

Inverell Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,153 patients

Emergency presentations:² 2,072 patients

Same period last year	Change since one year ago
2,131	1%
2,056	1%

Inverell Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 204 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 950 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
263	
5 minutes	8 minutes
30 minutes	23 minutes
607	
14 minutes	20 minutes
55 minutes	65 minutes
908	
25 minutes	25 minutes
85 minutes	98 minutes
278	
22 minutes	22 minutes
90 minutes	97 minutes

Inverell Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,153 patients

Percentage of patients who spent four hours or less in the ED 91%

Same period last year	Change since one year ago
2,131	1%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

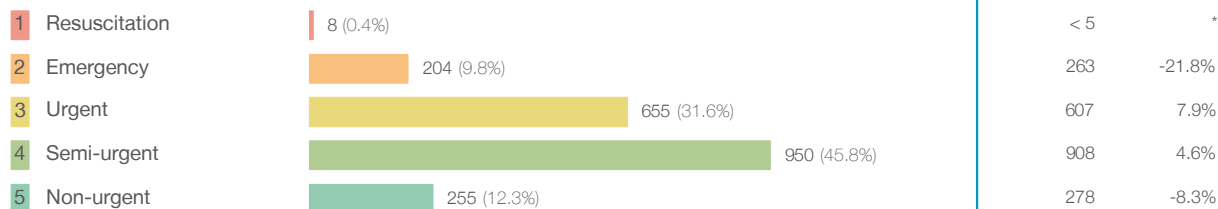
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Inverell Hospital: Patients presenting to the emergency department

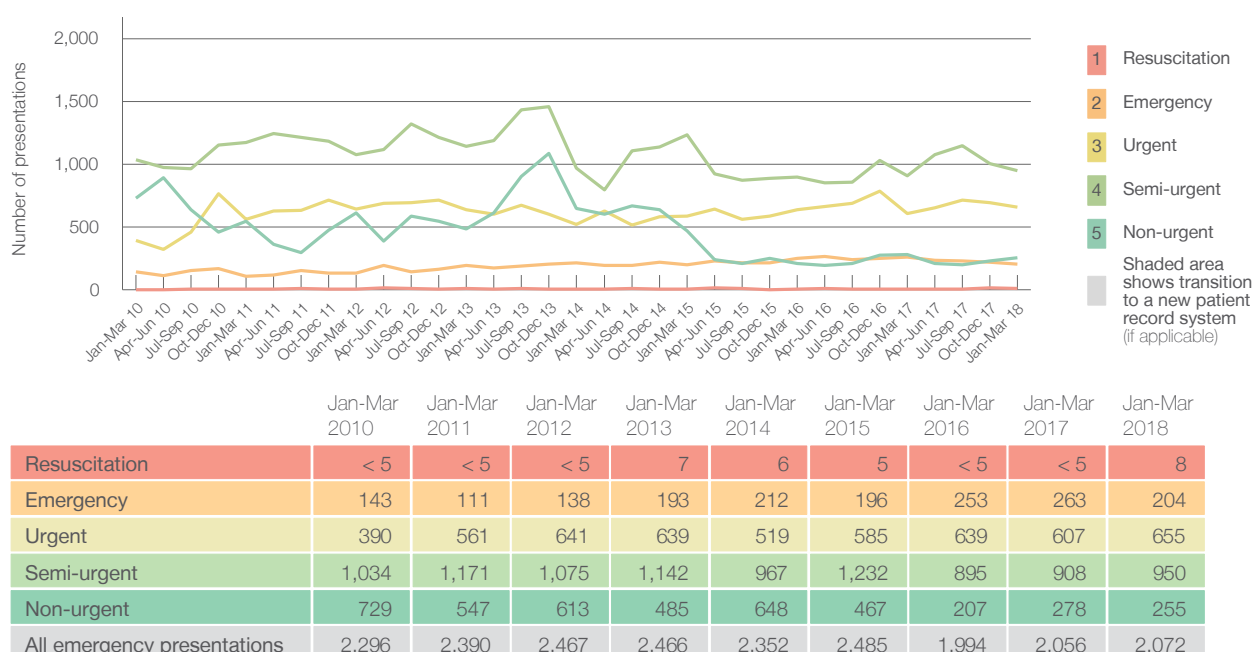
January to March 2018

All presentations:¹ 2,153 patients

Emergency presentations² by triage category: 2,072 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]



Inverell Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 206 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

