

Inverell District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,082 patients
Emergency presentations:² 1,999 patients

Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 239 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 690 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 856 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 209 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
214	
4 minutes	8 minutes
25 minutes	41 minutes
562	
11 minutes	21 minutes
81 minutes	103 minutes
870	
25 minutes	27 minutes
110 minutes	139 minutes
210	
13 minutes	24 minutes
92 minutes	138 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,082 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
1,986	4.8%
87.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

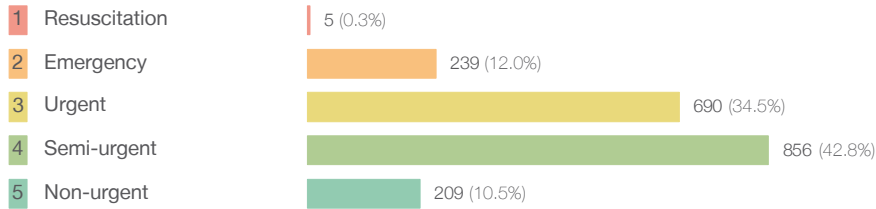
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Inverell District Hospital: Patients presenting to the emergency department

July to September 2016

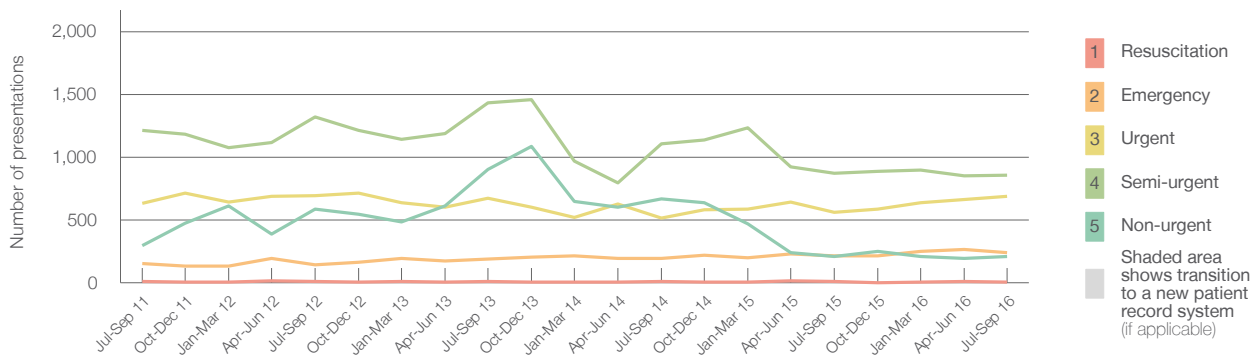
All presentations:¹ 2,082 patients

Emergency presentations² by triage category: 1,999 patients



Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%
8	-37.5%
214	11.7%
562	22.8%
870	-1.6%
210	-0.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	7	7	7	7	8	5
Emergency	151	140	190	194	214	239
Urgent	630	693	675	515	562	690
Semi-urgent	1,211	1,321	1,435	1,108	870	856
Non-urgent	295	588	903	667	210	209
All emergency presentations	2,294	2,749	3,210	2,491	1,864	1,999

Inverell District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 314 patients **

ED Transfer of care time



Same period last year	Change since one year ago
191	
5 minutes	1 minute
29 minutes	-3 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 July to September 2016

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

Number of triage 2 patients: 239

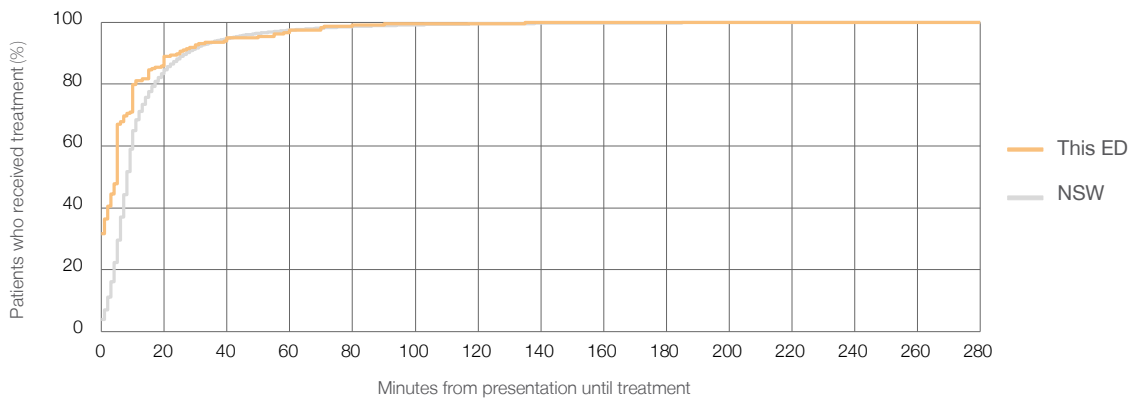
Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴ 5 minutes

