

## Inverell Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 2,055 patients  
 Emergency presentations:<sup>2</sup> 1,937 patients

Same period last year	Change since one year ago
2,230	-8%
2,168	-11%

## Inverell Hospital: Time patients waited to start treatment <sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 180 patients

Median time to start treatment<sup>4</sup> 3 minutes  
 90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 574 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 968 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 215 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
233	
3 minutes	8 minutes
19 minutes	24 minutes
650	
10 minutes	19 minutes
45 minutes	63 minutes
1,076	
20 minutes	24 minutes
75 minutes	95 minutes
209	
15 minutes	21 minutes
82 minutes	96 minutes

## Inverell Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,055 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
2,230	-8%
89%	

\* 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 2018*.
- 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.

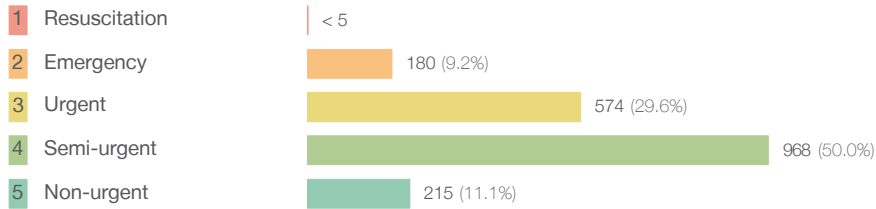
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Inverell Hospital: Patients presenting to the emergency department

April to June 2018

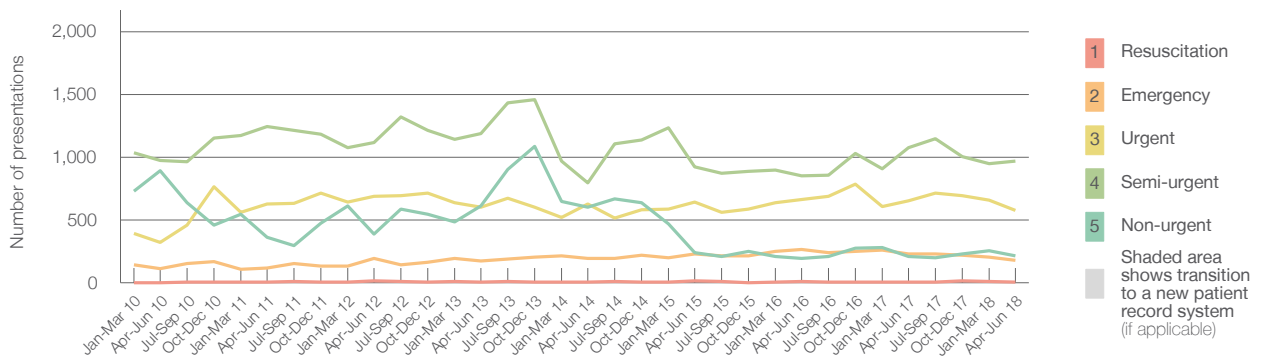
All presentations:<sup>1</sup> 2,055 patients

Emergency presentations<sup>2</sup> by triage category: 1,937 patients



	Same period last year	Change since one year ago
All presentations	2,230	-8%
Emergency presentations	2,168	-11%
1 Resuscitation	< 5	*
2 Emergency	233	-22.9%
3 Urgent	650	-11.7%
4 Semi-urgent	1,076	-10.0%
5 Non-urgent	209	2.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	5	15	< 5	< 5	13	7	< 5	< 5
Emergency	111	118	192	173	198	229	267	233	180
Urgent	323	625	687	599	629	644	663	650	574
Semi-urgent	973	1,244	1,114	1,186	795	922	851	1,076	968
Non-urgent	891	360	386	609	600	241	192	209	215
All emergency presentations	2,298	2,352	2,394	2,567	2,222	2,049	1,980	2,168	1,937