January to March 2018

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

Number of triage 2 patients: 204

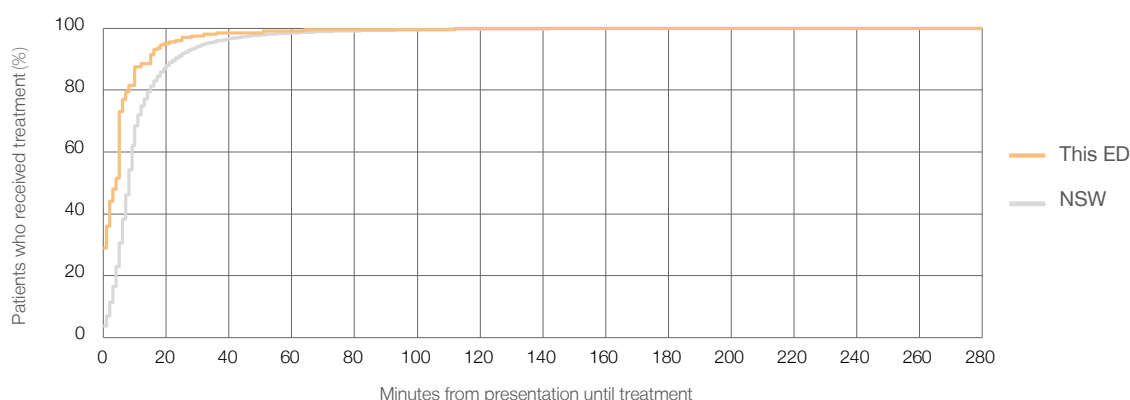
Number of triage 2 patients used to calculate waiting time:³ 200

Median time to start treatment⁴ 4 minutes

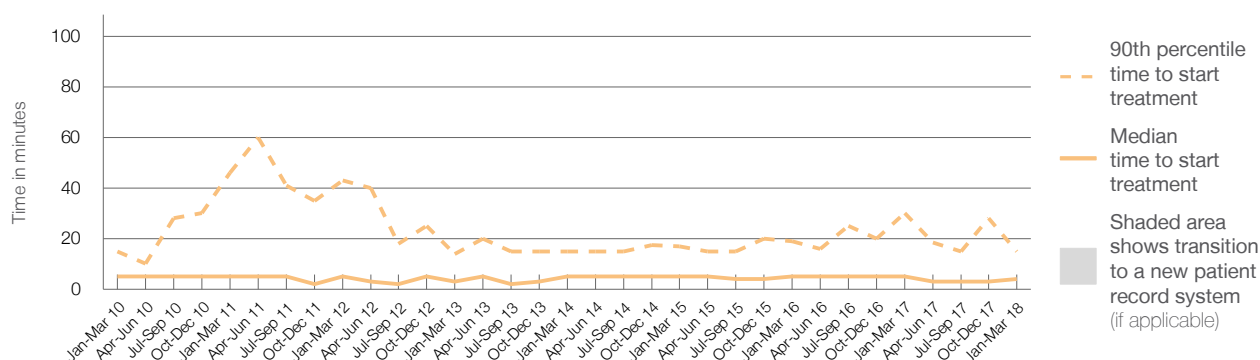
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
263	
255	
5 minutes	8 minutes
30 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	5	5	3	5	5	5	5	4
90th percentile time to start treatment ⁵ (minutes)	15	46	43	14	15	17	19	30	15