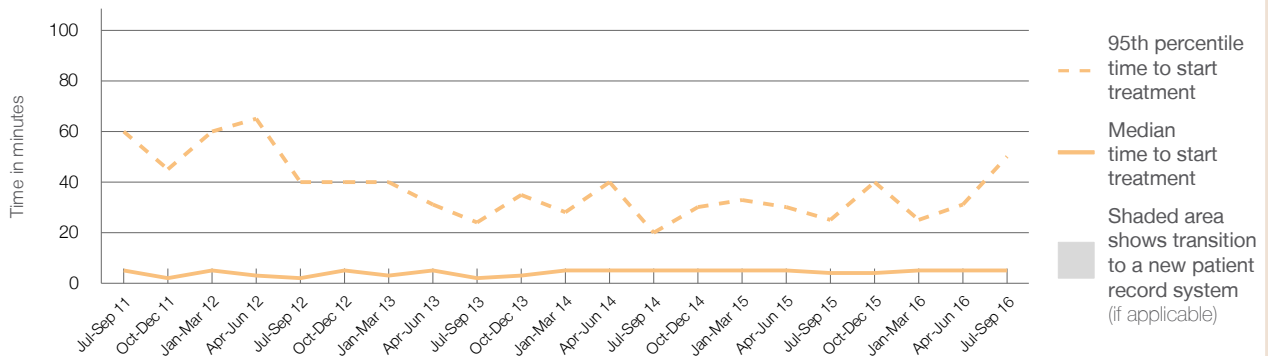
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
214	210
4 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	5	4	5
95th percentile time to start treatment ⁵ (minutes)	60	40	24	20	25	50

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Inverell District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 690

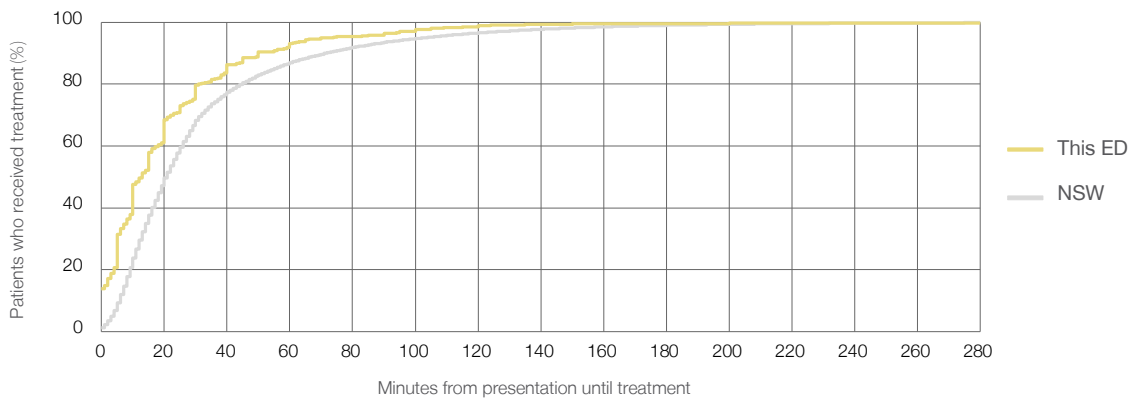
Number of triage 3 patients used to calculate waiting time:³ 660

