

Inverell District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,233 patients
Emergency presentations:² 2,173 patients

Same period last year	Change since one year ago
2,076	7.6%
1,980	9.7%

Inverell District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 234 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 651 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,077 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 211 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
267	
5 minutes	8 minutes
16 minutes	26 minutes
663	
10 minutes	20 minutes
50 minutes	67 minutes
851	
20 minutes	25 minutes
75 minutes	99 minutes
192	
15 minutes	23 minutes
75 minutes	101 minutes

Inverell District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,233 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
2,076	7.6%
89.4%	

* 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 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.

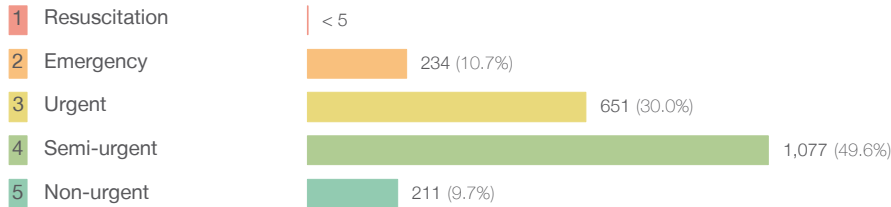
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Inverell District Hospital: Patients presenting to the emergency department

April to June 2017

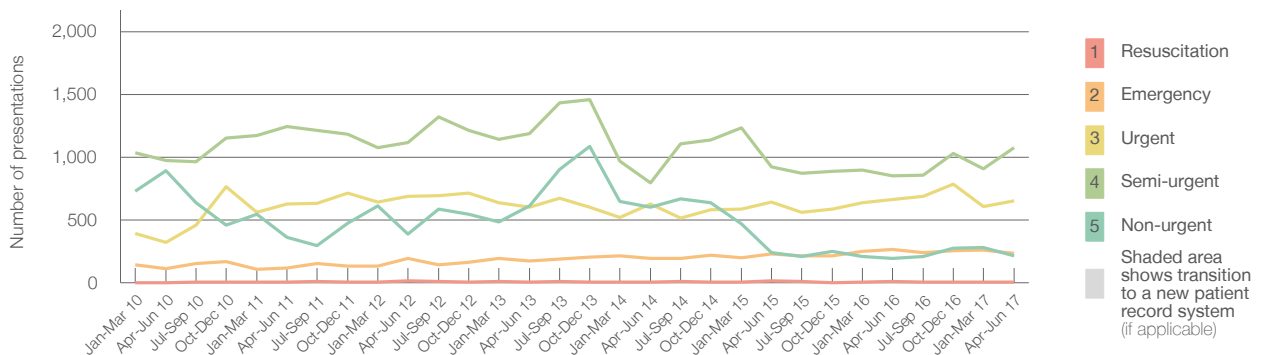
All presentations:¹ 2,233 patients

Emergency presentations² by triage category: 2,173 patients



	Same period last year	Change since one year ago
All presentations	2,076	7.6%
Emergency presentations	1,980	9.7%
1 Resuscitation	7	*
2 Emergency	267	-13.1%
3 Urgent	663	-1.8%
4 Semi-urgent	851	26.6%
5 Non-urgent	192	9.9%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	5	15	< 5	< 5	13	7	< 5
Emergency	111	118	192	173	198	229	267	234
Urgent	323	625	687	599	629	644	663	651
Semi-urgent	973	1,244	1,114	1,186	795	922	851	1,077
Non-urgent	891	360	386	609	600	241	192	211
All emergency presentations	2,298	2,352	2,394	2,567	2,222	2,049	1,980	2,173

Inverell District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 256 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	293	
Median time	6 minutes	-1 minute
90th percentile time	19 minutes	-2 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 April to June 2017

