

Inverell Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,272 patients
 Emergency presentations:² 2,052 patients

Same period last year	Change since one year ago
2,278	0%
2,081	-1%

Inverell Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 224 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 683 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,015 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 123 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
220	
3 minutes	8 minutes
27 minutes	26 minutes
694	
10 minutes	20 minutes
50 minutes	72 minutes
989	
25 minutes	26 minutes
87 minutes	104 minutes
166	
15 minutes	23 minutes
85 minutes	104 minutes

Inverell Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,272 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,278	0%
87%	

* 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: October to December 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.

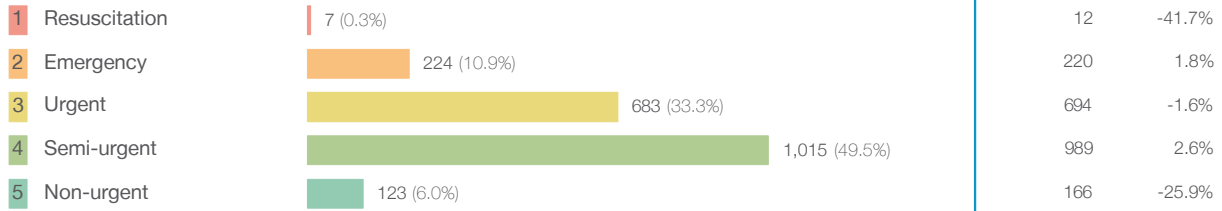
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Inverell Hospital: Patients presenting to the emergency department October to December 2018

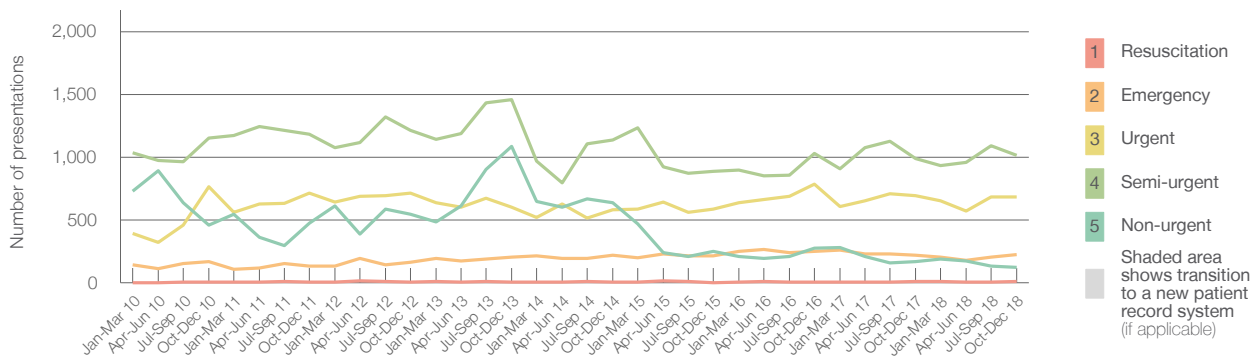
All presentations:¹ 2,272 patients

Emergency presentations² by triage category: 2,052 patients



Same period last year	Change since one year ago
2,278	0%
2,081	-1%
12	-41.7%
220	1.8%
694	-1.6%
989	2.6%
166	-25.9%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	< 5	6	5	5	< 5	5	12	7
Emergency	172	137	161	202	217	217	251	220	224
Urgent	763	712	715	603	581	585	785	694	683
Semi-urgent	1,150	1,183	1,211	1,460	1,138	886	1,032	989	1,015
Non-urgent	459	476	545	1,088	636	250	275	166	123
All emergency presentations	2,544	2,508	2,638	3,358	2,577	1,938	2,348	2,081	2,052

Inverell Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 237 patients **

ED Transfer of care time



Same period last year	Change since one year ago
219	
5 minutes	1 minute
18 minutes	1 minute

(†) 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 October to December 2018

