

Inverell Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,358 patients
Emergency presentations:² 2,114 patients

Same period last year	Change since one year ago
2,349	0%
2,229	-5%

Inverell Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 203 patients

Median time to start treatment⁴ 2 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,090 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 133 patients

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

Same period last year	NSW (this period)
228	
3 minutes	8 minutes
15 minutes	28 minutes
707	
10 minutes	21 minutes
45 minutes	72 minutes
1,129	
24 minutes	26 minutes
81 minutes	105 minutes
159	
18 minutes	22 minutes
67 minutes	103 minutes

Inverell Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,358 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
2,349	0%
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.

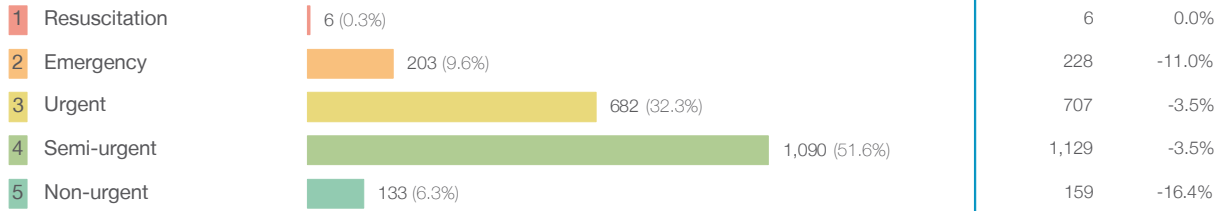
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

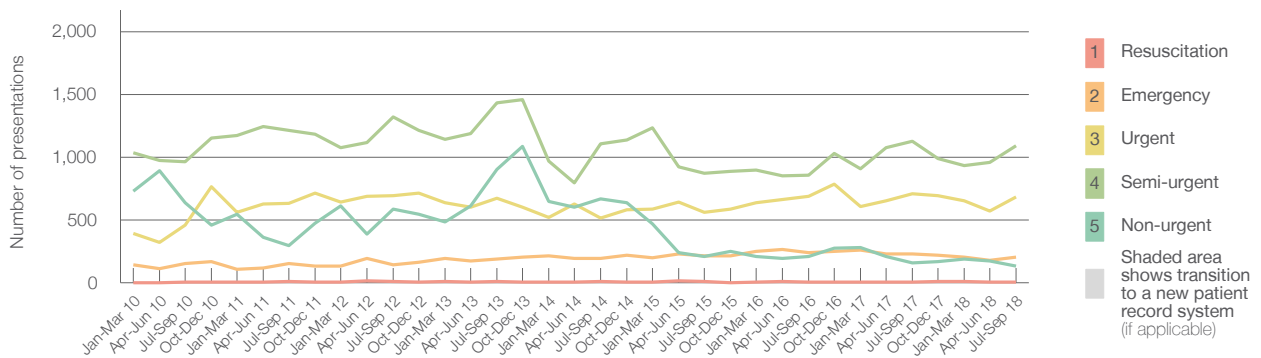
Inverell Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,358 patients

Emergency presentations² by triage category: 2,114 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	6	7	7	7	7	8	< 5	6	6
Emergency	150	151	140	190	194	214	243	228	203
Urgent	458	630	693	675	515	562	690	707	682
Semi-urgent	964	1,211	1,321	1,435	1,108	870	855	1,129	1,090
Non-urgent	638	295	588	903	667	210	208	159	133
All emergency presentations	2,216	2,294	2,749	3,210	2,491	1,864	1,996	2,229	2,114

