

Inverell District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,115 patients
Emergency attendances:² 1,994 patients

Same period last year	Change since one year ago
2,622	-19%
2,485	-20%

Inverell District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 253 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 639 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 895 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 207 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
196	
5 minutes	8 minutes
33 minutes	35 minutes
585	
10 minutes	20 minutes
79 minutes	99 minutes
1,232	
30 minutes	26 minutes
140 minutes	137 minutes
467	
30 minutes	23 minutes
177 minutes	135 minutes

Inverell District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,115 patients

Percentage of patients who left the ED within four hours 90%

Same period last year	Change since one year ago
2,622	-19%
91%	

* 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 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 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 attendances that have a departure time.

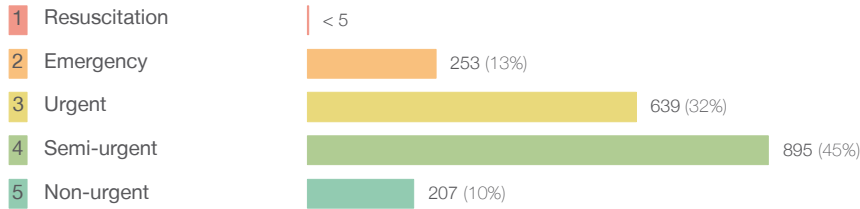
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Inverell District Hospital: Patients attending the emergency department January to March 2016

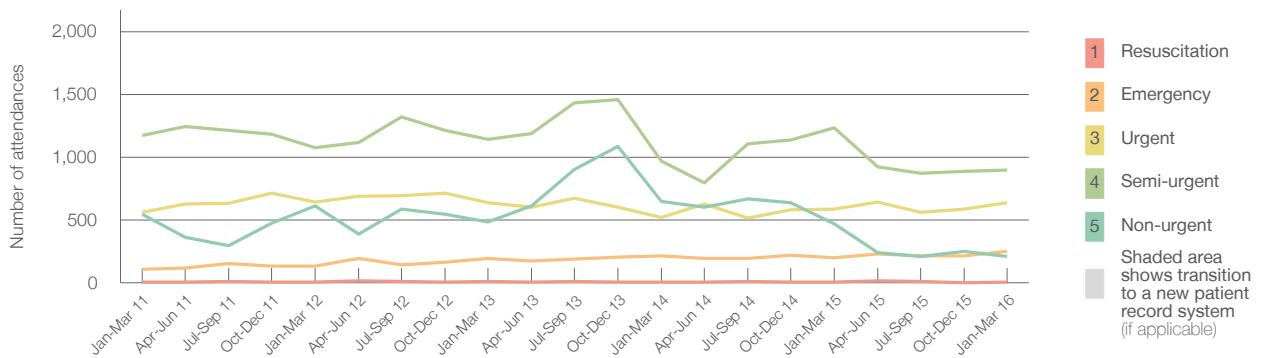
All attendances:¹ 2,115 patients

Emergency attendances² by triage category: 1,994 patients



Same period last year	Change since one year ago
2,622	-19%
2,485	-20%
5	*
196	28%
585	9%
1,232	-27%
467	-56%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	< 5	< 5	7	6	5	< 5
Emergency	111	138	193	212	196	253
Urgent	561	641	639	519	585	639
Semi-urgent	1,171	1,075	1,142	967	1,232	895
Non-urgent	547	613	485	648	467	207
All emergency attendances	2,390	2,467	2,466	2,352	2,485	1,994

Inverell District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 296 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
242 ^{**}	
5 minutes	2 minutes
20 minutes	8 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Inverell District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 253