Median time to start treatment⁴ 13 minutes

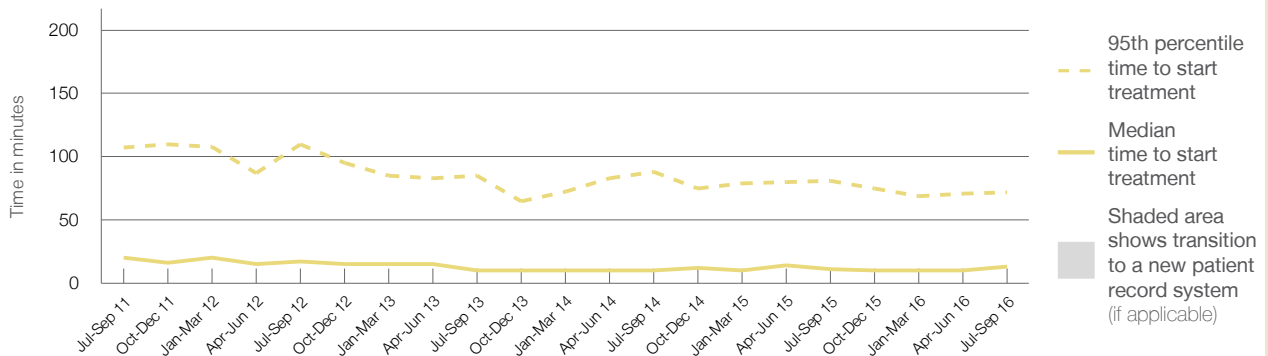
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
562	
550	
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	10	10	11	13
95th percentile time to start treatment ⁵ (minutes)	107	110	85	88	81	72

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Inverell District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 856

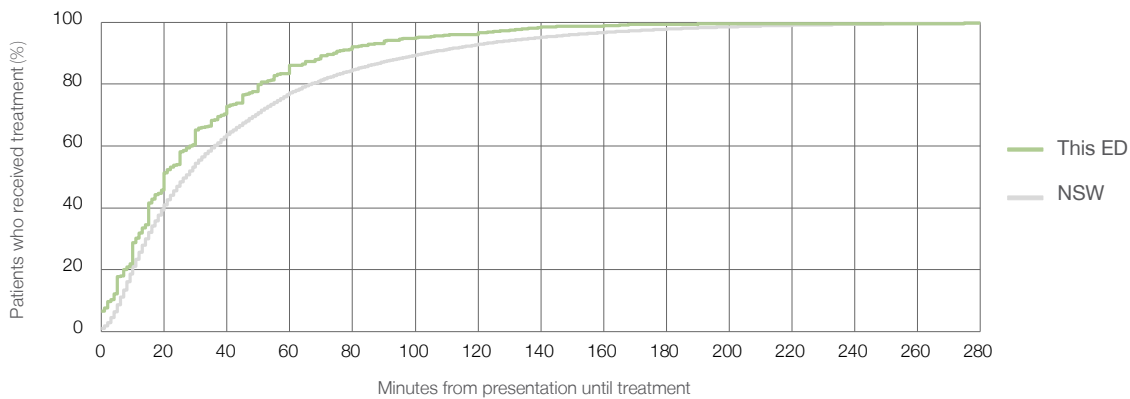
Number of triage 4 patients used to calculate waiting time:³ 773

Median time to start treatment⁴ 20 minutes

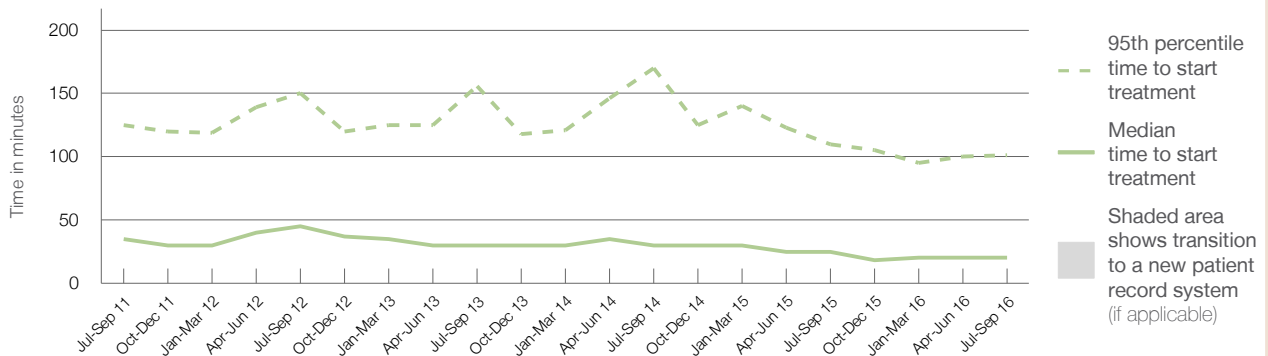
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
870	803
25 minutes	27 minutes
110 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	45	30	30	25	20
95th percentile time to start treatment ⁵ (minutes)	125	150	156	170	110	101