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

Number of triage 2 patients: 234

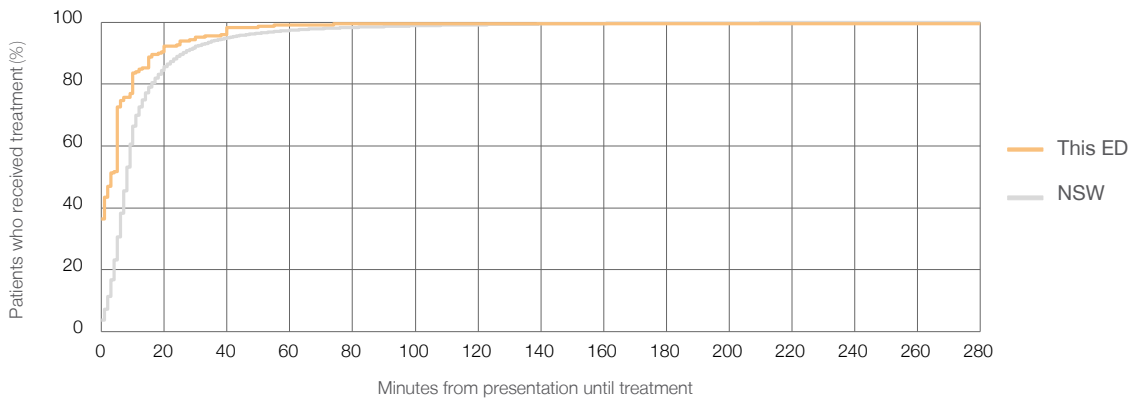
Number of triage 2 patients used to calculate waiting time:³ 230

Median time to start treatment⁴ 3 minutes

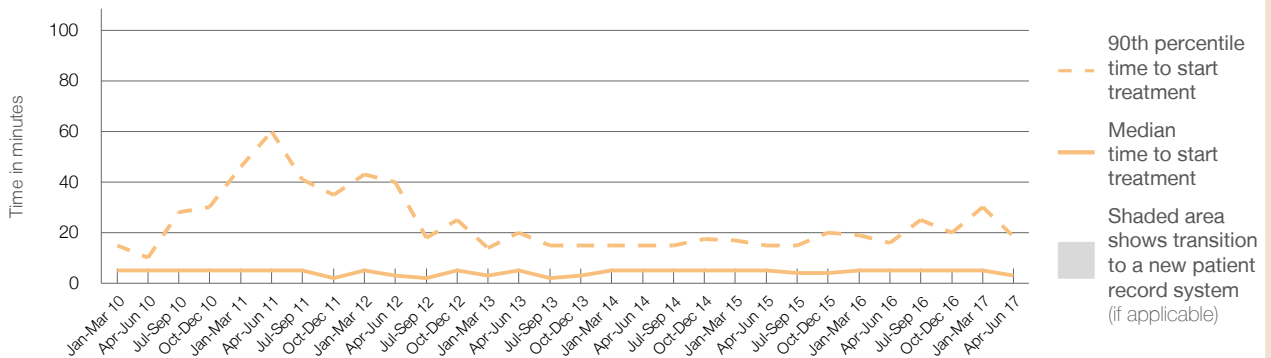
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
267	262
5 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



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

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Inverell District Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 651

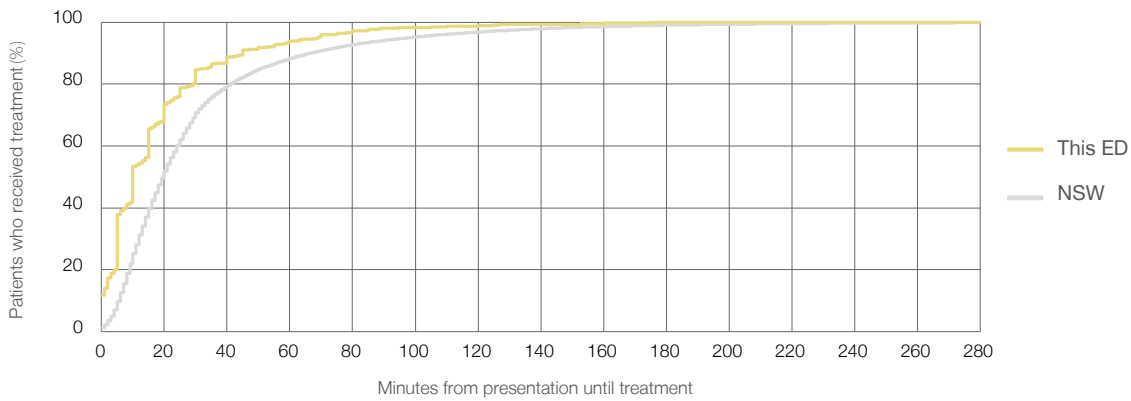
Number of triage 3 patients used to calculate waiting time:³ 635