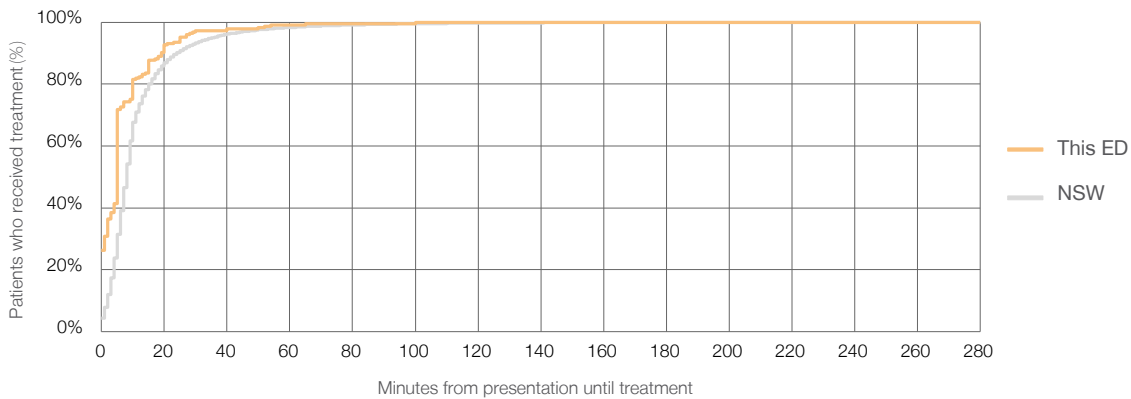
Number of triage 2 patients used to calculate waiting time:³ 244

Median time to start treatment⁴ 5 minutes

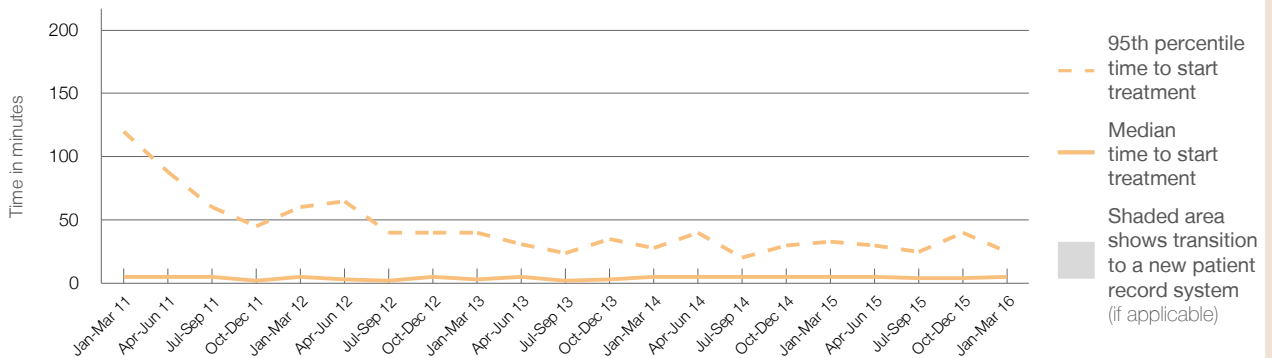
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
196	196
5 minutes	8 minutes
33 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	5	5	3	5	5	5
95th percentile time to start treatment ⁵ (minutes)	120	60	40	28	33	25

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Inverell District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 639

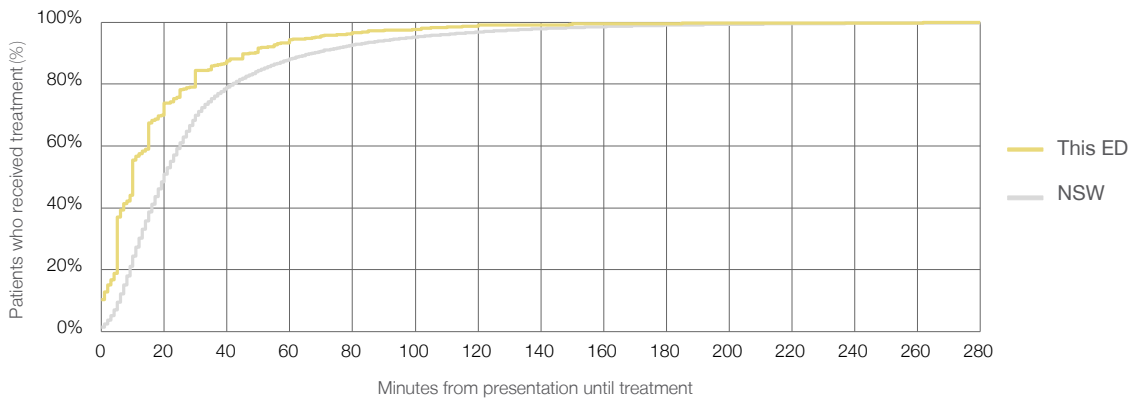
Number of triage 3 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 10 minutes