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

Number of triage 2 patients: 224

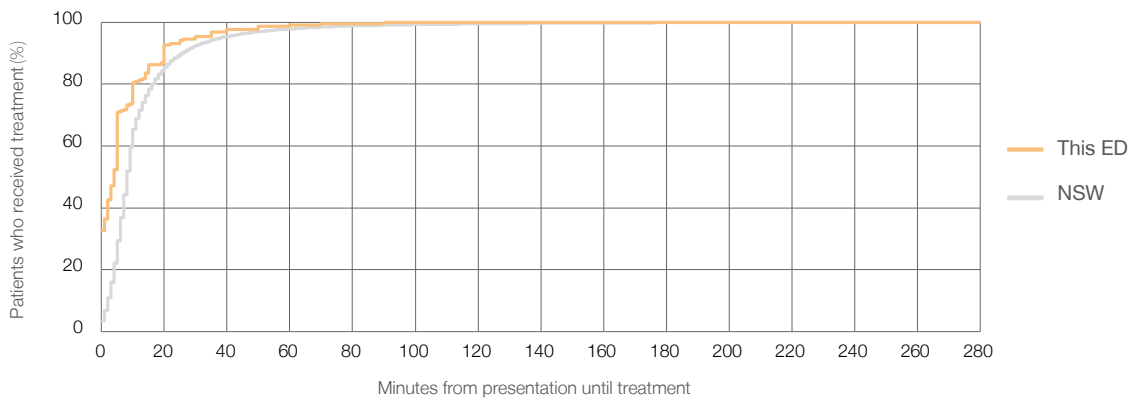
Number of triage 2 patients used to calculate waiting time:³ 220

Median time to start treatment⁴ 4 minutes

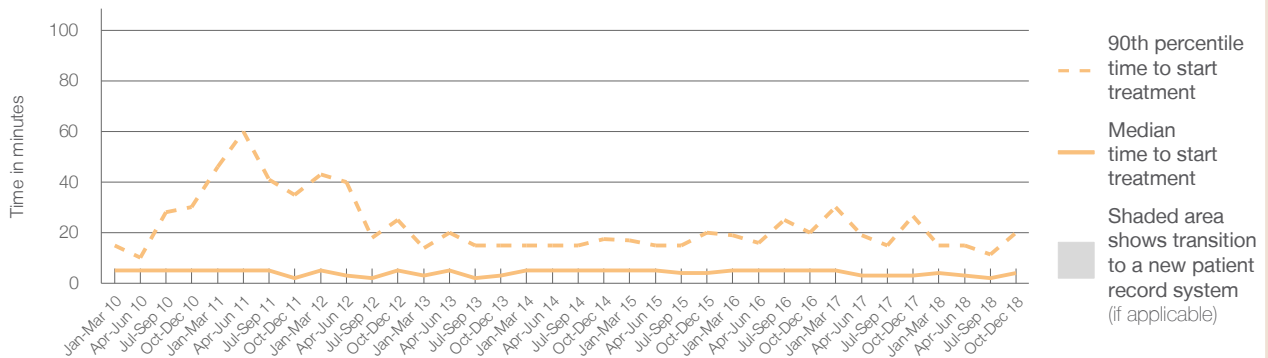
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
220	220
3 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	2	5	3	5	4	5	3	4
90th percentile time to start treatment ⁵ (minutes)	30	35	25	15	18	20	20	27	20

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Inverell Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 683

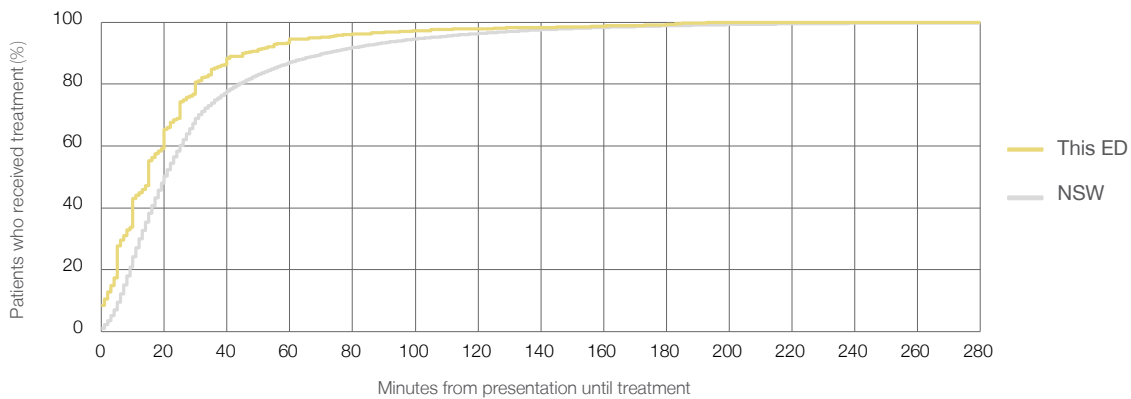
Number of triage 3 patients used to calculate waiting time:³ 665

