

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,131 patients
Emergency presentations:² 2,057 patients

Same period last year	Change since one year ago
2,115	0.8%
1,994	3.2%

Inverell District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 263 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 908 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients

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

Same period last year	NSW (this period)
253	
5 minutes	8 minutes
19 minutes	26 minutes
639	
10 minutes	20 minutes
50 minutes	69 minutes
895	
20 minutes	26 minutes
70 minutes	101 minutes
207	
15 minutes	23 minutes
69 minutes	104 minutes

Inverell District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,131 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
2,115	0.8%
89.8%	

* 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.

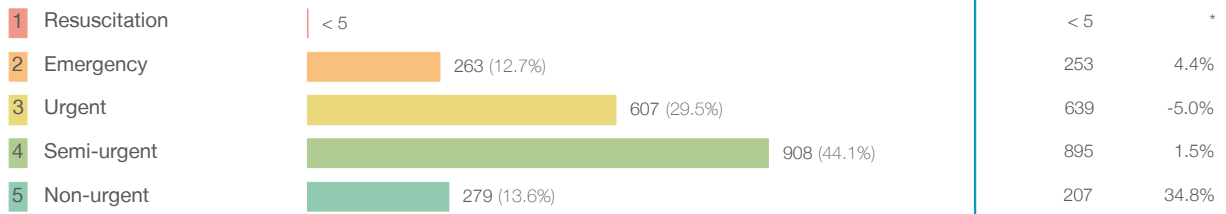
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

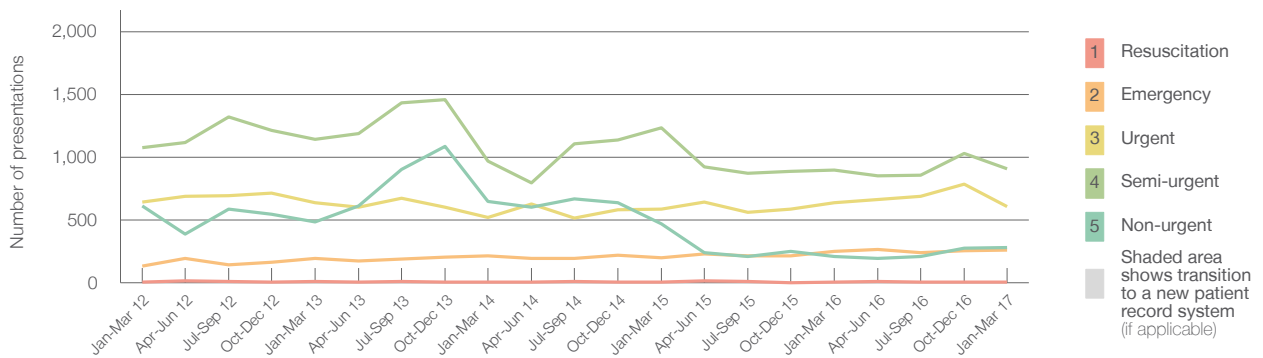
Inverell District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 2,131 patients

Emergency presentations² by triage category: 2,057 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]

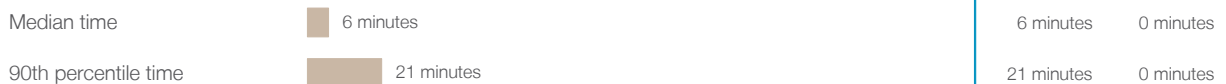


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	7	6	5	< 5	< 5
Emergency	138	193	212	196	253	263
Urgent	641	639	519	585	639	607
Semi-urgent	1,075	1,142	967	1,232	895	908
Non-urgent	613	485	648	467	207	279
All emergency presentations	2,467	2,466	2,352	2,485	1,994	2,057

Inverell District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 274 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 263