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Inverell District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 209

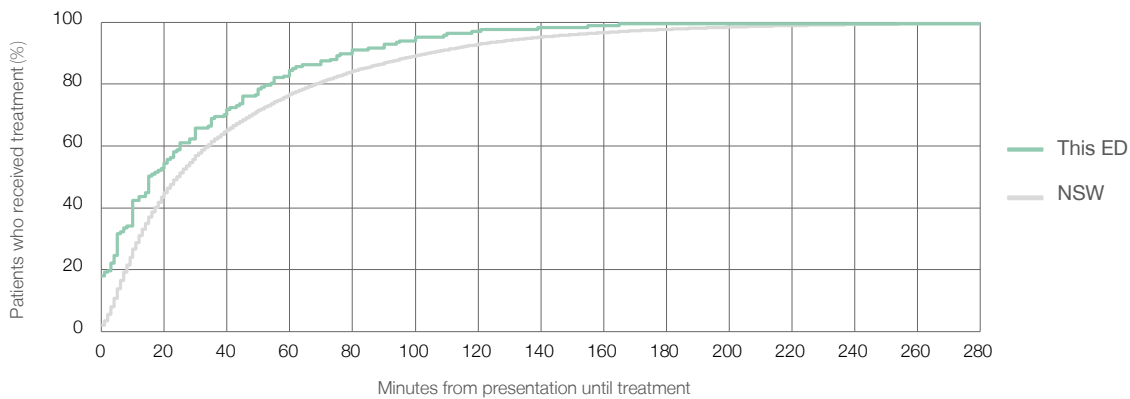
Number of triage 5 patients used to calculate waiting time:³ 167

Median time to start treatment⁴ 15 minutes

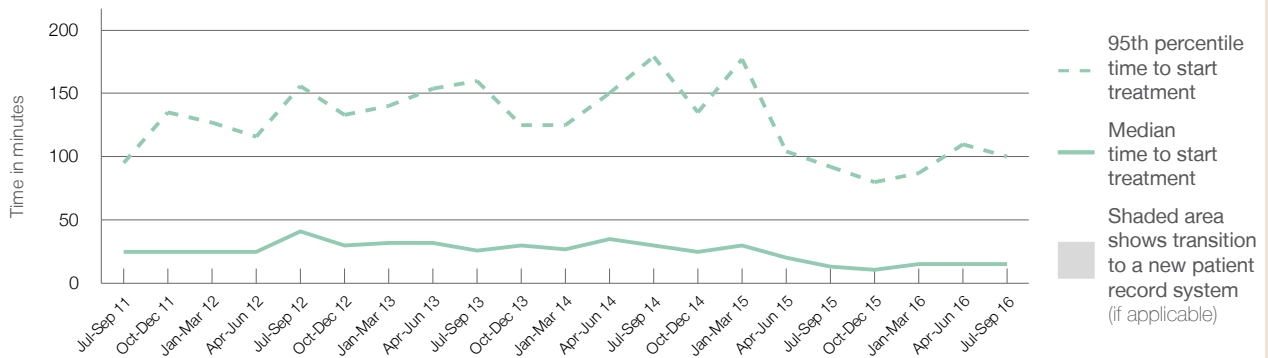
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
210	181
13 minutes	24 minutes
92 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	41	26	30	13	15
95th percentile time to start treatment ⁵ (minutes)	95	156	160	179	92	100

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Inverell District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,082 patients