Inverell Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 261 patients **

ED Transfer of care time



(†) 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 July to September 2018

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

Number of triage 2 patients: 203

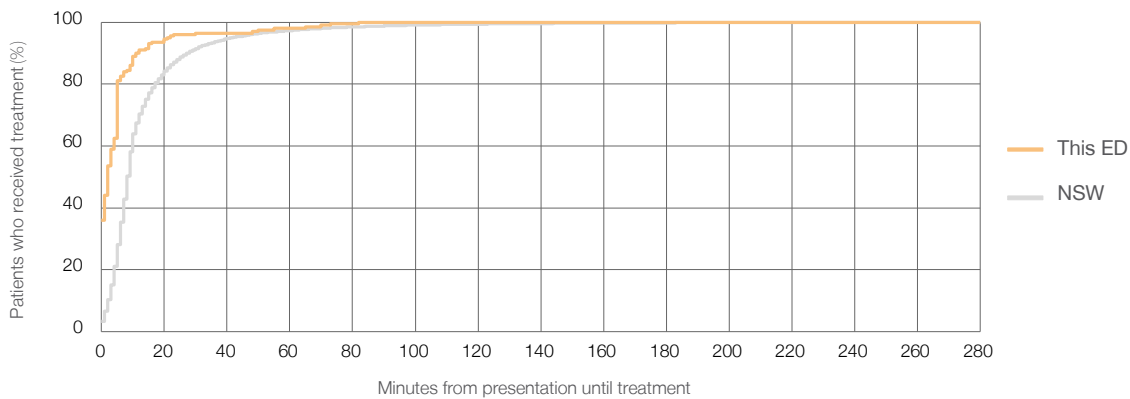
Number of triage 2 patients used to calculate waiting time:³ 200

Median time to start treatment⁴ 2 minutes

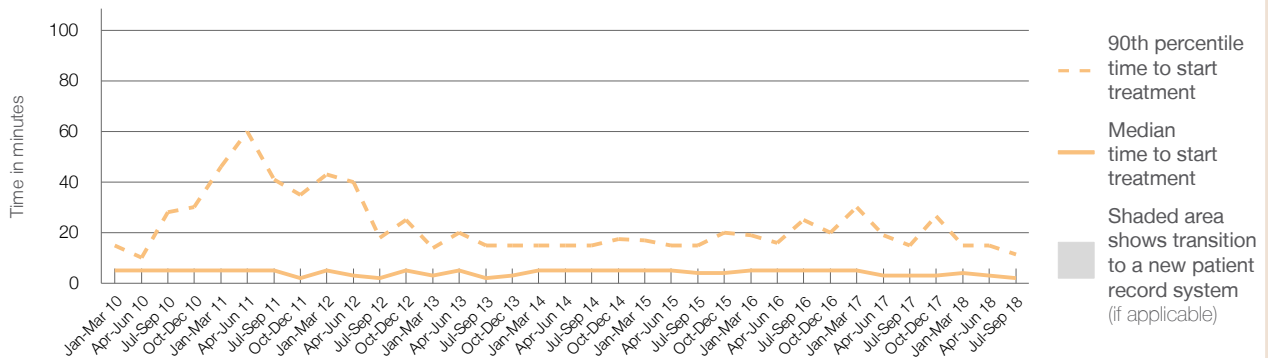
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
228	
221	
3 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	5	2	2	5	4	5	3	2
90th percentile time to start treatment ⁵ (minutes)	28	41	18	15	15	15	25	15	12

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Inverell Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 682

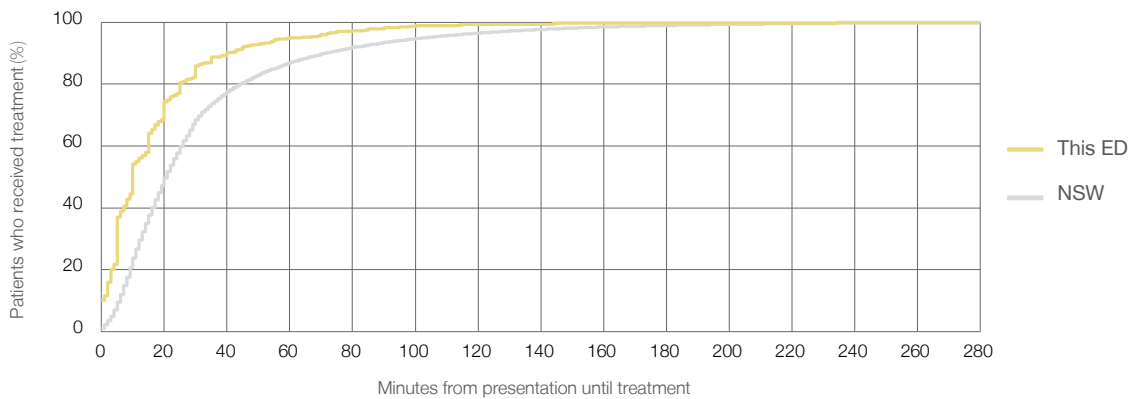
Number of triage 3 patients used to calculate waiting time:³ 662