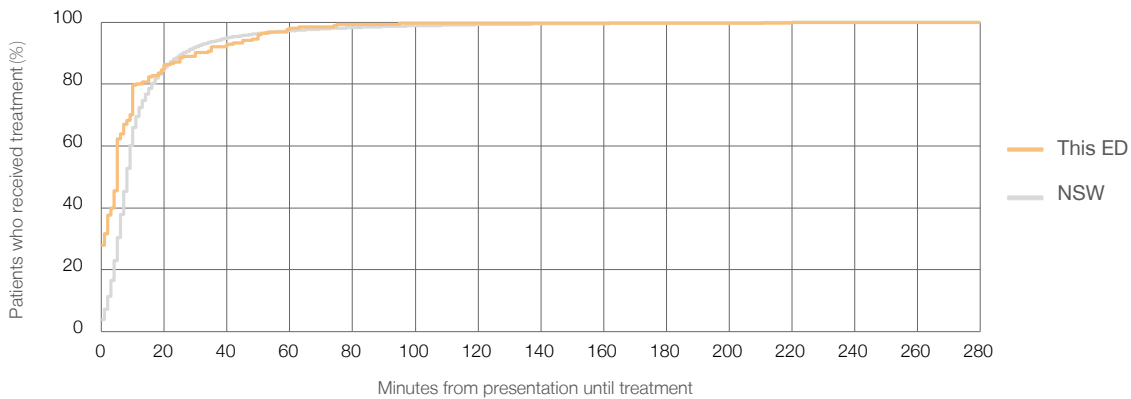
Number of triage 2 patients used to calculate waiting time:³ 255

Median time to start treatment⁴ 5 minutes

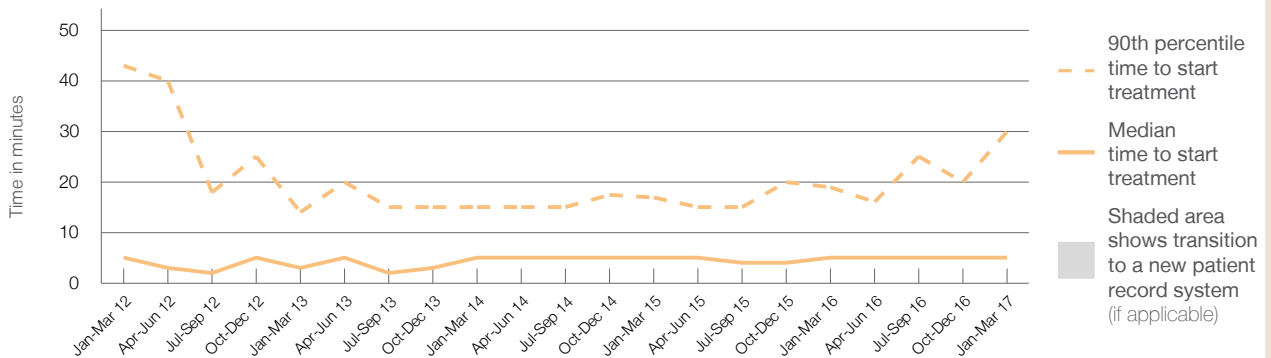
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
253	
244	
5 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 607

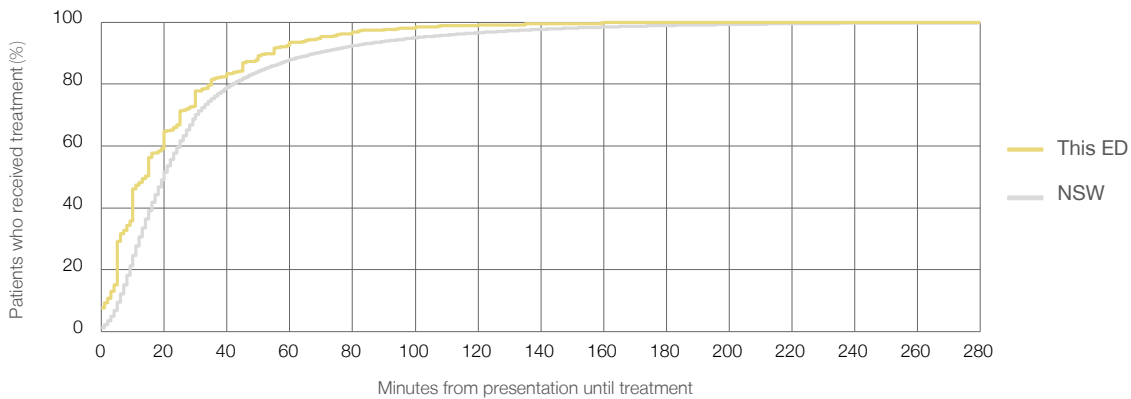
Number of triage 3 patients used to calculate waiting time:³ 592