Median time to start treatment⁴ 10 minutes

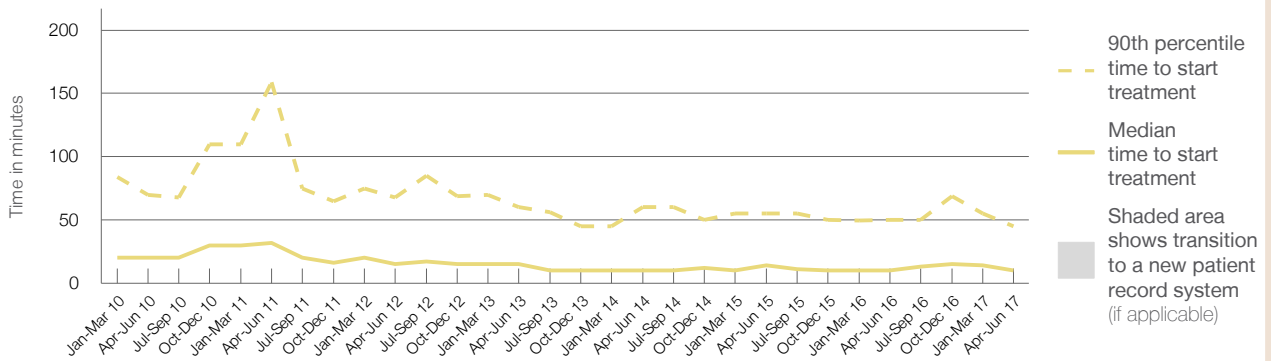
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
663	643
10 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



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

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Inverell District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,077

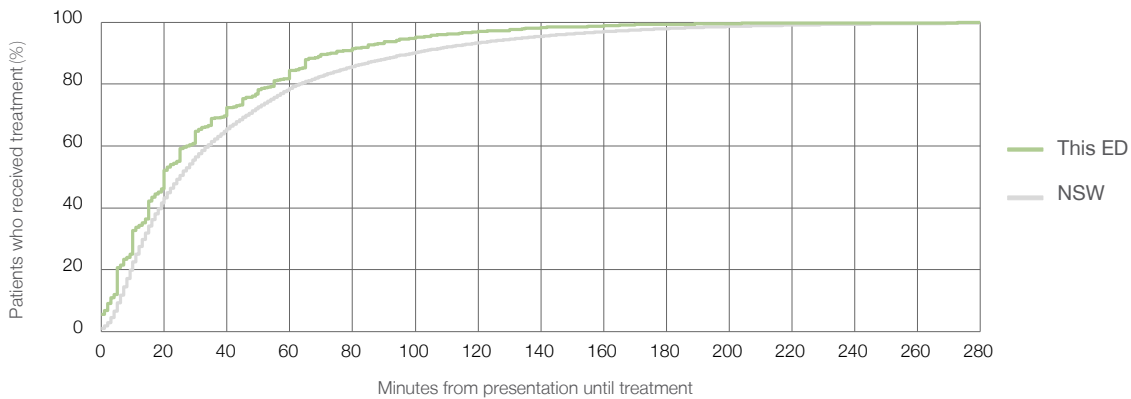
Number of triage 4 patients used to calculate waiting time:³ 981

Median time to start treatment⁴ 20 minutes

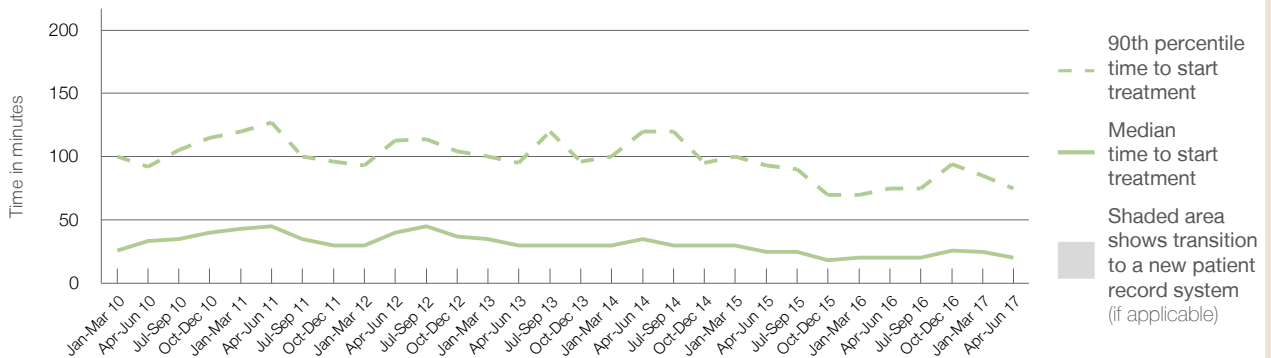
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
851	792
20 minutes	25 minutes
75 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