Median time to start treatment⁴ 15 minutes

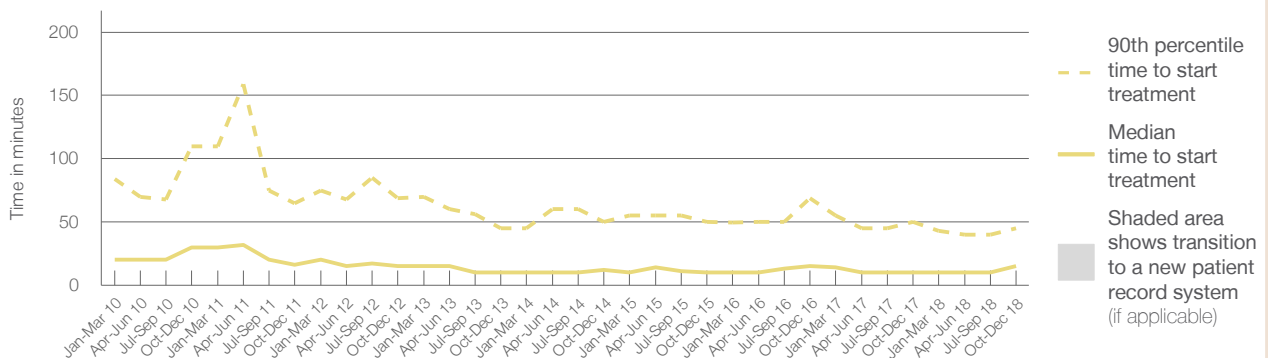
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
694	
658	
10 minutes	20 minutes
50 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	16	15	10	12	10	15	10	15
90th percentile time to start treatment ⁵ (minutes)	110	65	69	45	50	50	69	50	45

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Inverell Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 1,015

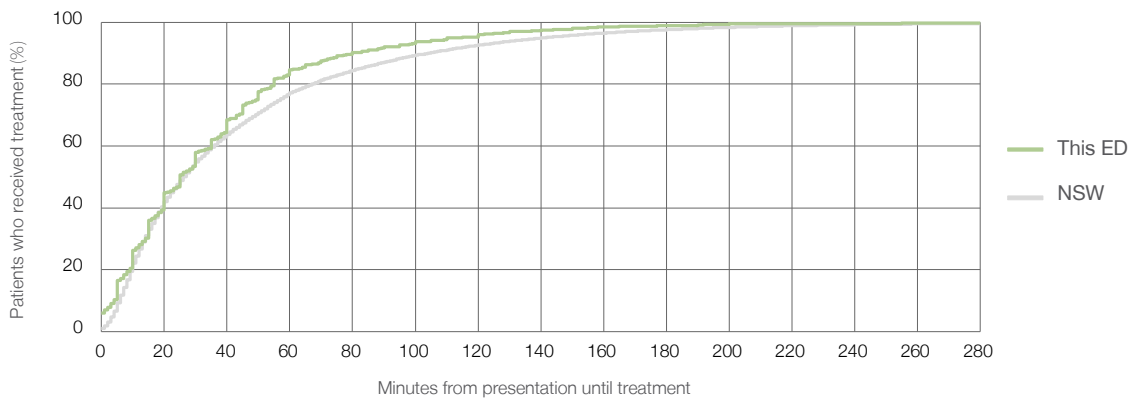
Number of triage 4 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 25 minutes

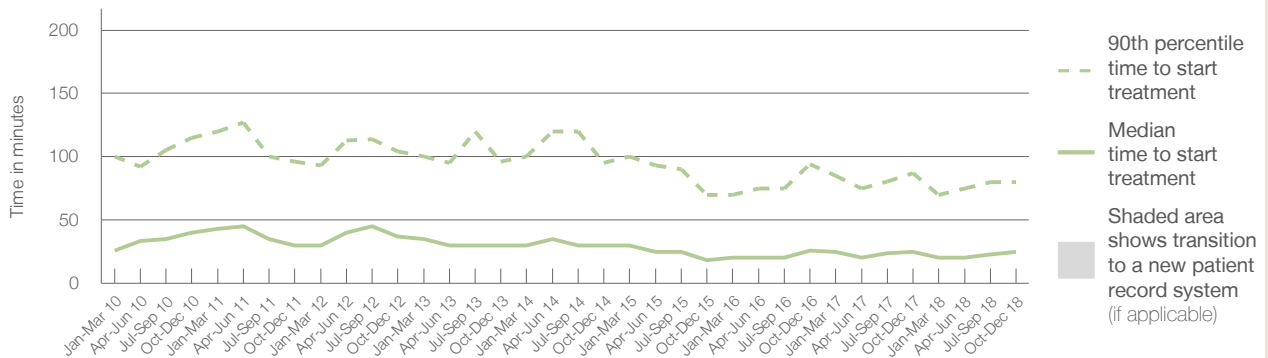
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
989	857
25 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	30	37	30	30	18	26	25	25
90th percentile time to start treatment ⁵ (minutes)	115	96	104	96	95	70	94	87	80