## Inverell Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 237 patients \*\*

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	239	
Median time	5 minutes	-1 minute
90th percentile time	17 minutes	0 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 Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 180

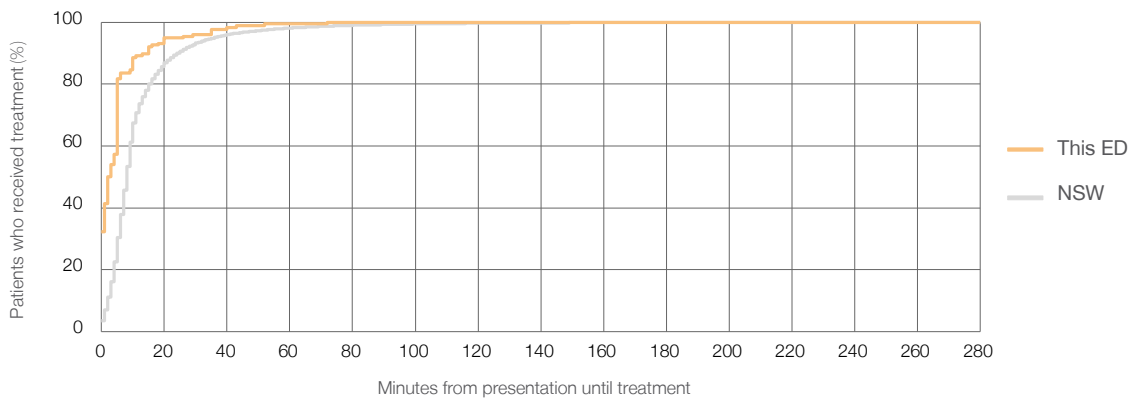
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 176

Median time to start treatment<sup>4</sup> 3 minutes

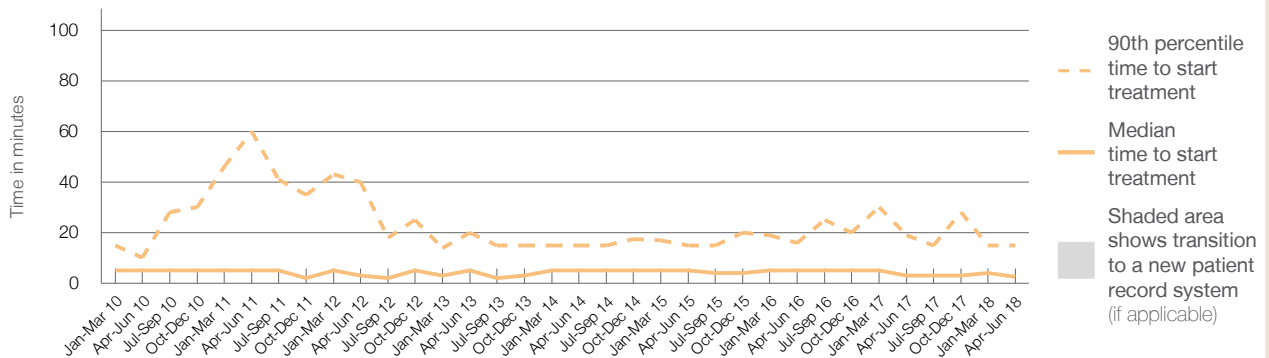
90th percentile time to start treatment<sup>5</sup> 15 minutes

Same period last year	NSW (this period)
233	
229	
3 minutes	8 minutes
19 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	5	5	3	5	5	5	5	3	3
90th percentile time to start treatment <sup>5</sup> (minutes)	10	60	40	20	15	15	16	19	15

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## Inverell Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 574