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

January to March 2018

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

Number of triage 3 patients: 655

Number of triage 3 patients used to calculate waiting time:³ 627

Median time to start treatment⁴

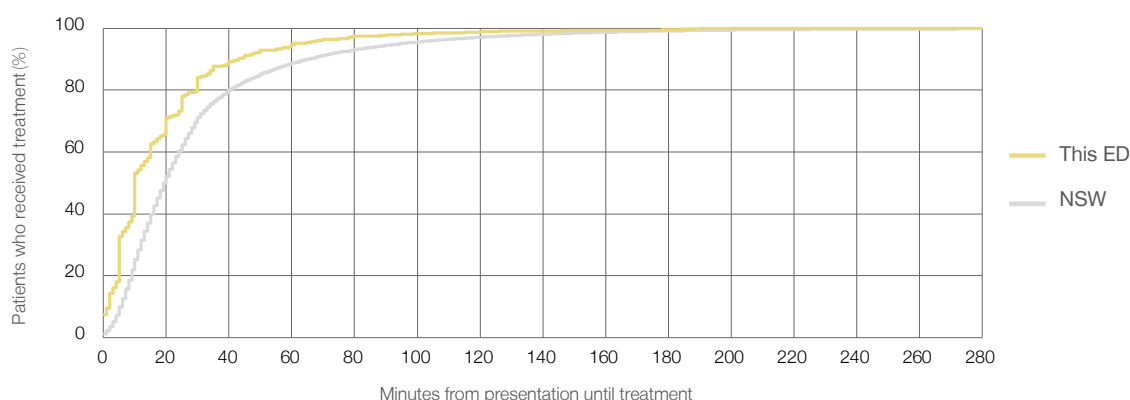
10 minutes

90th percentile time to start treatment⁵

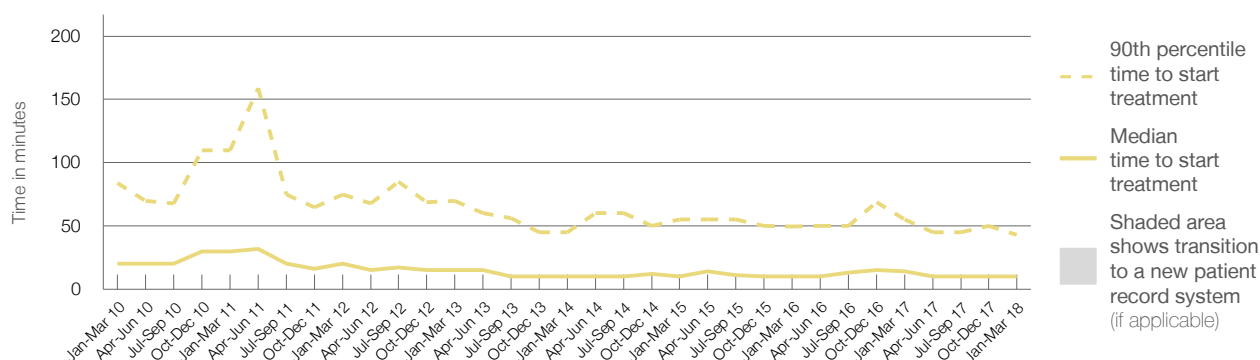
43 minutes

Same period last year	NSW (this period)
607	
592	
14 minutes	20 minutes
55 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	20	30	20	15	10	10	10	14	10
90th percentile time to start treatment ⁵ (minutes)	84	110	75	70	45	55	50	55	43

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

January to March 2018

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

Number of triage 4 patients: 950

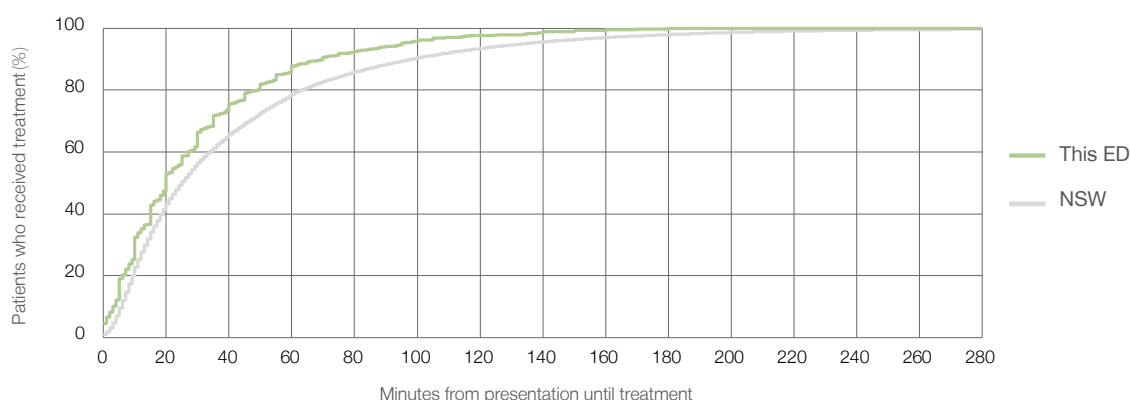
Number of triage 4 patients used to calculate waiting time:³ 826