Median time to start treatment⁴ 10 minutes

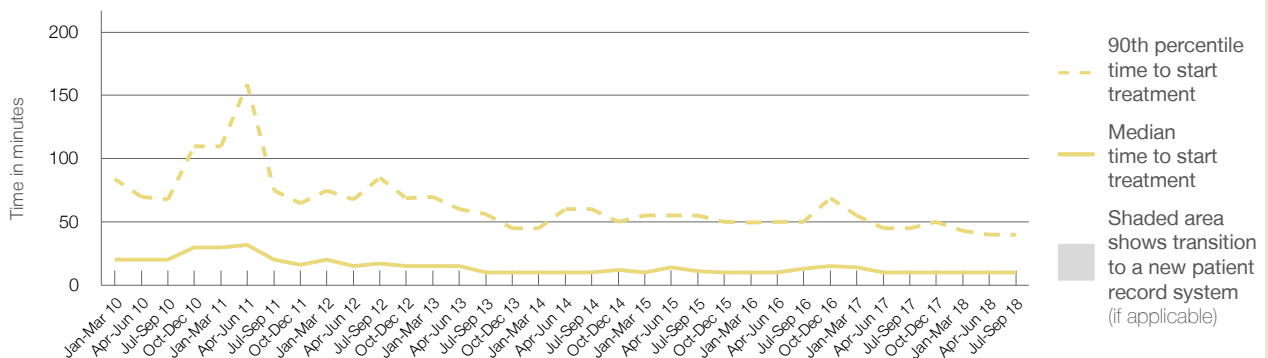
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
707	
674	
10 minutes	21 minutes
45 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	20	17	10	10	11	13	10	10
90th percentile time to start treatment ⁵ (minutes)	68	75	85	56	60	55	50	45	40

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Inverell Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,090

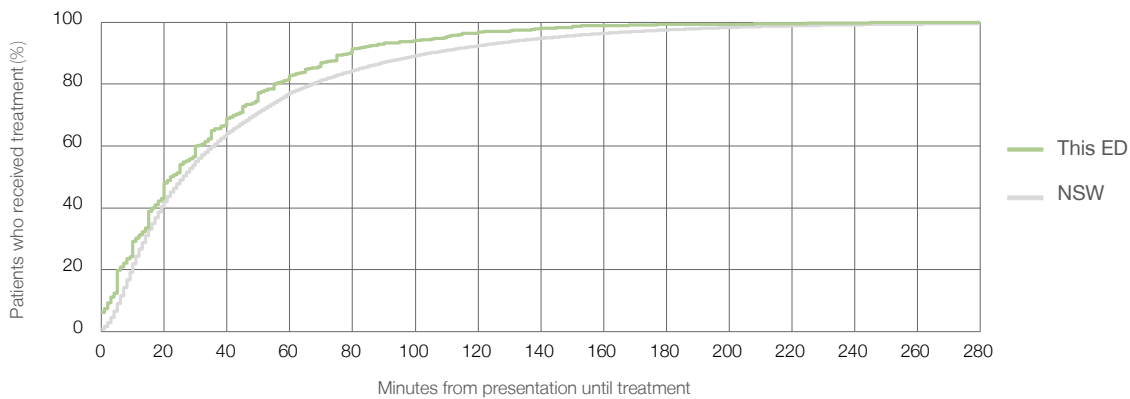
Number of triage 4 patients used to calculate waiting time:³ 960

Median time to start treatment⁴ 23 minutes

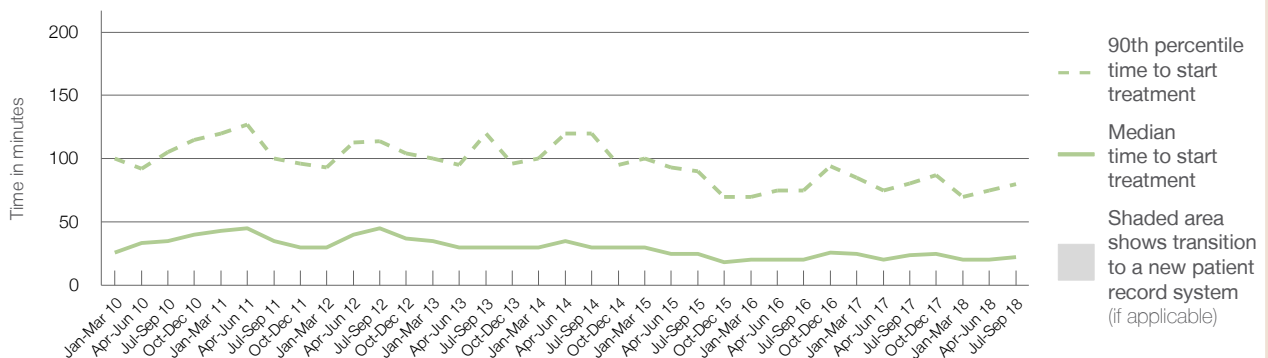
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,129	1,010
24 minutes	26 minutes
81 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	35	35	45	30	30	25	20	24	23
90th percentile time to start treatment ⁵ (minutes)	105	100	114	120	120	90	75	81	80