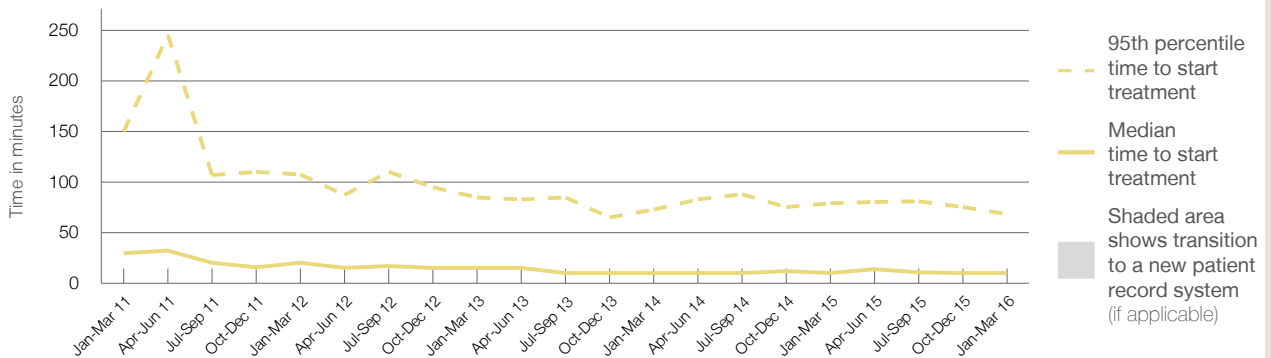
95th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
585	
573	
10 minutes	20 minutes
79 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	20	15	10	10	10
95th percentile time to start treatment ⁵ (minutes)	150	108	85	73	79	68

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Inverell District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 895

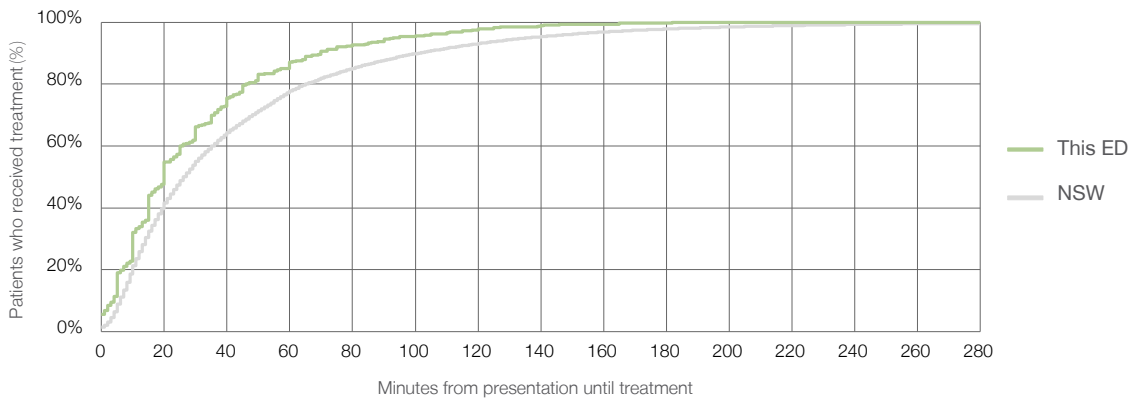
Number of triage 4 patients used to calculate waiting time:³ 816