Median time to start treatment⁴ 20 minutes

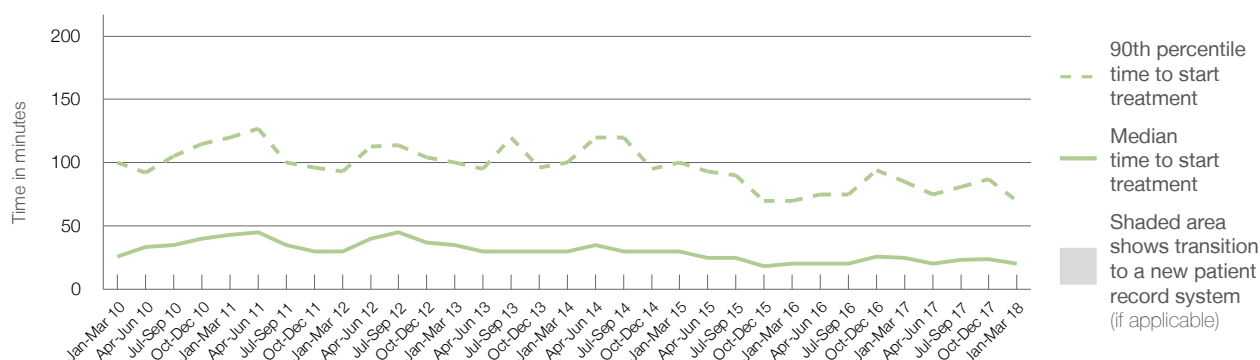
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
908	
846	
25 minutes	25 minutes
85 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	43	30	35	30	30	20	25	20
90th percentile time to start treatment ⁵ (minutes)	100	120	93	100	100	100	70	85	70

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

January to March 2018

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

Number of triage 5 patients: 255

Number of triage 5 patients used to calculate waiting time:³ 213

Median time to start treatment⁴

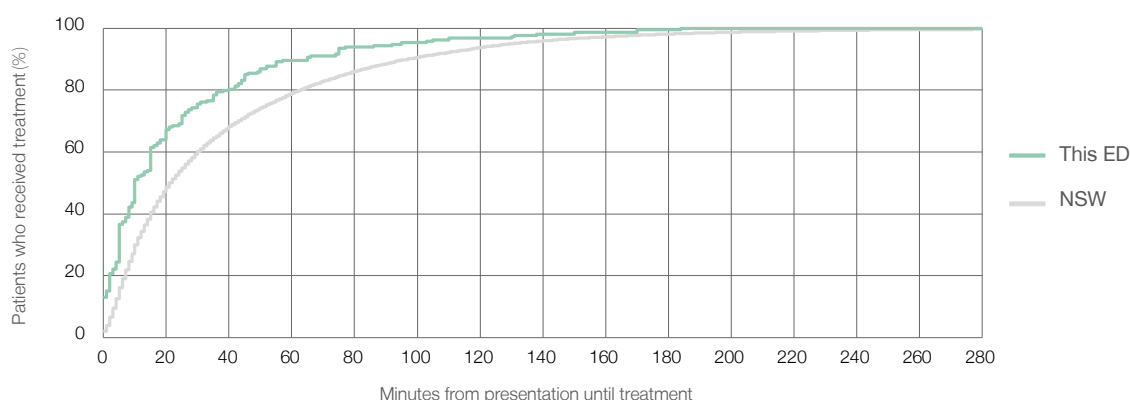
10 minutes

90th percentile time to start treatment⁵

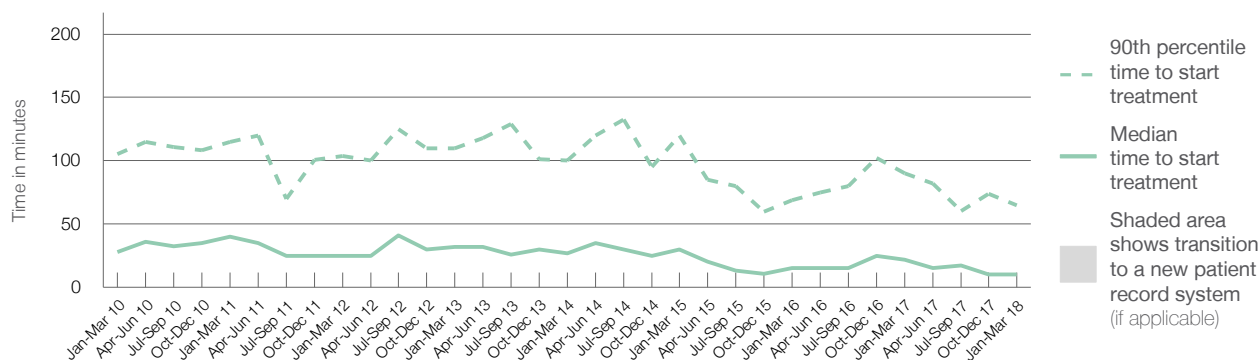
65 minutes

Same period last year	NSW (this period)
278	
232	
22 minutes	22 minutes
90 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	28	40	25	32	27	30	15	22	10
90th percentile time to start treatment ⁵ (minutes)	105	115	104	110	100	120	69	90	65