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Inverell Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 133

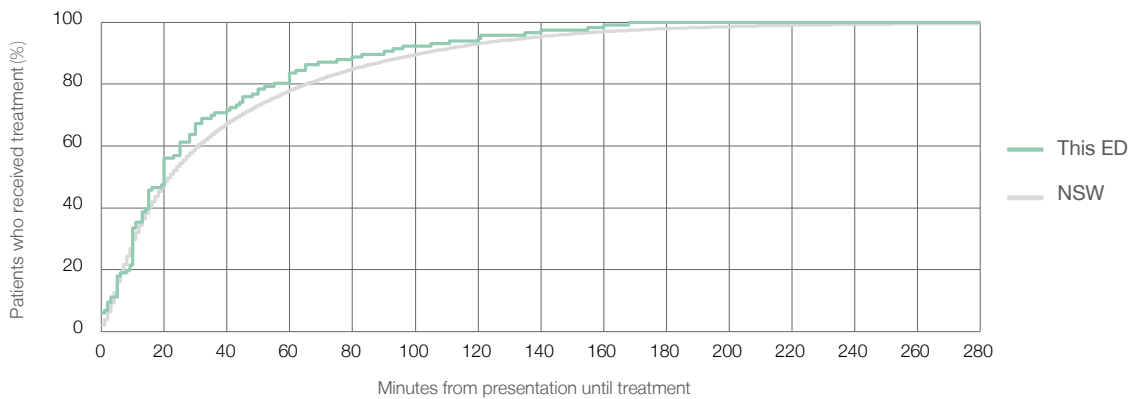
Number of triage 5 patients used to calculate waiting time:³ 116

Median time to start treatment⁴ 20 minutes

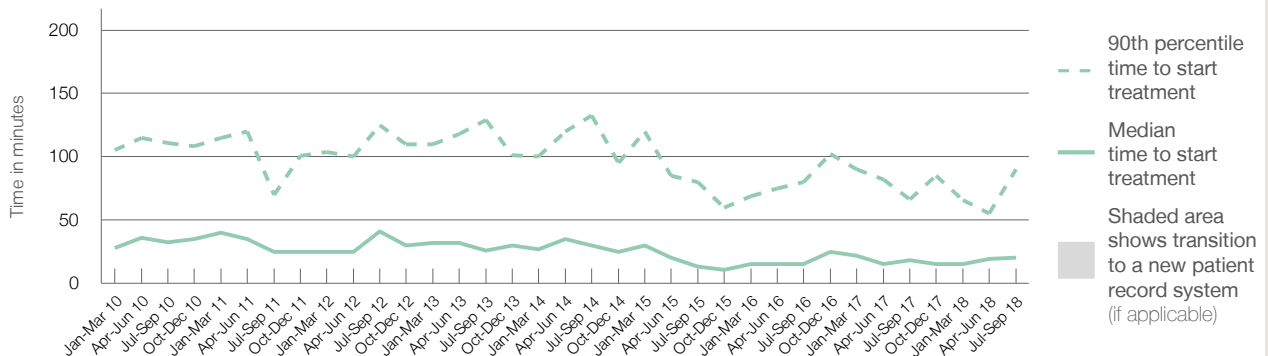
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
159	
130	
18 minutes	22 minutes
67 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	25	41	26	30	13	15	18	20
90th percentile time to start treatment ⁵ (minutes)	111	70	125	129	133	80	80	67	90

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Inverell Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,358 patients