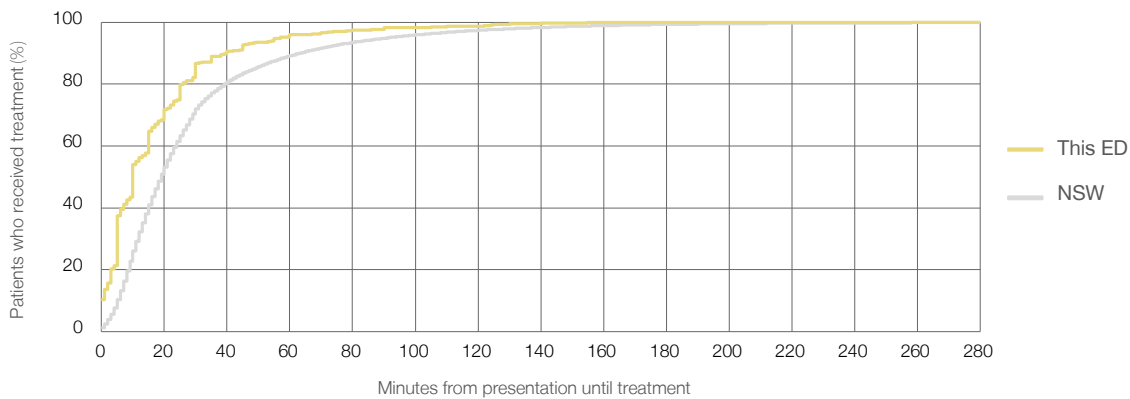
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 562

Median time to start treatment<sup>4</sup>  10 minutes

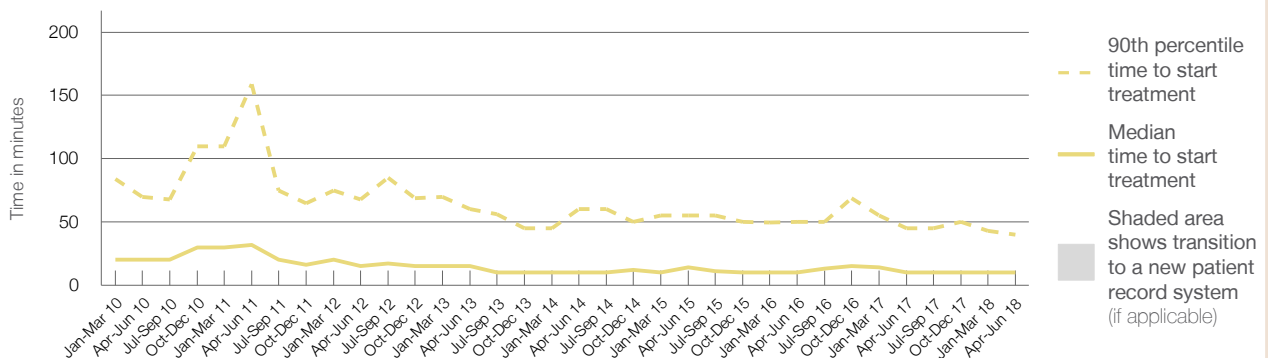
90th percentile time to start treatment<sup>5</sup>  40 minutes

Same period last year	NSW (this period)
650	634
10 minutes	19 minutes
45 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	32	15	15	10	14	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	70	159	68	60	60	55	50	45	40

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## Inverell Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 968