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Inverell Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,153 patients

Presentations used to calculate time to leaving the ED:⁶ 2,153 patients

Median time spent in the ED⁸

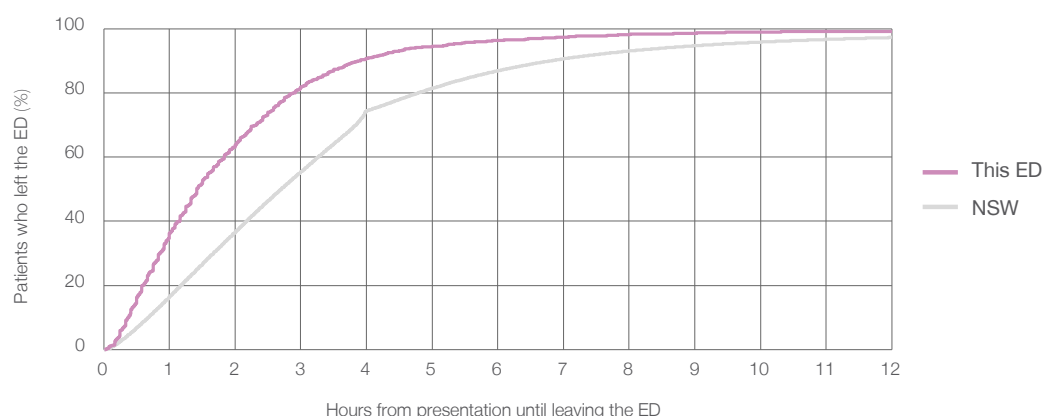
1 hours and 25 minutes

90th percentile time spent in the ED⁹

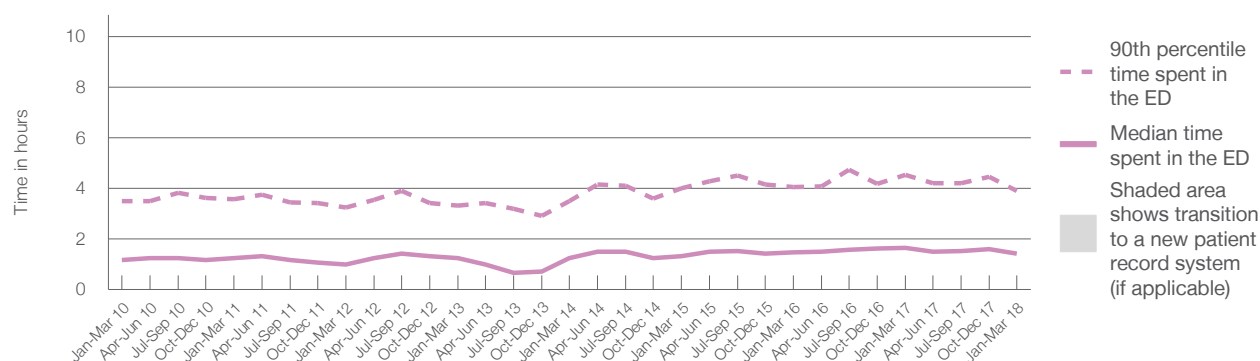
3 hours and 54 minutes

Same period last year	NSW (this period)
2,131	
2,131	
1 hours and 39 minutes	2 hours and 42 minutes
4 hours and 32 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 10m	1h 15m	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 30m	3h 35m	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m	3h 54m