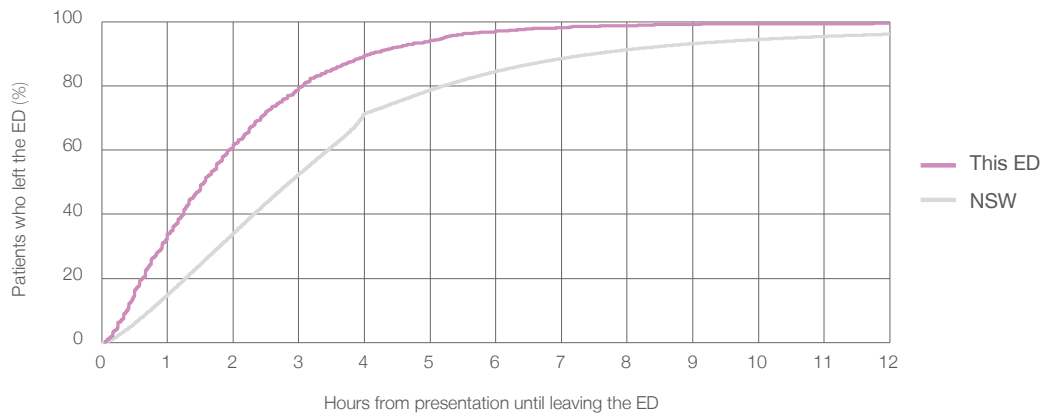
Presentations used to calculate time to leaving the ED:⁶ 2,358 patients

Median time spent in the ED⁸ ■ 1 hours and 34 minutes

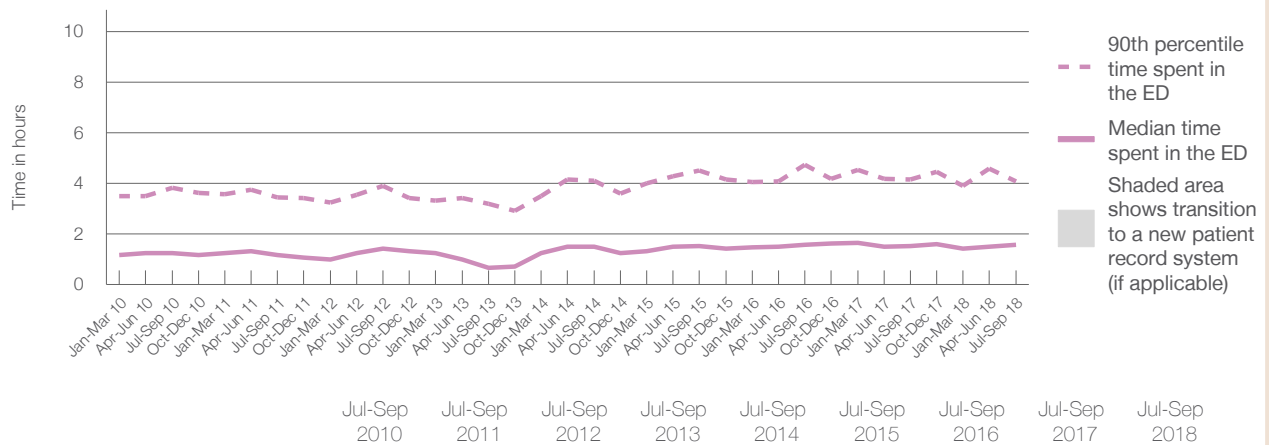
90th percentile time spent in the ED⁹ ■ 4 hours and 5 minutes

Same period last year	NSW (this period)
2,349	2,349
1 hours and 32 minutes	2 hours and 52 minutes
4 hours and 10 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 15m	1h 10m	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m	1h 32m	1h 34m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 49m	3h 27m	3h 55m	3h 12m	4h 6m	4h 30m	4h 44m	4h 10m	4h 5m