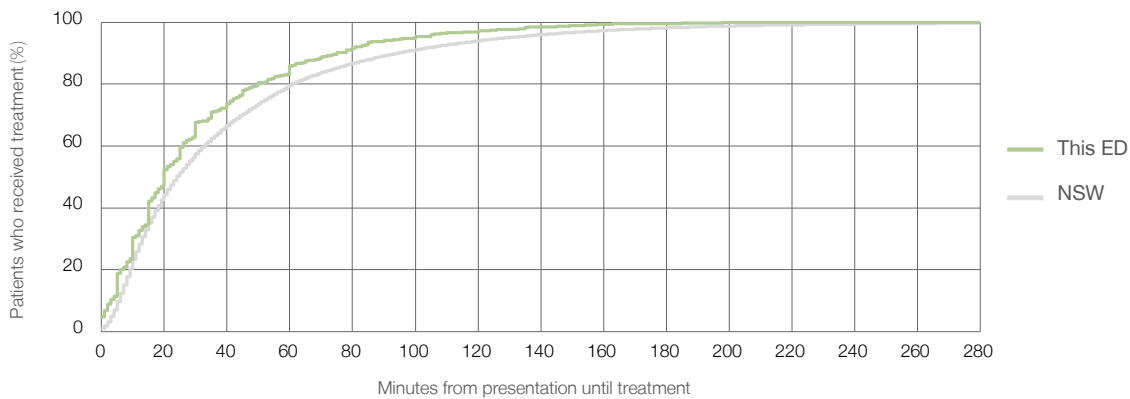
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 872

Median time to start treatment<sup>4</sup>  20 minutes

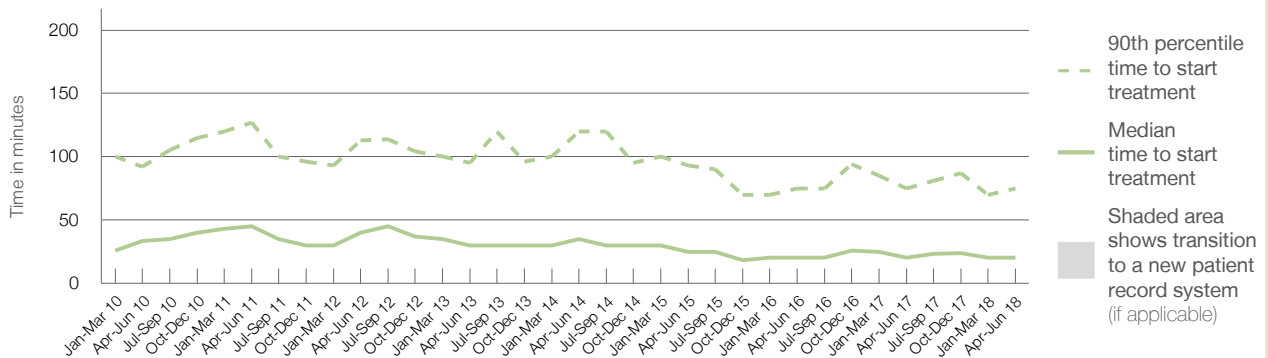
90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
1,076	980
20 minutes	24 minutes
75 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	34	45	40	30	35	25	20	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	92	127	113	95	120	93	75	75	75

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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.

## Inverell Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 215

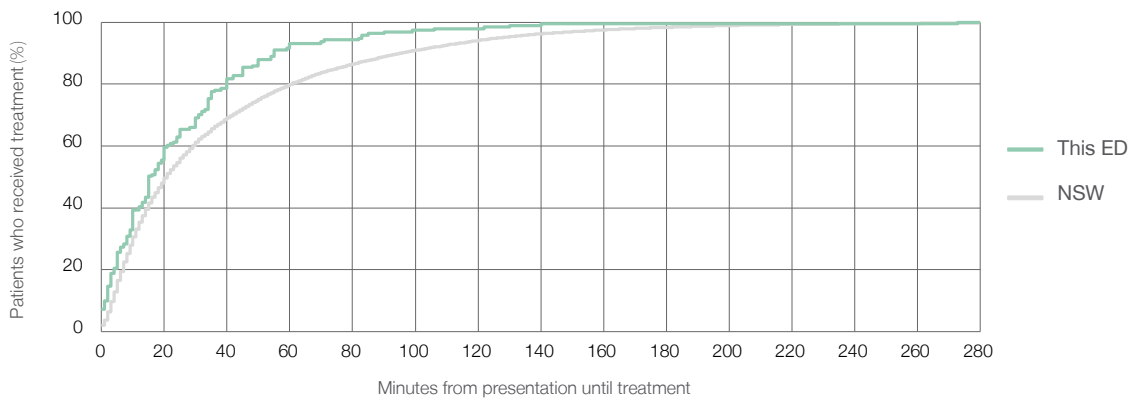
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 191