Median time to start treatment⁴ 14 minutes

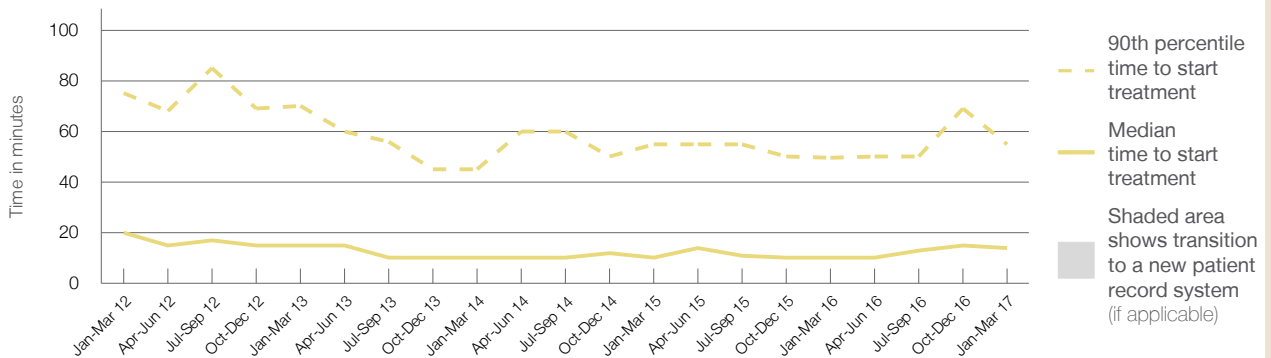
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
639	
620	
10 minutes	20 minutes
50 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 908

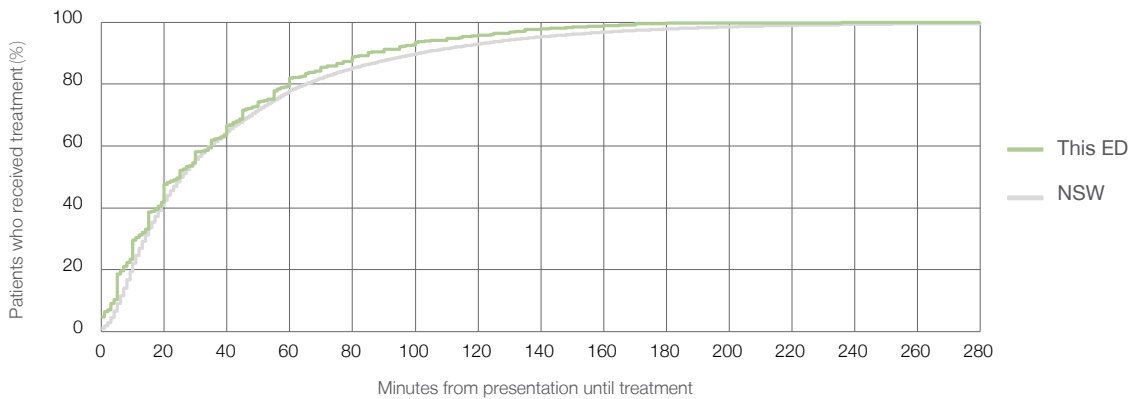
Number of triage 4 patients used to calculate waiting time:³ 846

Median time to start treatment⁴ 25 minutes

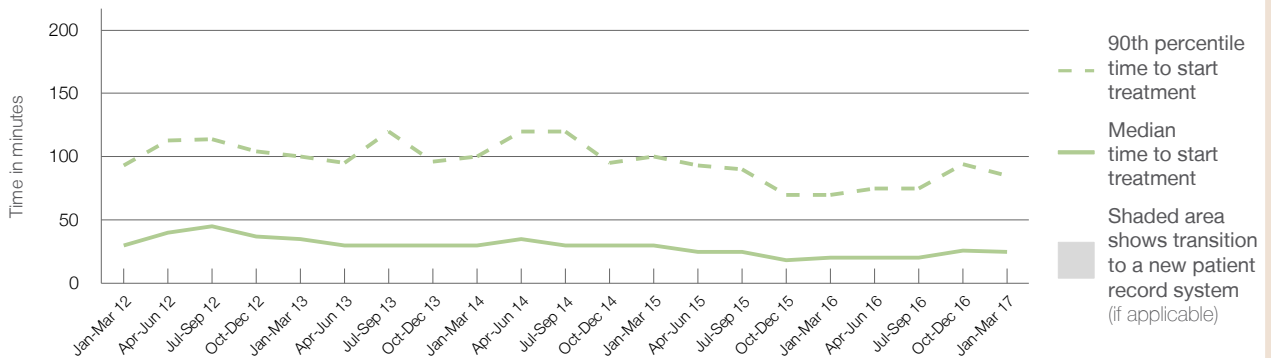
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
895	
816	
20 minutes	26 minutes
70 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 279

