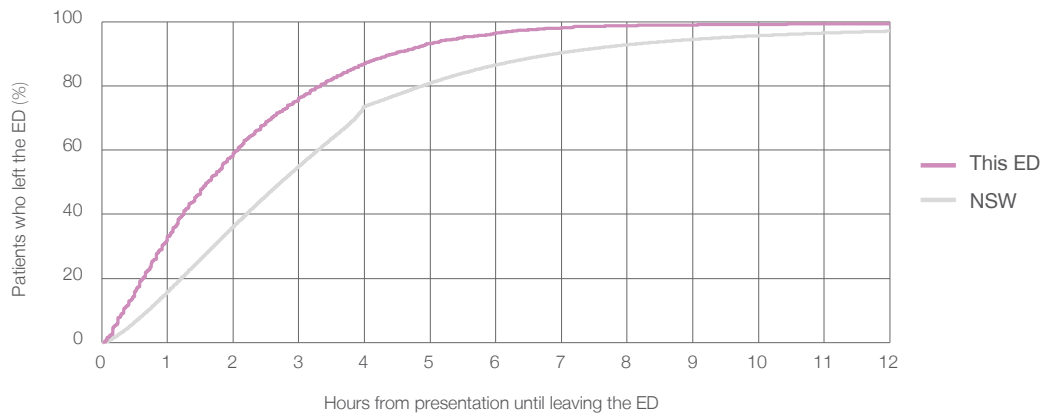
Presentations used to calculate time to leaving the ED:⁶ 2,278 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

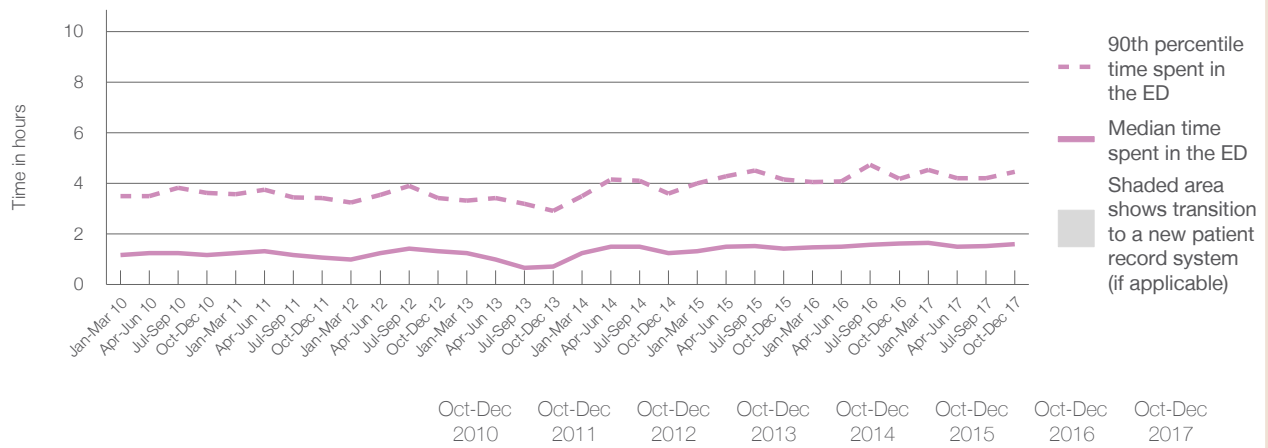
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
2,427	2,427
1 hours and 38 minutes	2 hours and 44 minutes
4 hours and 11 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 37m	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 11m	4h 27m

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Inverell District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