Median time to start treatment⁴ 20 minutes

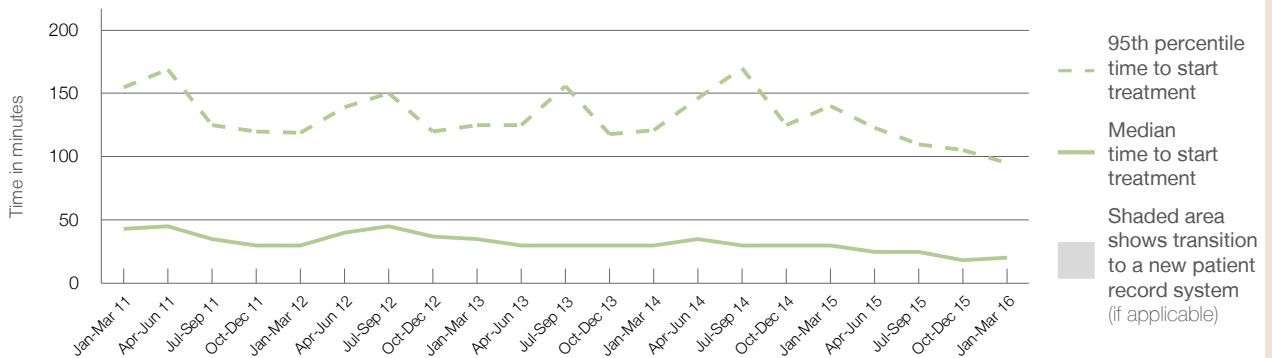
95th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
1,232	1,150
30 minutes	26 minutes
140 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	43	30	35	30	30	20
95th percentile time to start treatment ⁵ (minutes)	155	119	125	121	140	95

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Inverell District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 207

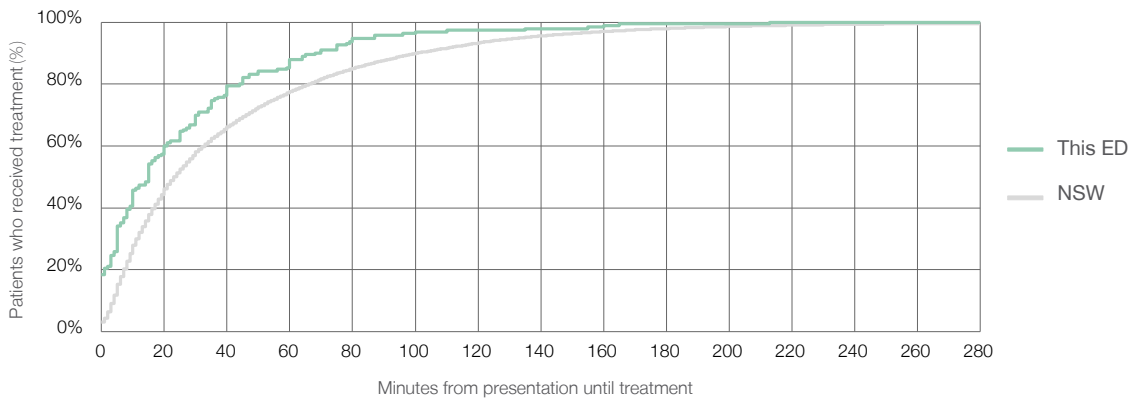
Number of triage 5 patients used to calculate waiting time:³ 190

