

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

October to December 2016

All presentations:¹ 2,427 patients
Emergency presentations:² 2,356 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,023 | 20.0% |
| 1,938 | 21.6% |

Inverell District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 252 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 786 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,032 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 281 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 217 | |
| 4 minutes | 8 minutes |
| 20 minutes | 26 minutes |
| 585 | |
| 10 minutes | 20 minutes |
| 50 minutes | 67 minutes |
| 886 | |
| 18 minutes | 25 minutes |
| 70 minutes | 97 minutes |
| 250 | |
| 11 minutes | 24 minutes |
| 60 minutes | 103 minutes |

Inverell District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,427 patients

Percentage of patients who spent four hours or less in the ED 89.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,023 | 20.0% |
| 89.2% | |

* 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 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.

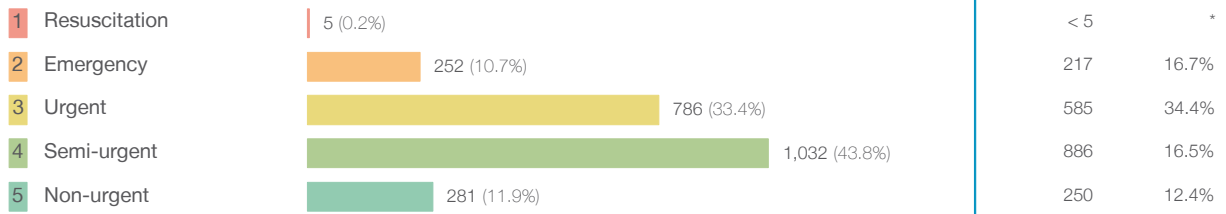
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

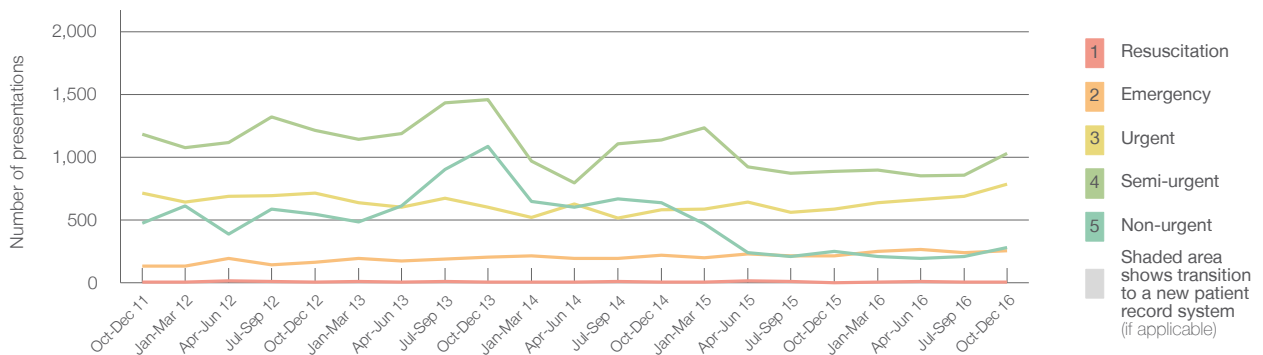
Inverell District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 2,427 patients

Emergency presentations² by triage category: 2,356 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | 6 | 5 | 5 | < 5 | 5 |
| Emergency | 137 | 161 | 202 | 217 | 217 | 252 |
| Urgent | 712 | 715 | 603 | 581 | 585 | 786 |
| Semi-urgent | 1,183 | 1,211 | 1,460 | 1,138 | 886 | 1,032 |
| Non-urgent | 476 | 545 | 1,088 | 636 | 250 | 281 |
| All emergency presentations | 2,508 | 2,638 | 3,358 | 2,577 | 1,938 | 2,356 |

Inverell District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 257 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 trans 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 October to December 2016

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

Number of triage 2 patients: 252

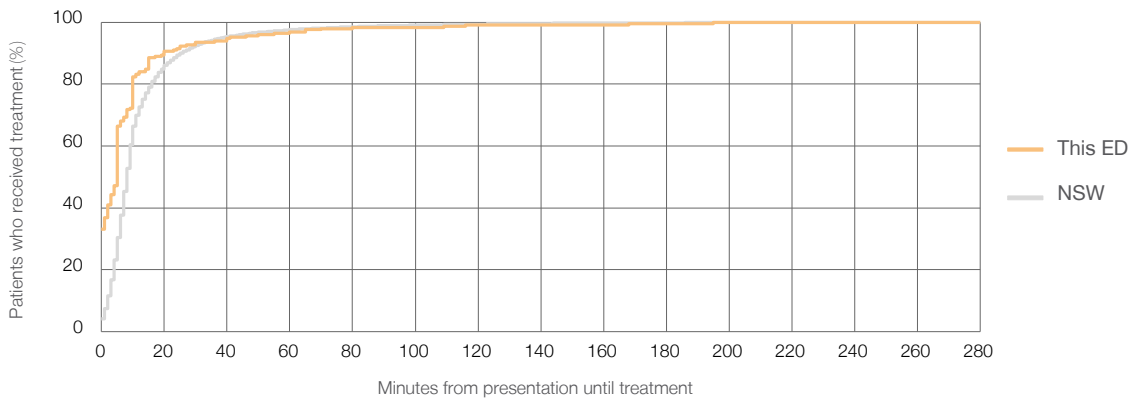
Number of triage 2 patients used to calculate waiting time:³ 244