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

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Inverell District Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 211

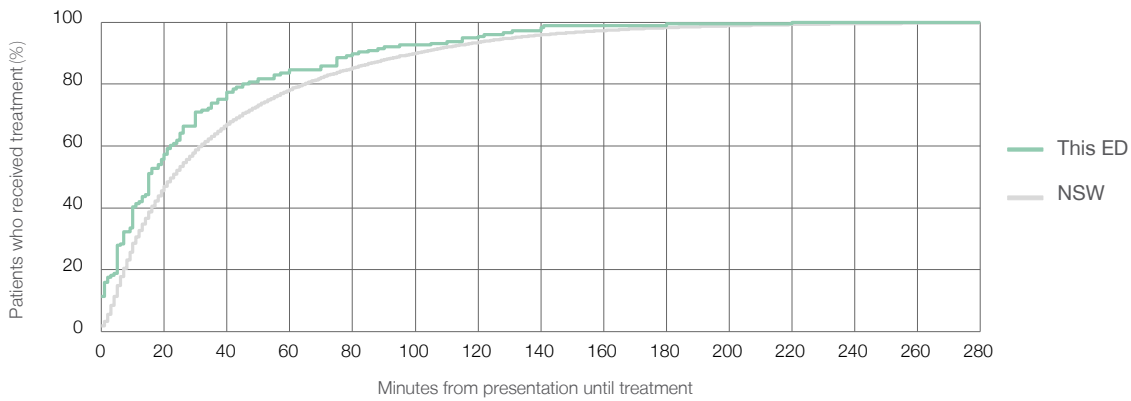
Number of triage 5 patients used to calculate waiting time:³ 176

Median time to start treatment⁴ 15 minutes

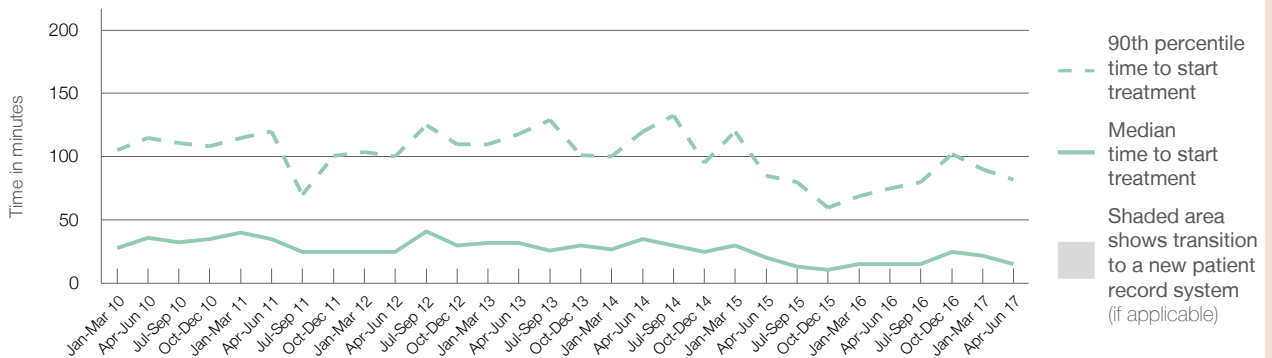
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
192	177
15 minutes	23 minutes
75 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



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

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Inverell District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,233 patients