Median time to start treatment⁴ 15 minutes

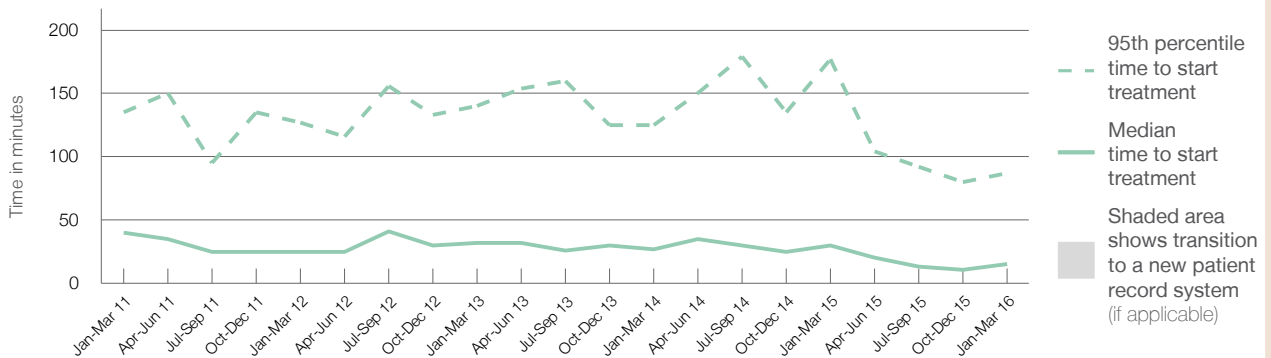
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
467	415
30 minutes	23 minutes
177 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	40	25	32	27	30	15
95th percentile time to start treatment ⁵ (minutes)	135	127	140	125	177	87

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Inverell District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,115 patients

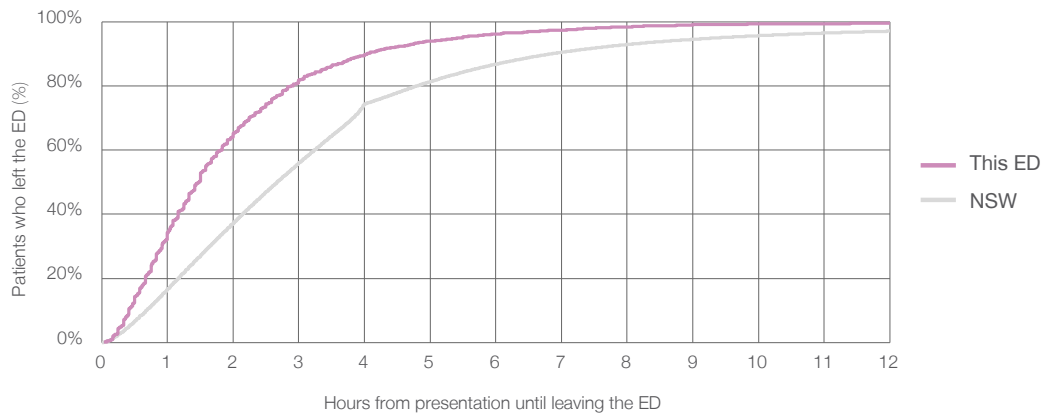
Attendances used to calculate time to leaving the ED:⁶ 2,115 patients

Median time to leaving the ED⁸ 1 hours and 29 minutes

95th percentile time to leaving the ED⁹ 5 hours and 30 minutes

Same period last year	NSW (this period)
2,622	2,622
1 hours and 20 minutes	2 hours and 40 minutes
5 hours and 4 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 55m	4h 30m	4h 15m	4h 30m	5h 4m	5h 30m

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Inverell District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