(†) 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
July to September 2018

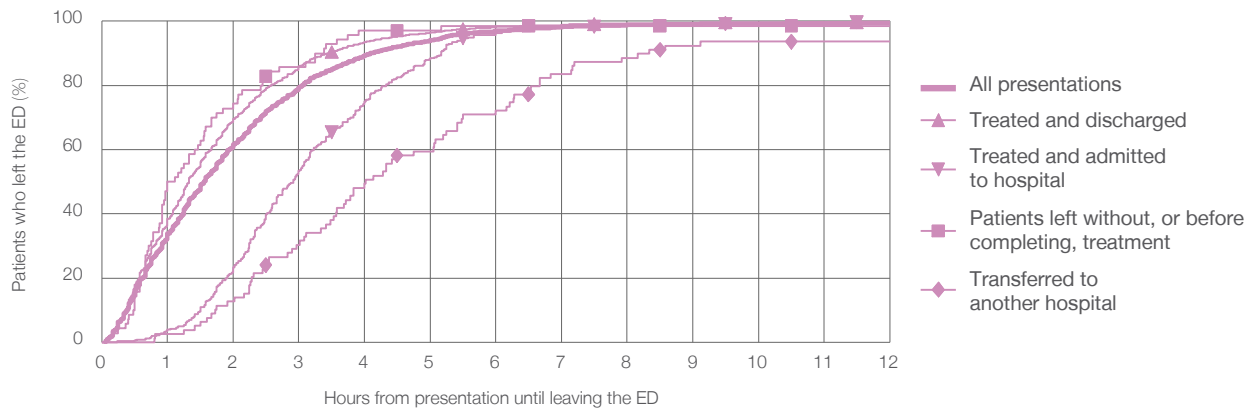
All presentations:¹ 2,358 patients

Presentations used to calculate time to leaving the ED:⁶ 2,358 patients

Treated and discharged	1,748 (74.1%)
Treated and admitted to hospital	356 (15.1%)
Patient left without, or before completing, treatment	70 (3.0%)
Transferred to another hospital	79 (3.4%)
Other	105 (4.5%)

Same period last year	Change since one year ago
2,349	0%
1,717	1.8%
377	-5.6%
92	-23.9%
74	6.8%
89	18.0%

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



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	38.4%	69.6%	85.9%	93.5%	98.2%	99.3%	99.6%	99.7%
Treated and admitted to hospital	3.9%	23.3%	53.4%	75.0%	96.3%	98.9%	99.4%	99.7%
Patient left without, or before completing, treatment	50.0%	74.3%	85.7%	97.1%	98.6%	98.6%	98.6%	98.6%
Transferred to another hospital	2.5%	12.7%	30.4%	49.4%	72.2%	88.6%	93.7%	93.7%
All presentations	33.8%	61.6%	79.4%	89.4%	97.0%	98.8%	99.3%	99.4%

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Inverell Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 2,358 patients

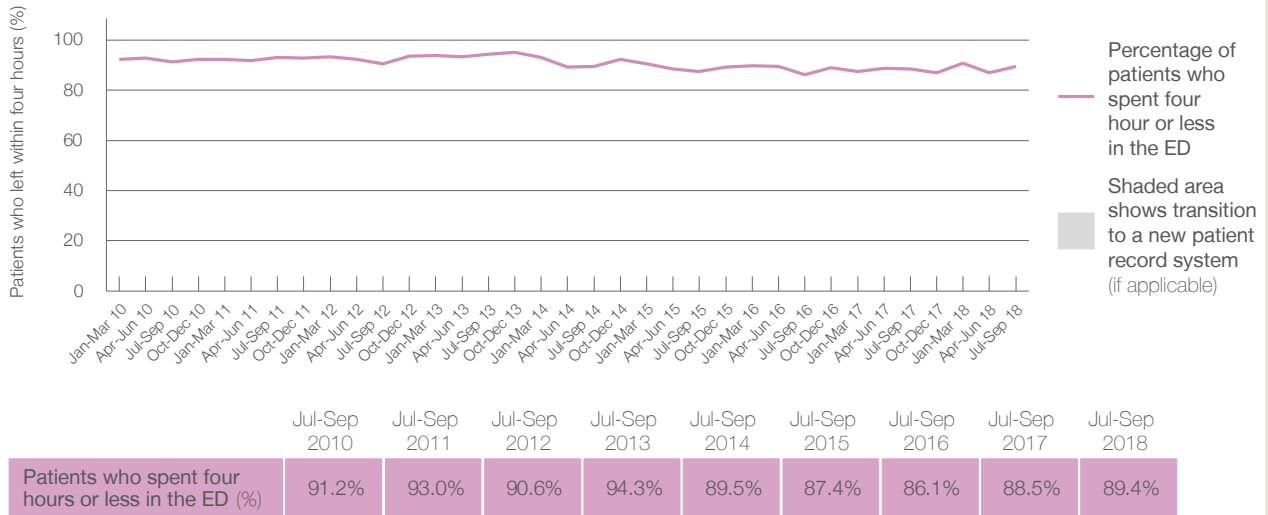
Presentations used to calculate time to leaving the ED: ⁶ 2,358 patients

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 2,358 patients	2,349	0%
Presentations used to calculate time to leaving the ED: ⁶ 2,358 patients	2,349	0%
Percentage of patients who spent four hours or less in the ED	88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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: 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).