Median time to start treatment<sup>4</sup>  15 minutes

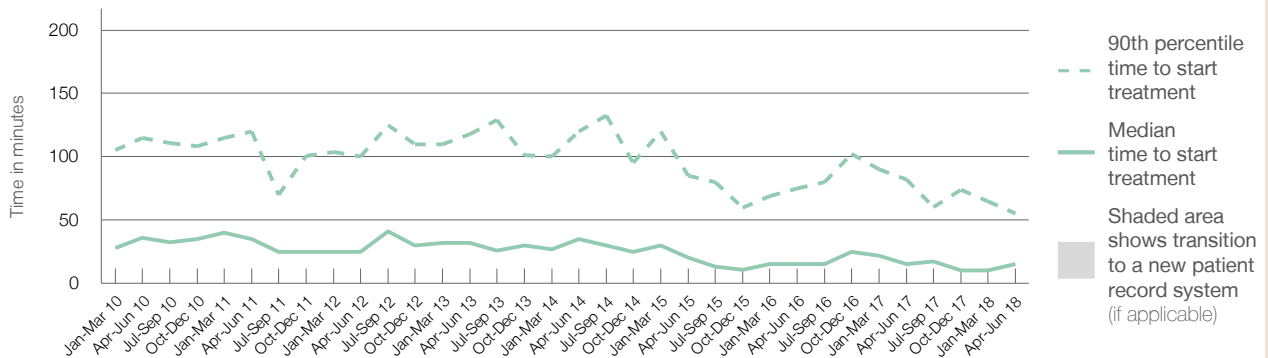
90th percentile time to start treatment<sup>5</sup>  55 minutes

Same period last year	NSW (this period)
209	176
15 minutes	21 minutes
82 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	36	35	25	32	35	20	15	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	115	120	100	118	120	85	75	82	55

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## Inverell Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 2,055 patients

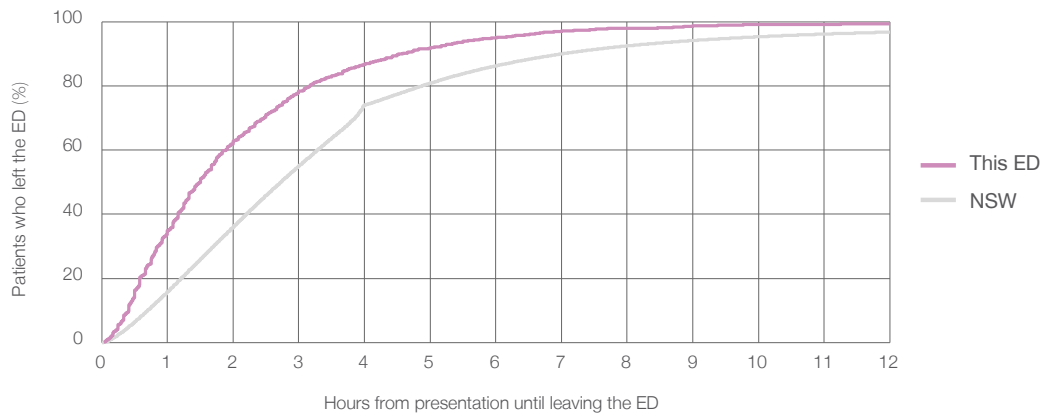
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,055 patients