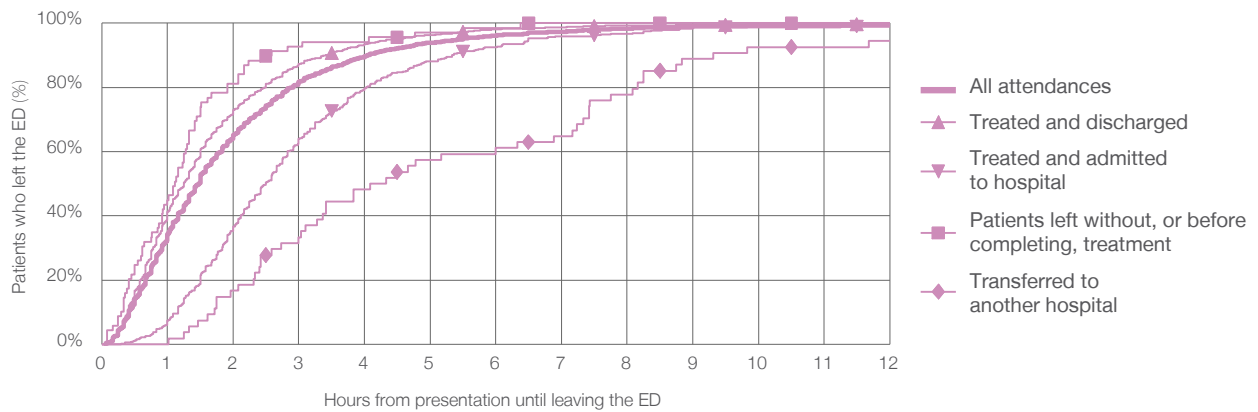
All attendances:¹ 2,115 patients

Attendances used to calculate time to leaving the ED:⁶ 2,115 patients

Treated and discharged	1,557 (74%)
Treated and admitted to hospital	399 (19%)
Patient left without, or before completing, treatment	69 (3%)
Transferred to another hospital	54 (3%)
Other	36 (2%)

Same period last year	Change since one year ago
2,622	-19%
2,089	-25%
351	14%
95	-27%
53	2%
34	6%

Percentage of patients who left the ED by time and mode of separation, January to March 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	41%	73%	87%	93%	98%	99%	100%	100%
Treated and admitted to hospital	7%	37%	64%	80%	92%	97%	99%	99%
Patient left without, or before completing, treatment	45%	81%	93%	94%	99%	100%	100%	100%
Transferred to another hospital	0%	17%	33%	48%	61%	78%	93%	94%
All attendances	34%	65%	82%	90%	96%	98%	99%	99%

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Inverell District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 2,115 patients

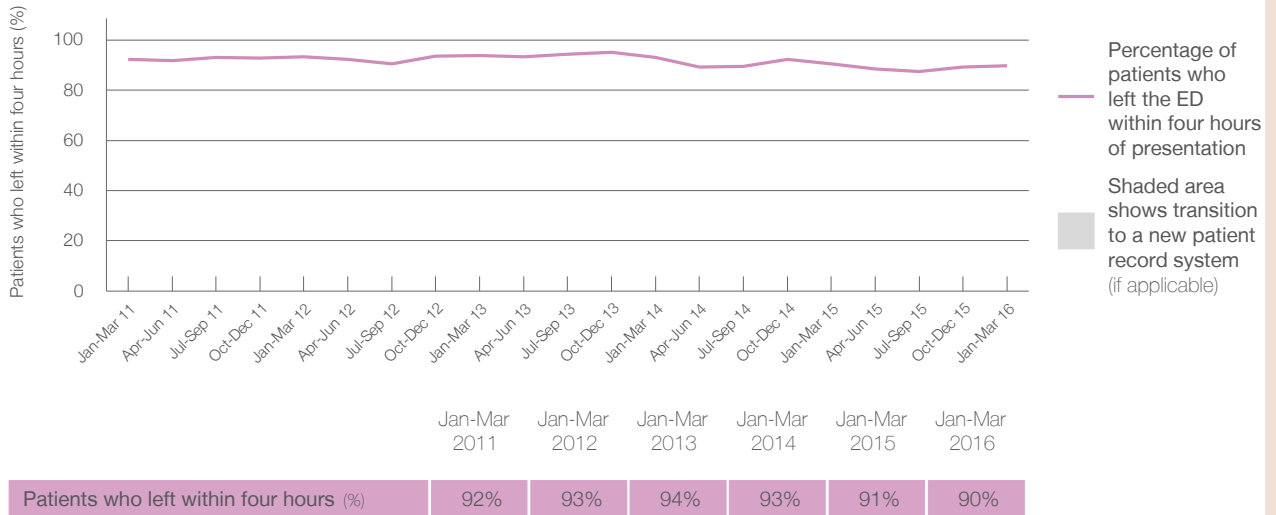
Attendances used to calculate time to leaving the ED: ⁶ 2,115 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,622	-19%
Attendances used to calculate time to leaving the ED	2,622	-19%
Percentage of patients who left the ED within four hours	91%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	92%	93%	94%	93%	91%	90%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 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 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 attendances 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).