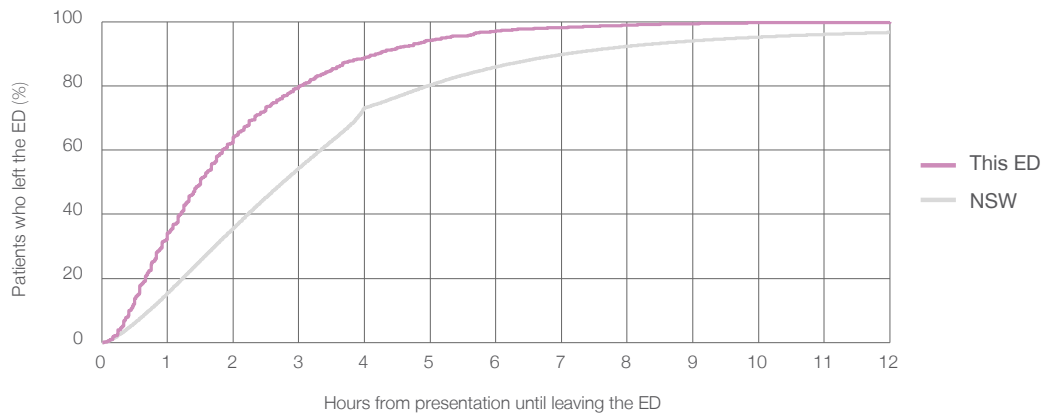
Presentations used to calculate time to leaving the ED:⁶ 2,233 patients

Median time spent in the ED⁸ 1 hours and 30 minutes

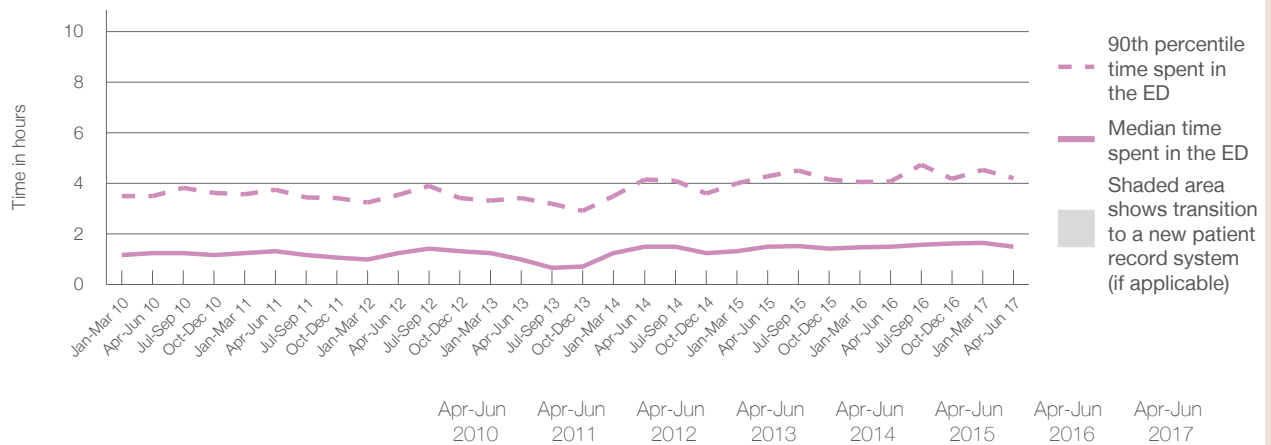
90th percentile time spent in the ED⁹ 4 hours and 12 minutes

Same period last year	NSW (this period)
2,076	2,076
1 hours and 30 minutes	2 hours and 46 minutes
4 hours and 5 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 20m	1h 15m	1h 0m	1h 30m	1h 30m	1h 30m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 30m	3h 46m	3h 33m	3h 26m	4h 10m	4h 17m	4h 5m	4h 12m

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Inverell District Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