(†) 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

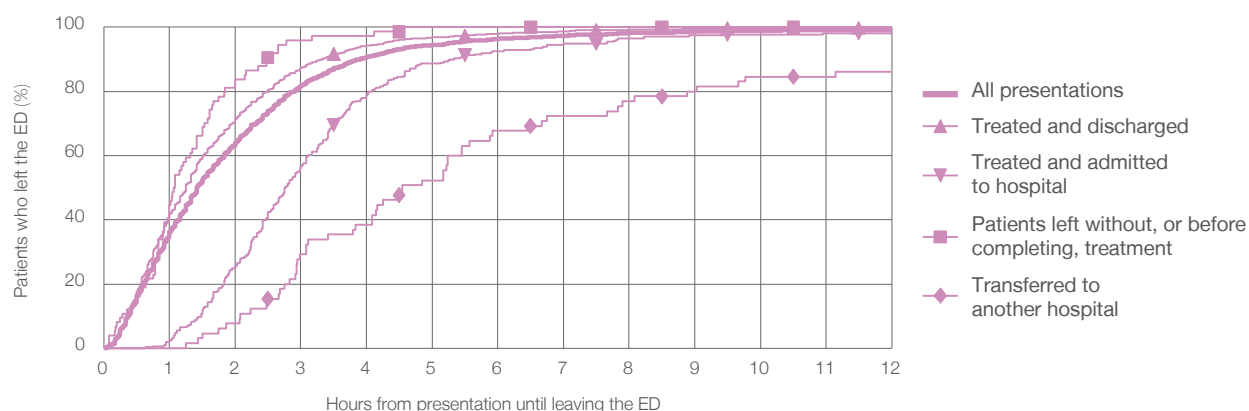
January to March 2018

All presentations:[†] 2,153 patients

Presentations used to calculate time to leaving the ED:[‡] 2,153 patients

		Same period last year	Change since one year ago
Treated and discharged	1,623 (75.4%)	1,538	5.5%
Treated and admitted to hospital	309 (14.4%)	391	-21.0%
Patient left without, or before completing, treatment	74 (3.4%)	67	10.4%
Transferred to another hospital	65 (3.0%)	72	-9.7%
Other	82 (3.8%)	63	30.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.8%	71.3%	87.4%	94.4%	98.0%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.3%	25.6%	56.6%	79.0%	92.6%	96.4%	97.7%	98.1%
Patient left without, or before completing, treatment	44.6%	83.8%	95.9%	97.3%	100%	100%	100%	100%
Transferred to another hospital	0%	7.7%	29.2%	38.5%	67.7%	76.9%	84.6%	86.2%
All presentations	36.3%	63.9%	81.8%	90.8%	96.4%	98.2%	98.9%	99.2%

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Inverell Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,153 patients

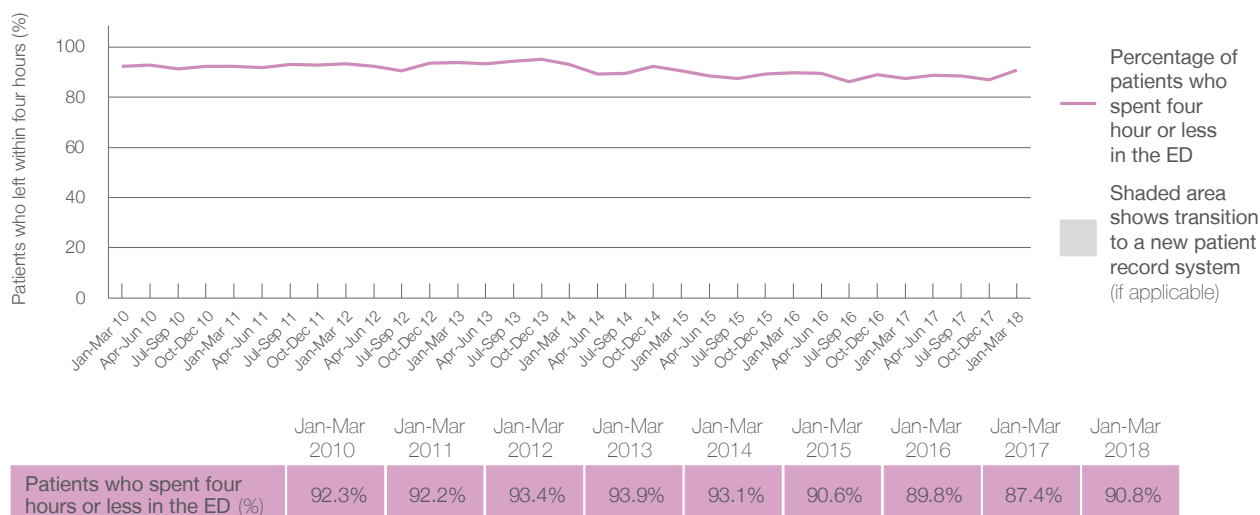
Presentations used to calculate time to leaving the ED: ⁶ 2,153 patients

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



Same period last year	Change since one year ago
2,131	1%
2,131	1%
87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).