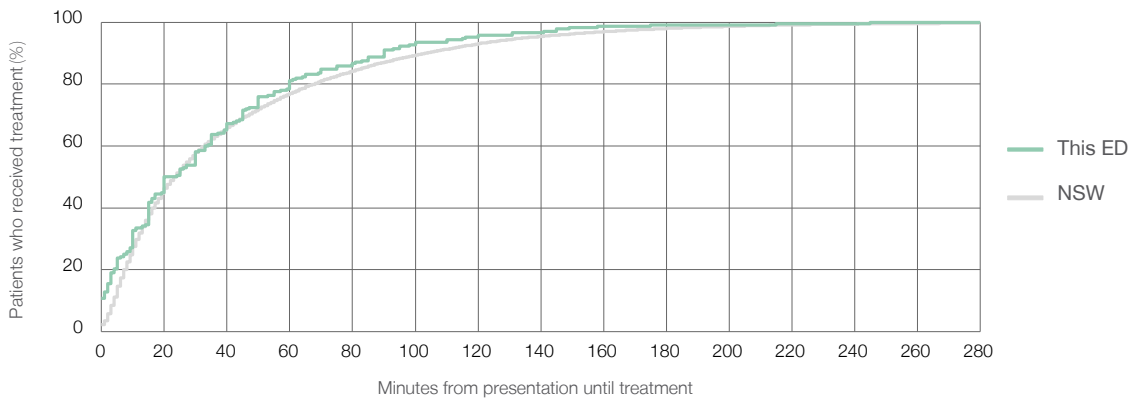
Number of triage 5 patients used to calculate waiting time:³ 232

Median time to start treatment⁴ 22 minutes

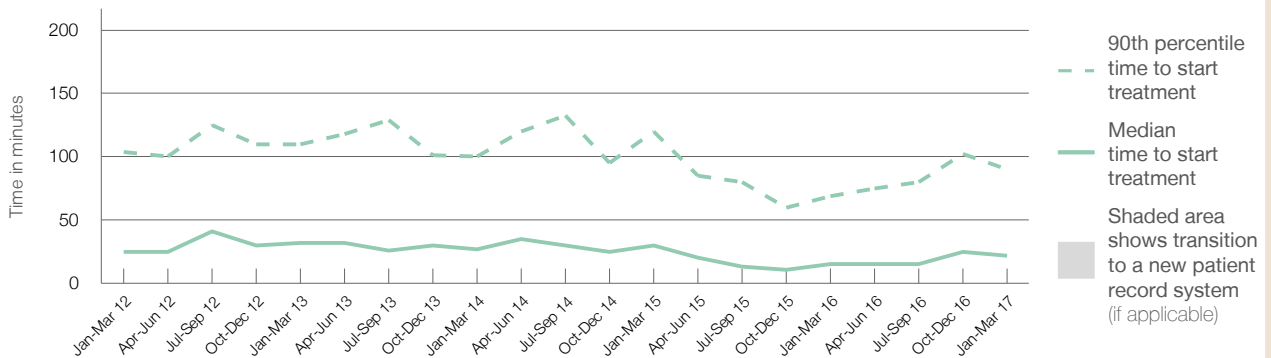
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
207	190
15 minutes	23 minutes
69 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	32	27	30	15	22
90th percentile time to start treatment ⁵ (minutes)	104	110	100	120	69	90

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Inverell District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,131 patients