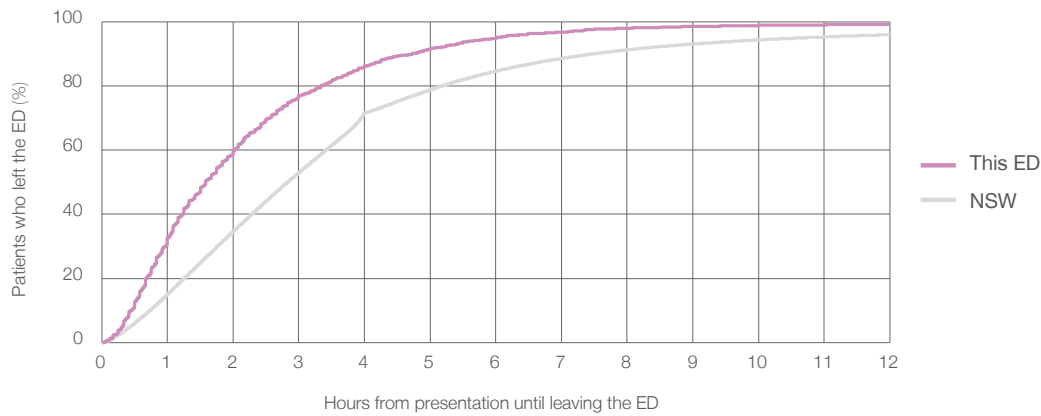
Presentations used to calculate time to leaving the ED:⁶ 2,082 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

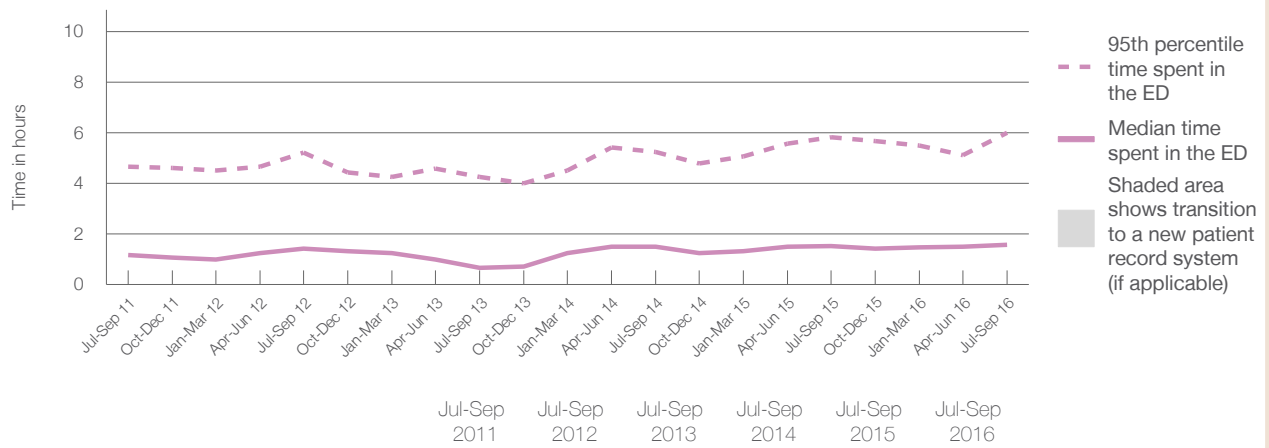
95th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
1,986	1,986
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	5h 13m	4h 15m	5h 15m	5h 50m	6h 0m

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Inverell District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