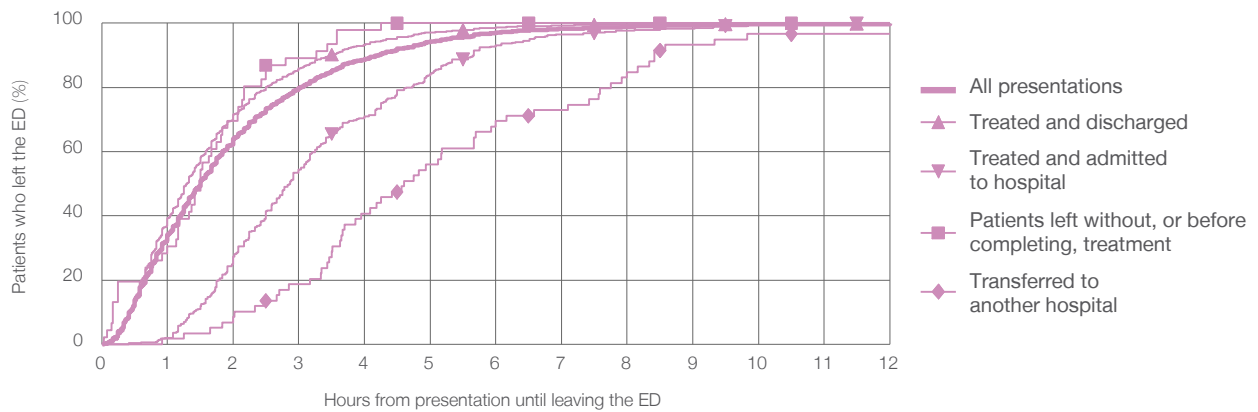
All presentations:¹ 2,233 patients

Presentations used to calculate time to leaving the ED:⁶ 2,233 patients

Treated and discharged	1,690 (75.7%)
Treated and admitted to hospital	345 (15.5%)
Patient left without, or before completing, treatment	46 (2.1%)
Transferred to another hospital	59 (2.6%)
Other	93 (4.2%)

Same period last year	Change since one year ago
2,076	7.6%
1,474	14.7%
442	-21.9%
69	-33.3%
60	-1.7%
31	200.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	39.2%	71.6%	85.9%	93.3%	98.6%	99.6%	99.8%	99.9%
Treated and admitted to hospital	2.0%	27.2%	54.5%	71.0%	93.0%	97.7%	99.4%	100%
Patient left without, or before completing, treatment	30.4%	69.6%	89.1%	97.8%	100%	100%	100%	100%
Transferred to another hospital	1.7%	8.5%	18.6%	40.7%	69.5%	84.7%	96.6%	96.6%
All presentations	34.1%	64.1%	79.8%	88.8%	97.1%	98.9%	99.7%	99.8%

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Inverell District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 2,233 patients

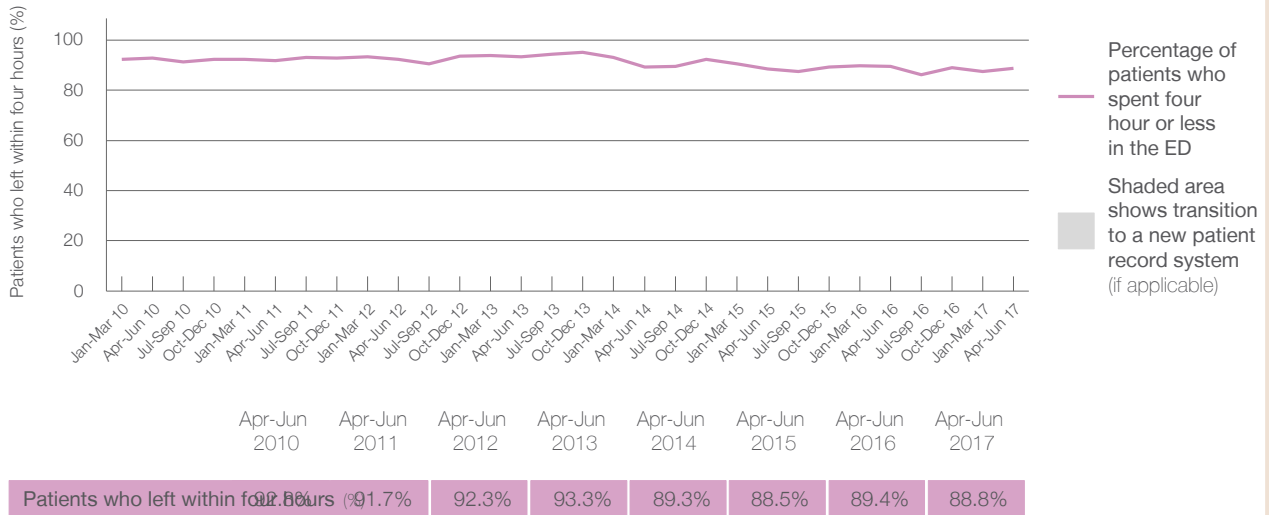
Presentations used to calculate time to leaving the ED:⁶ 2,233 patients

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	2,076	7.6%
Presentations used to calculate time to leaving the ED: ⁶	2,076	7.6%
Percentage of patients who spent four hours or less in the ED	89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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.
- 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 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).