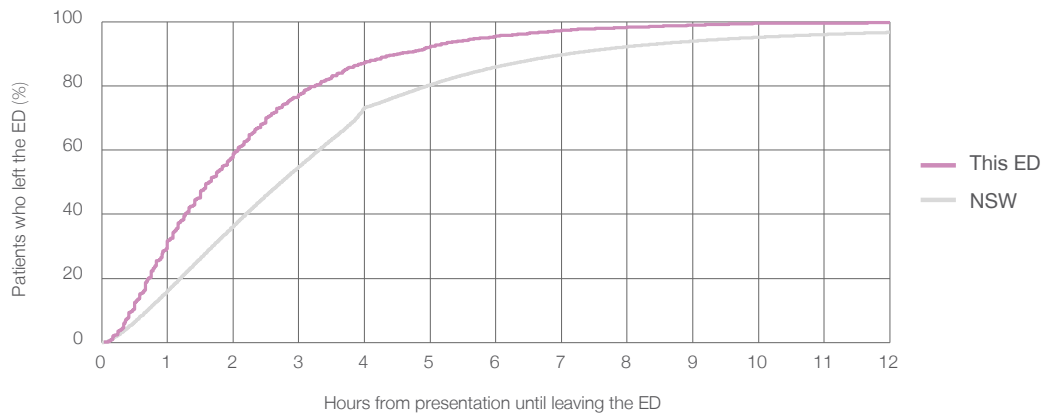
Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

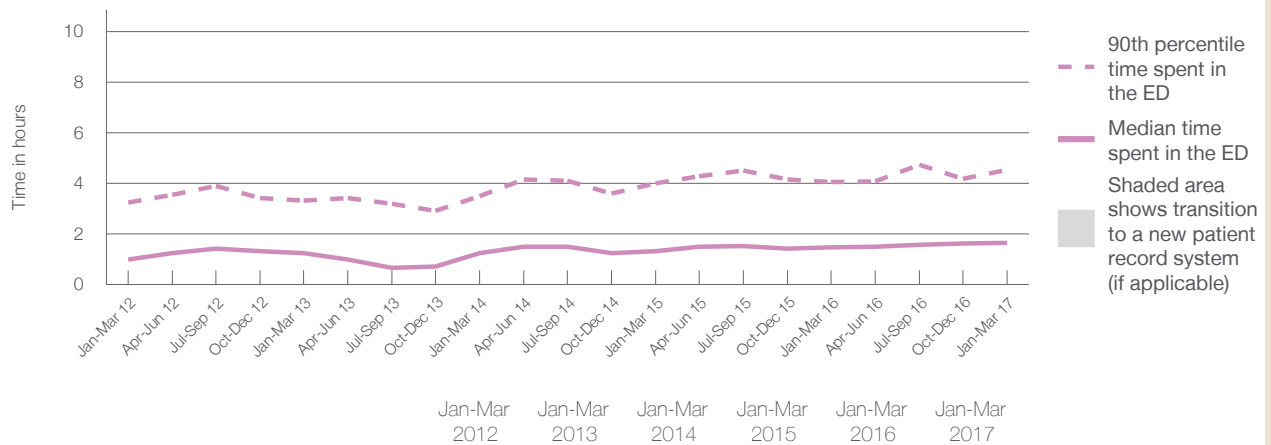
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
2,115	2,115
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 3 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m

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Inverell District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