Median time spent in the ED<sup>8</sup>  1 hours and 30 minutes

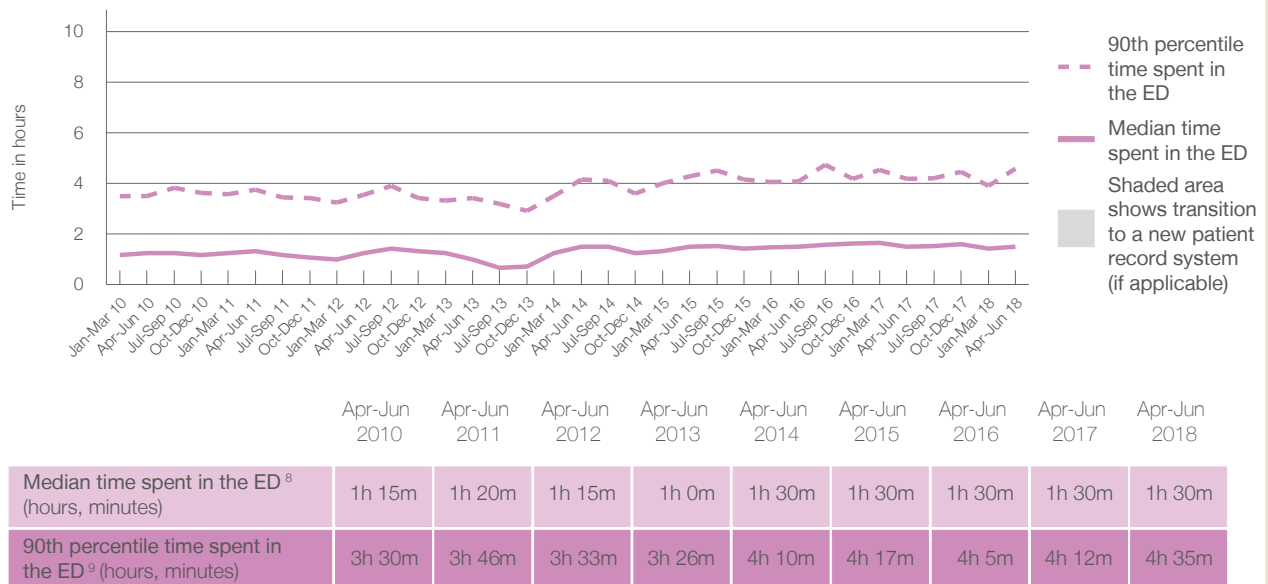
90th percentile time spent in the ED<sup>9</sup>  4 hours and 35 minutes

Same period last year	NSW (this period)
2,230	2,230
1 hours and 30 minutes	2 hours and 44 minutes
4 hours and 12 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



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

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**Inverell Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

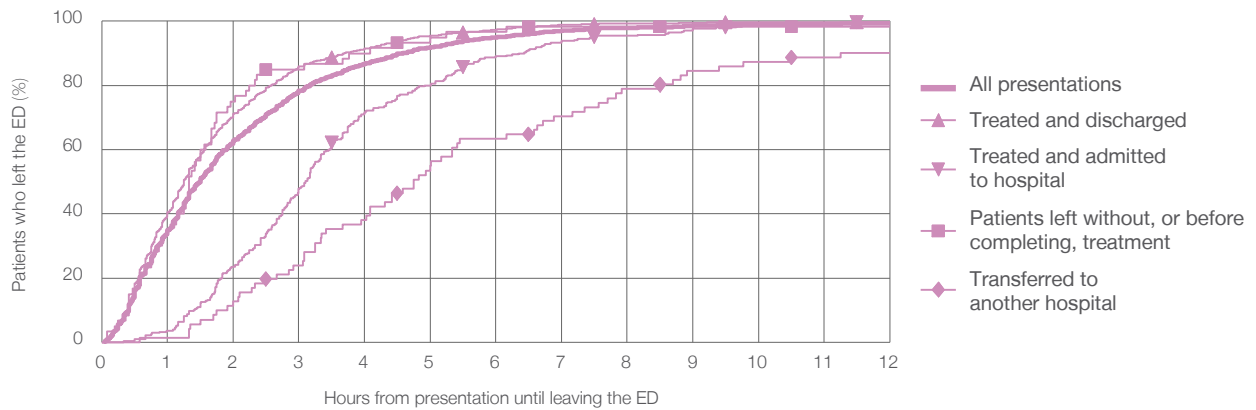
All presentations:<sup>1</sup> 2,055 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,055 patients