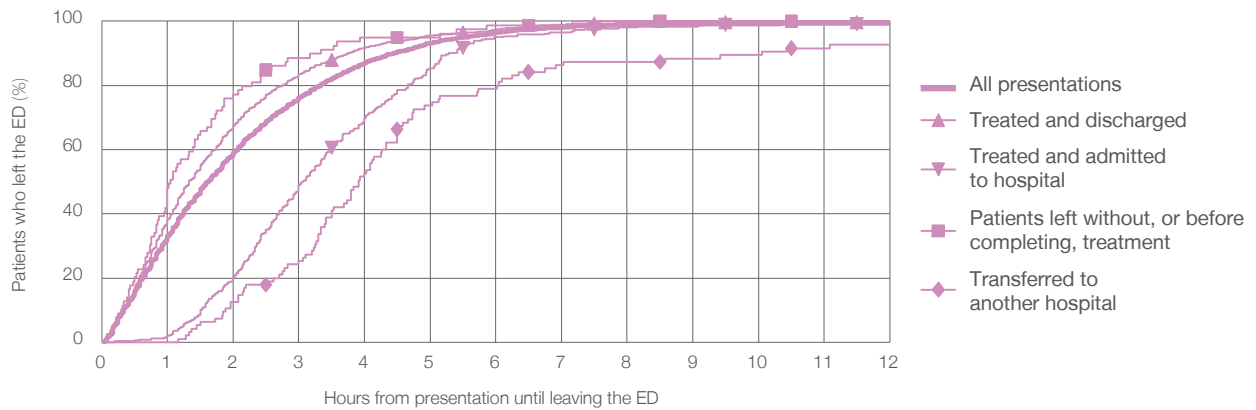
All presentations:¹ 2,278 patients

Presentations used to calculate time to leaving the ED:⁶ 2,278 patients

Treated and discharged	1,635 (71.8%)
Treated and admitted to hospital	363 (15.9%)
Patient left without, or before completing, treatment	79 (3.5%)
Transferred to another hospital	95 (4.2%)
Other	106 (4.7%)

Same period last year	Change since one year ago
2,427	-6.1%
1,736	-5.8%
430	-15.6%
109	-27.5%
79	20.3%
73	45.2%

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



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

Treated and discharged	38.3%	67.5%	83.5%	91.7%	97.4%	99.5%	99.6%	99.6%
Treated and admitted to hospital	1.9%	20.4%	48.8%	69.7%	95.0%	98.1%	98.9%	99.2%
Patient left without, or before completing, treatment	48.1%	77.2%	88.6%	94.9%	98.7%	100%	100%	100%
Transferred to another hospital	0%	12.6%	25.3%	52.6%	78.9%	87.4%	89.5%	92.6%
All presentations	33.0%	59.1%	76.3%	87.0%	96.4%	98.8%	99.1%	99.3%

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Inverell District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,278 patients

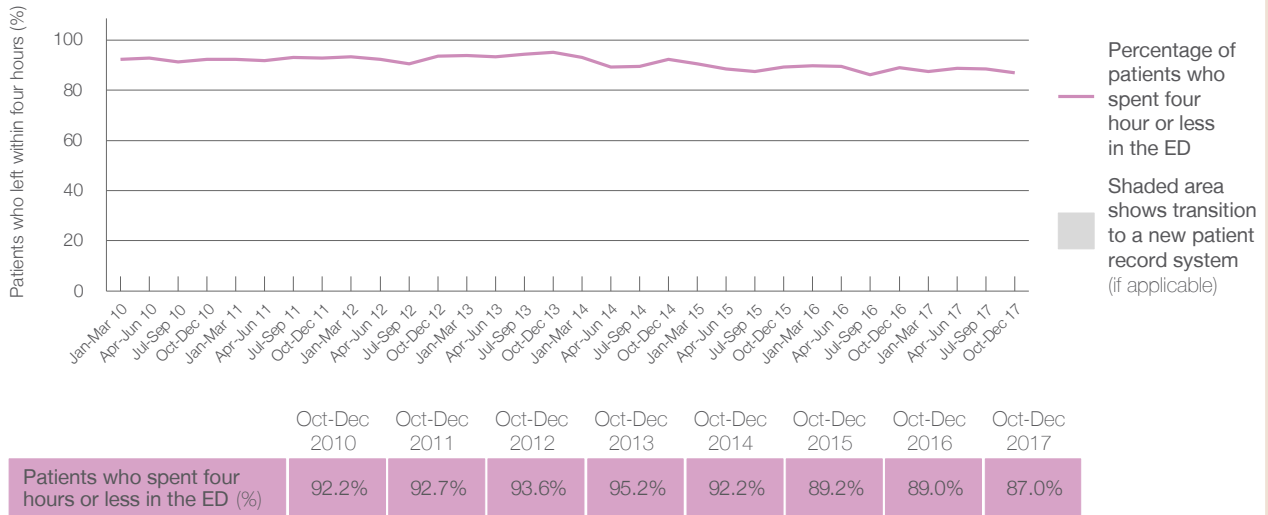
Presentations used to calculate time to leaving the ED: ⁶ 2,278 patients

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 2,278 patients	2,427	-6.1%
Presentations used to calculate time to leaving the ED: ⁶ 2,278 patients	2,427	-6.1%
Percentage of patients who spent four hours or less in the ED	89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).