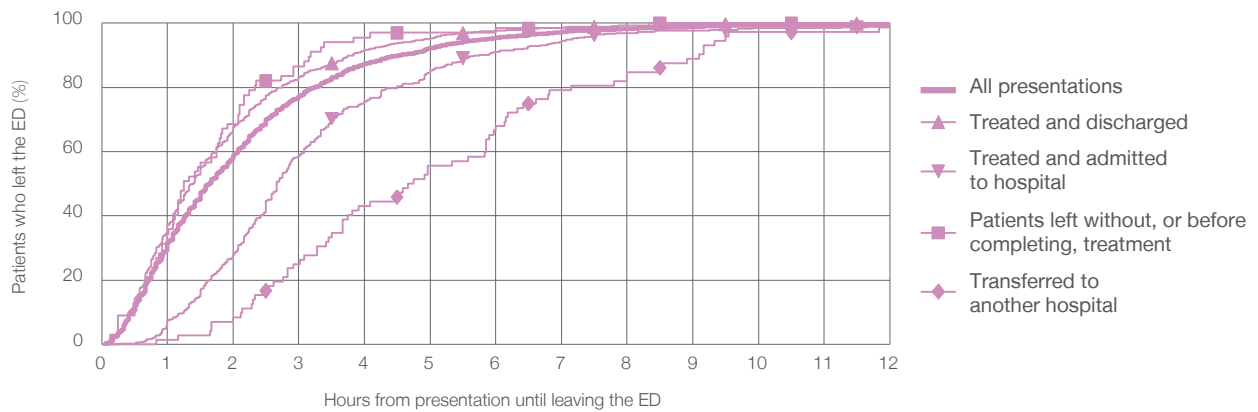
All presentations:¹ 2,131 patients

Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

Treated and discharged	1,532 (71.9%)
Treated and admitted to hospital	397 (18.6%)
Patient left without, or before completing, treatment	67 (3.1%)
Transferred to another hospital	72 (3.4%)
Other	63 (3.0%)

Same period last year	Change since one year ago
2,115	0.8%
1,557	-1.6%
399	-0.5%
69	-2.9%
54	33.3%
36	75.0%

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



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

Treated and discharged	37.1%	67.6%	83.2%	91.8%	97.8%	99.3%	99.8%	99.9%
Treated and admitted to hospital	7.3%	28.0%	58.7%	75.6%	91.2%	97.0%	98.5%	99.0%
Patient left without, or before completing, treatment	34.3%	68.7%	86.6%	95.5%	98.5%	98.5%	100%	100%
Transferred to another hospital	1.4%	8.3%	25.0%	43.1%	68.1%	84.7%	97.2%	98.6%
All presentations	31.6%	58.9%	77.2%	87.4%	95.6%	98.3%	99.4%	99.7%

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Inverell District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 2,131 patients

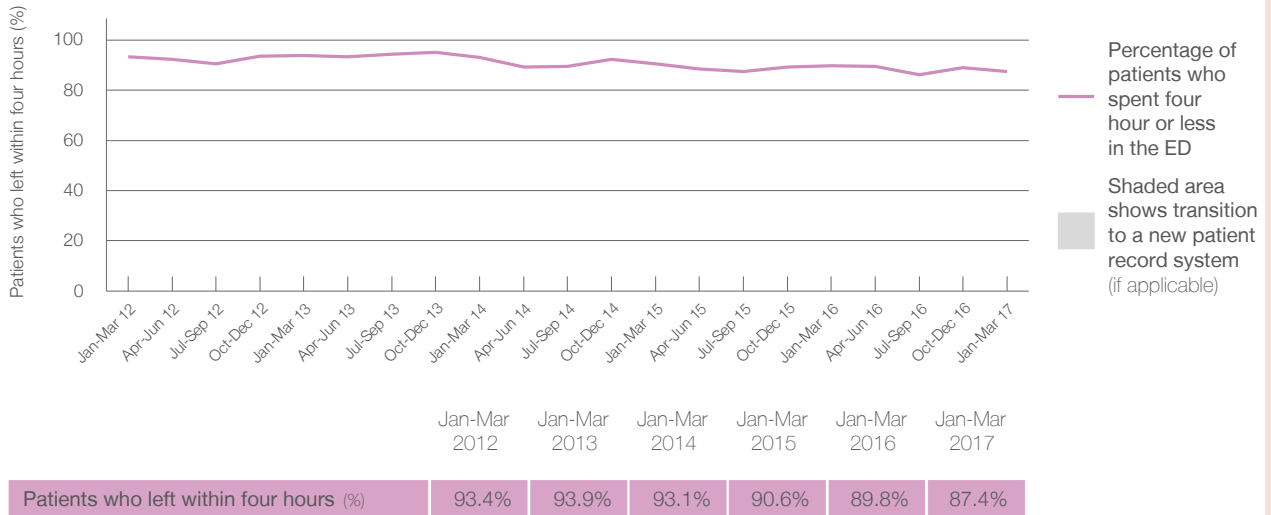
Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

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	2,115	0.8%
Presentations used to calculate time to leaving the ED: ⁶	2,115	0.8%
Percentage of patients who spent four hours or less in the ED	89.8%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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, 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).