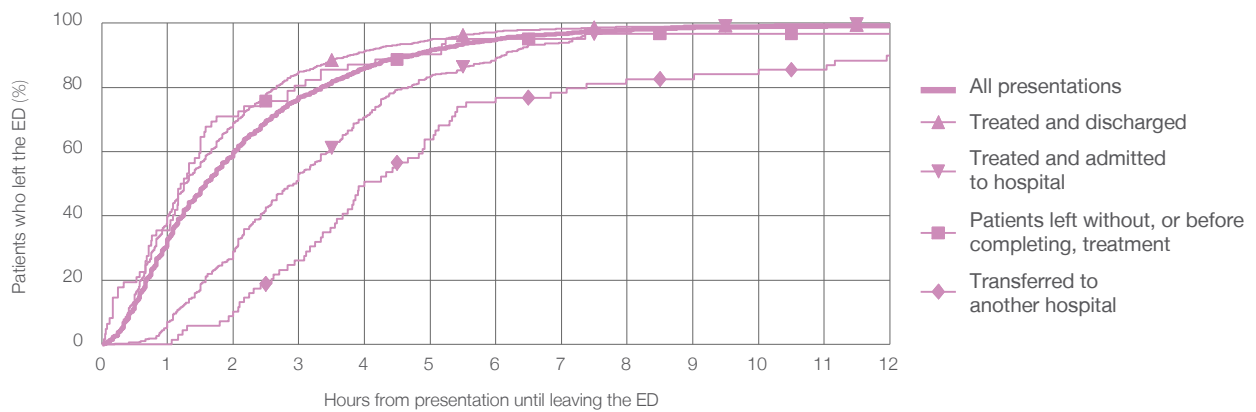
All presentations:¹ 2,082 patients

Presentations used to calculate time to leaving the ED:⁶ 2,082 patients

Treated and discharged	1,524 (73.2%)
Treated and admitted to hospital	384 (18.4%)
Patient left without, or before completing, treatment	62 (3.0%)
Transferred to another hospital	69 (3.3%)
Other	43 (2.1%)

Same period last year	Change since one year ago
1,986	4.8%
1,386	10.0%
410	-6.3%
64	-3.1%
77	-10.4%
49	-12.2%

Percentage of patients who left the ED by time and mode of separation, July to September 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	40.0%	69.0%	84.8%	91.3%	97.4%	98.8%	99.5%	99.5%
Treated and admitted to hospital	7.0%	28.9%	53.1%	70.8%	89.1%	97.4%	99.2%	99.7%
Patient left without, or before completing, treatment	35.5%	71.0%	80.6%	87.1%	95.2%	96.8%	96.8%	96.8%
Transferred to another hospital	0%	10.1%	26.1%	50.7%	76.8%	82.6%	85.5%	89.9%
All presentations	32.7%	59.9%	77.0%	86.1%	95.0%	97.9%	98.9%	99.2%

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Inverell District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 2,082 patients

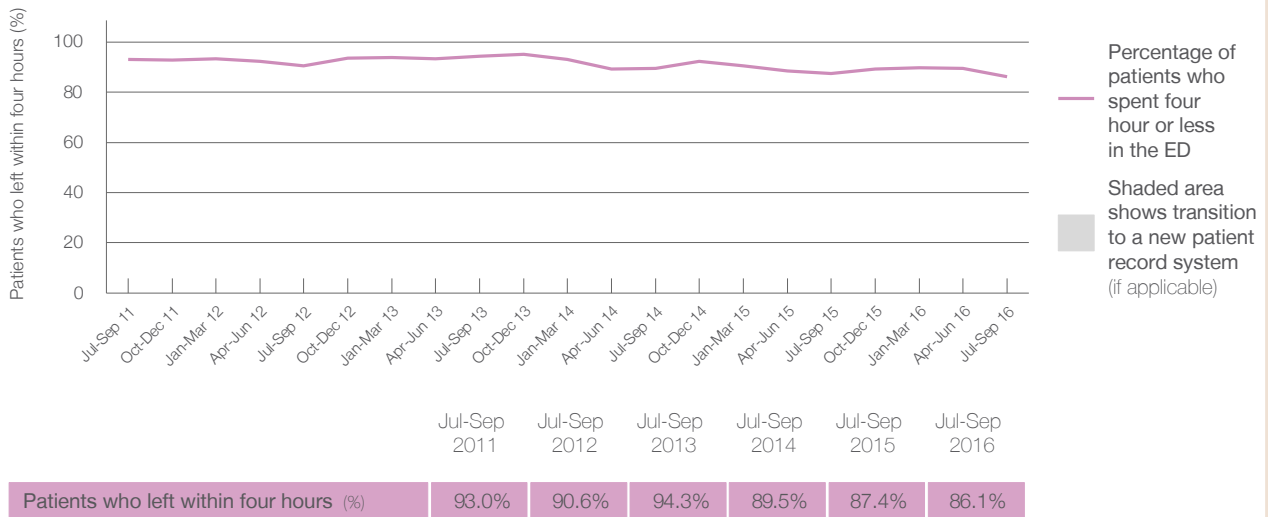
Presentations used to calculate time to leaving the ED: ⁶ 2,082 patients

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	1,986	4.8%
Presentations used to calculate time to leaving the ED	1,986	4.8%
Percentage of patients who spent four hours or less in the ED	87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.
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- 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 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 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 are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).