Median time to start treatment⁴ 5 minutes

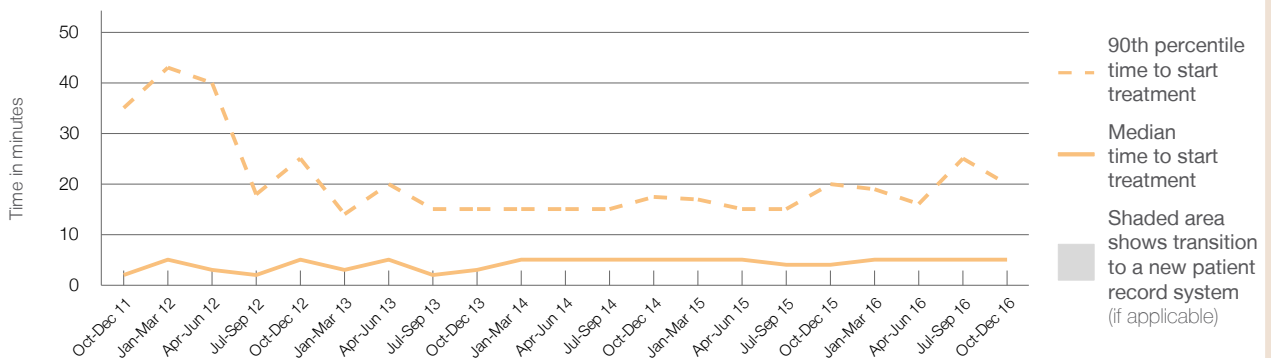
90th percentile time to start treatment⁵ 20 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 217 | |
| 213 | |
| 4 minutes | 8 minutes |
| 20 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 2 | 5 | 3 | 5 | 4 | 5 |
| 90th percentile time to start treatment ⁵ (minutes) | 35 | 25 | 15 | 18 | 20 | 20 |

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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 October to December 2016

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

Number of triage 3 patients: 786

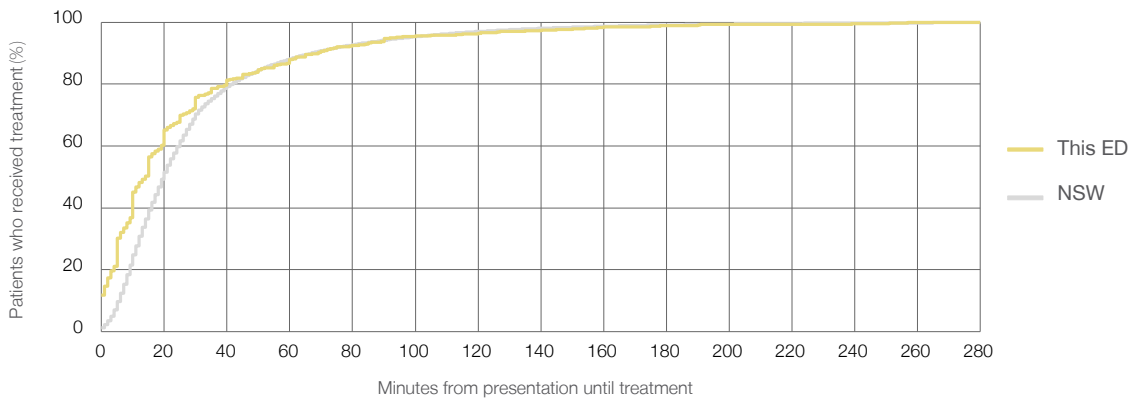
Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 14 minutes