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Inverell Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 123

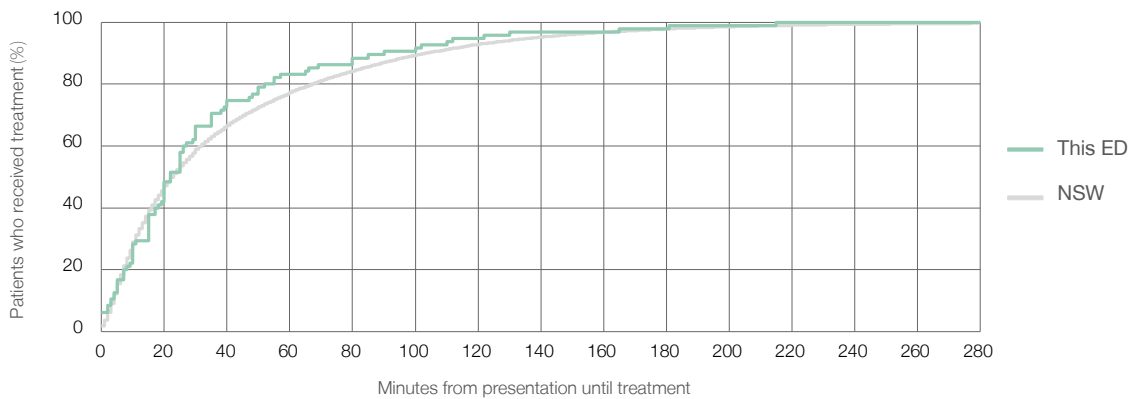
Number of triage 5 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 22 minutes

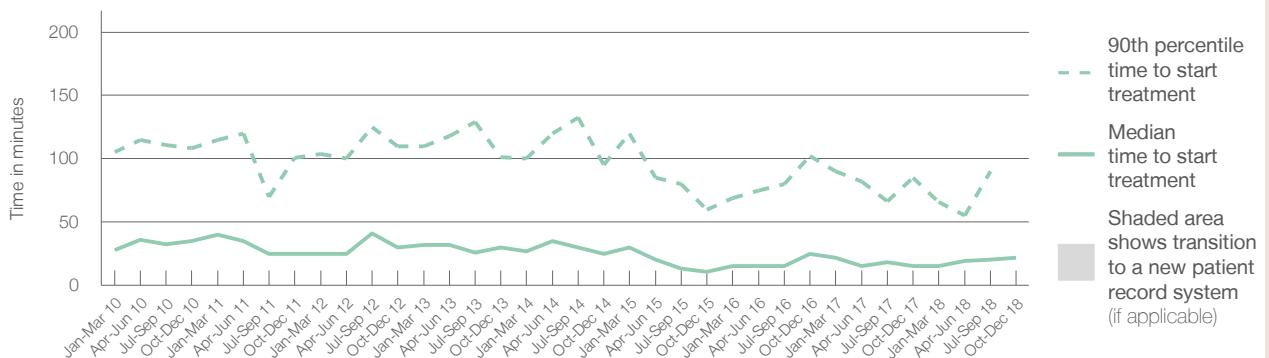
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
166	142
15 minutes	23 minutes
85 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	25	30	30	25	11	25	15	22
90th percentile time to start treatment ⁵ (minutes)	108	101	110	101	95	60	102	85	*

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Inverell Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,272 patients