Treated and discharged	1,536 (74.7%)
Treated and admitted to hospital	310 (15.1%)
Patient left without, or before completing, treatment	60 (2.9%)
Transferred to another hospital	71 (3.5%)
Other	78 (3.8%)

Same period last year	Change since one year ago
2,230	-8%
1,695	-9.4%
337	-8.0%
46	30.4%
59	20.3%
93	-16.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	40.5%	71.2%	85.9%	91.5%	97.4%	99.3%	99.7%	99.7%
Treated and admitted to hospital	3.5%	23.5%	47.7%	71.6%	89.0%	95.5%	98.7%	99.7%
Patient left without, or before completing, treatment	35.0%	75.0%	85.0%	90.0%	96.7%	98.3%	98.3%	98.3%
Transferred to another hospital	1.4%	12.7%	23.9%	38.0%	63.4%	78.9%	87.3%	90.1%
All presentations	34.9%	62.9%	78.3%	86.8%	95.0%	98.0%	99.0%	99.3%

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

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**Inverell Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 2,055 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,055 patients

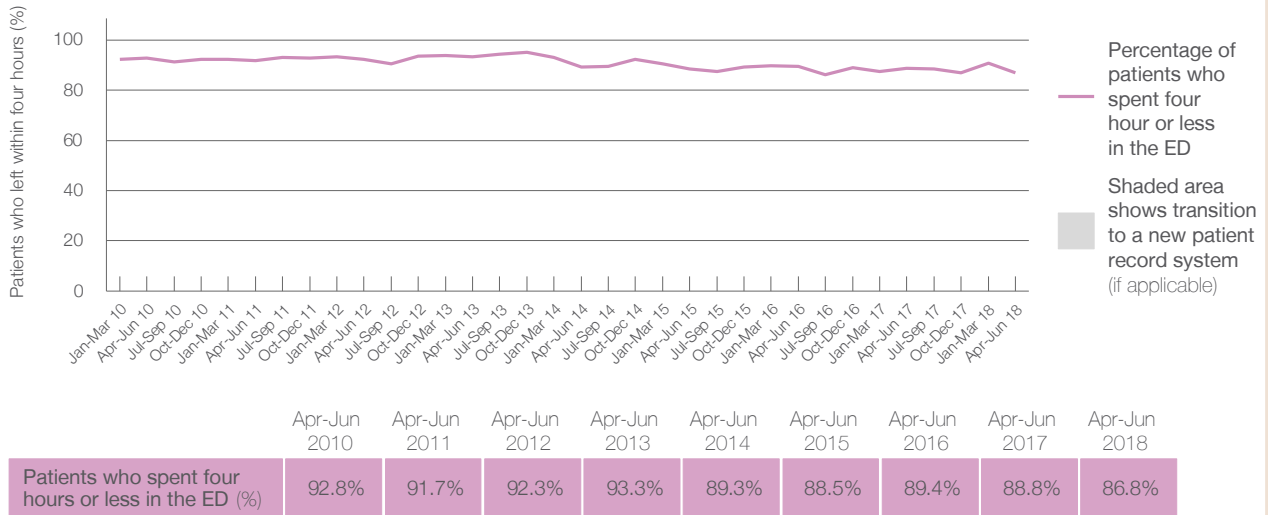
Percentage of patients who spent four hours or less in the ED



86.8%

	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 2,055 patients	2,230	-8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,055 patients	2,230	-8%
Percentage of patients who spent four hours or less in the ED	88.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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 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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).