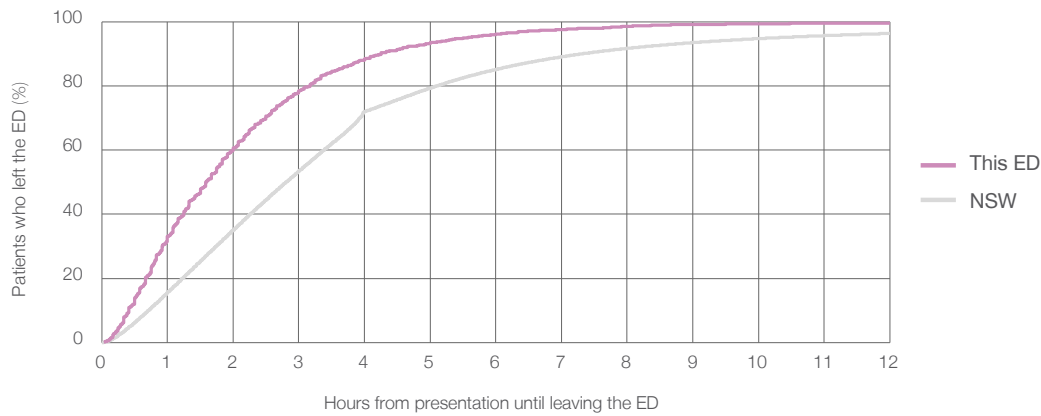
Presentations used to calculate time to leaving the ED:⁶ 2,272 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

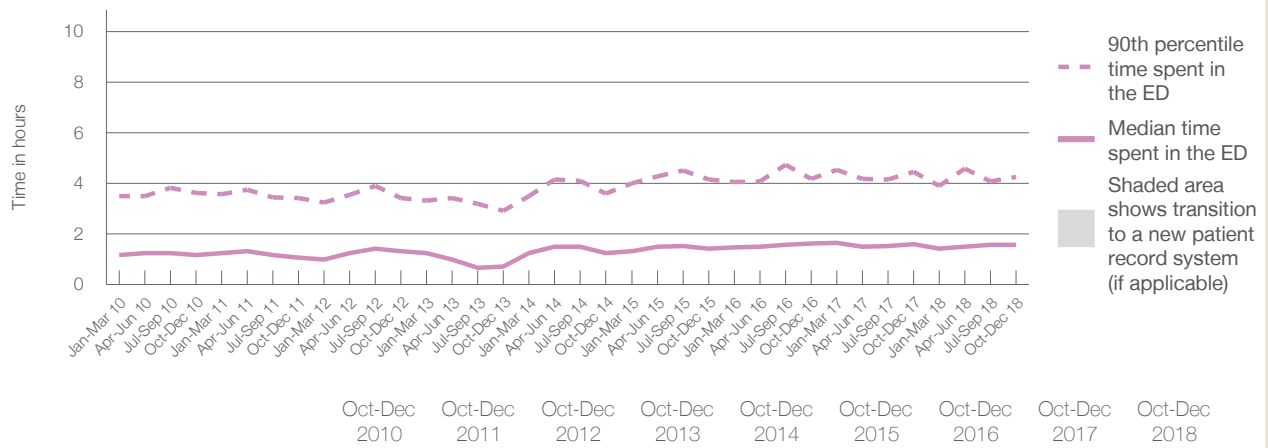
90th percentile time spent in the ED⁹ 4 hours and 15 minutes

Same period last year	NSW (this period)
2,278	
2,278	
1 hours and 37 minutes	2 hours and 49 minutes
4 hours and 27 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 11m	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m	1h 37m	1h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 37m	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 11m	4h 27m	4h 15m

(†) 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.

Inverell Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

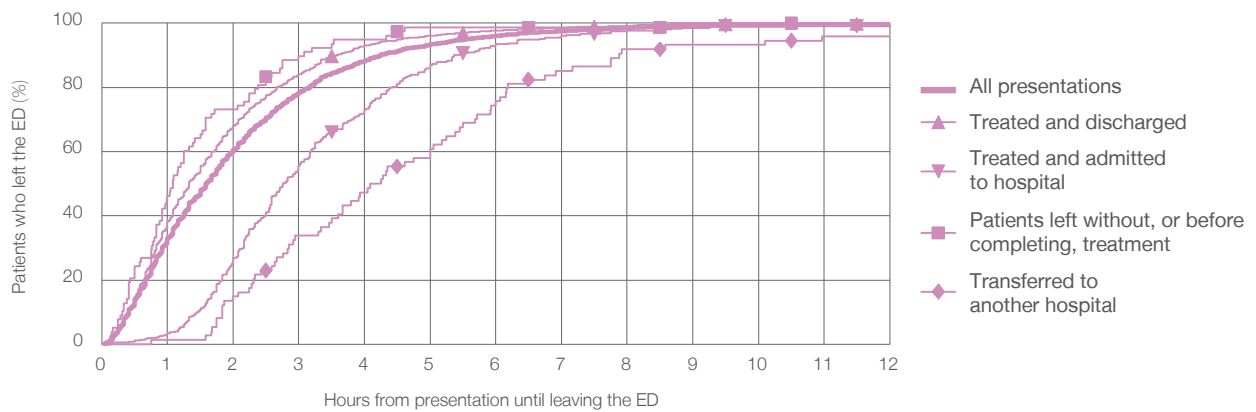
All presentations:¹ 2,272 patients

Presentations used to calculate time to leaving the ED:⁶ 2,272 patients

Treated and discharged	1,681 (74.0%)
Treated and admitted to hospital	354 (15.6%)
Patient left without, or before completing, treatment	78 (3.4%)
Transferred to another hospital	74 (3.3%)
Other	85 (3.7%)

Same period last year	Change since one year ago
2,278	0%
1,637	2.7%
361	-1.9%
79	-1.3%
95	-22.1%
106	-19.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	38.3%	68.1%	84.1%	93.1%	97.7%	99.2%	99.8%	99.8%
Treated and admitted to hospital	3.4%	26.8%	55.6%	72.9%	93.5%	97.7%	99.2%	99.4%
Patient left without, or before completing, treatment	46.2%	73.1%	89.7%	94.9%	98.7%	98.7%	100%	100%
Transferred to another hospital	1.4%	14.9%	33.8%	47.3%	75.7%	91.9%	93.2%	95.9%
All presentations	33.1%	60.7%	78.4%	88.4%	96.1%	98.5%	99.3%	99.6%

(†) 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

October to December 2018

All presentations at the emergency department: ¹ 2,272 patients

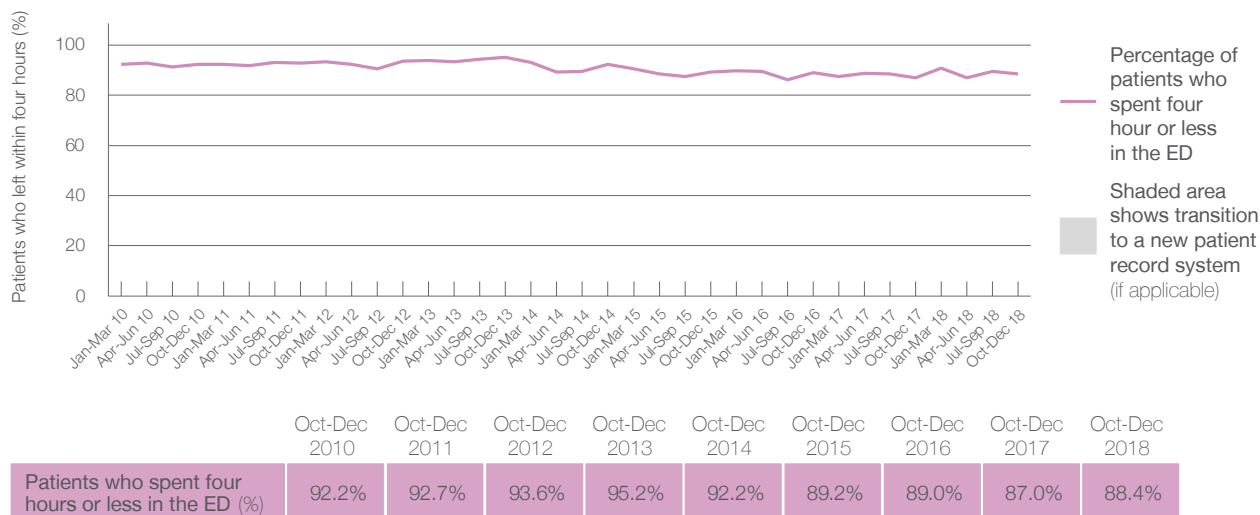
Presentations used to calculate time to leaving the ED: ⁶ 2,272 patients

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 2,272 patients	2,278	0%
Presentations used to calculate time to leaving the ED: ⁶ 2,272 patients	2,278	0%
Percentage of patients who spent four hours or less in the ED	87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).