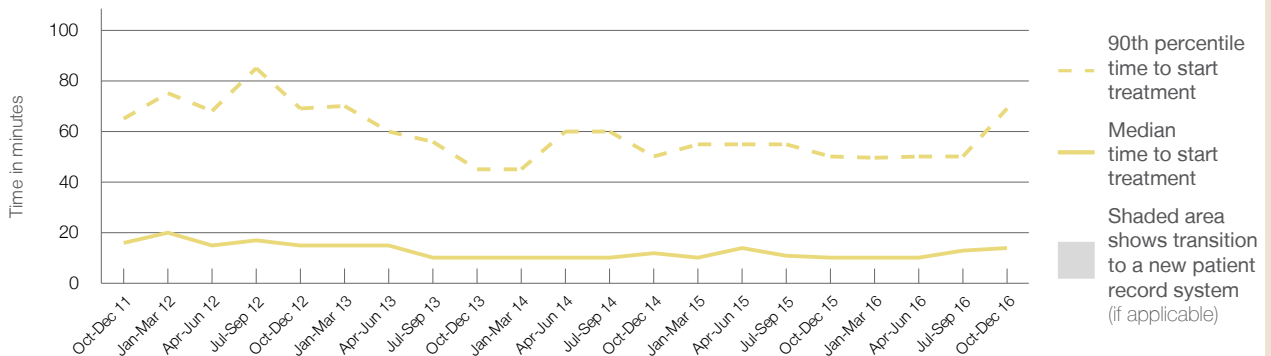
90th percentile time to start treatment⁵ 69 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 585 | |
| 568 | |
| 10 minutes | 20 minutes |
| 50 minutes | 67 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 16 | 15 | 10 | 12 | 10 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 65 | 69 | 45 | 50 | 50 | 69 |

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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 October to December 2016

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

Number of triage 4 patients: 1,032

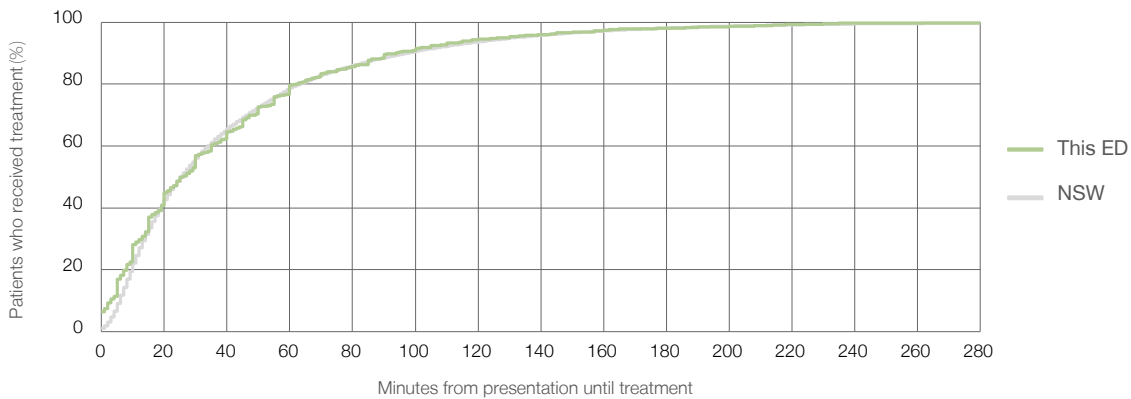
Number of triage 4 patients used to calculate waiting time:³ 919

Median time to start treatment⁴ 26 minutes

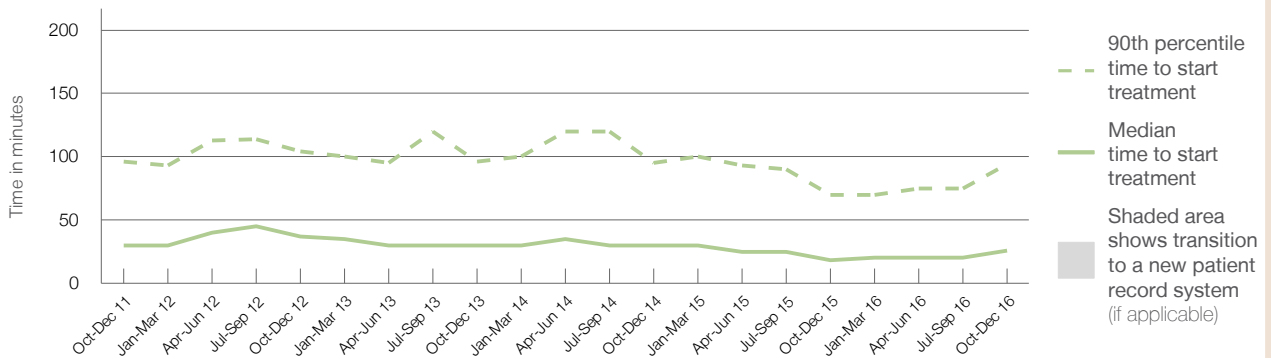
90th percentile time to start treatment⁵ 94 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 886 | 839 |
| 18 minutes | 25 minutes |
| 70 minutes | 97 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 30 | 37 | 30 | 30 | 18 | 26 |
| 90th percentile time to start treatment ⁵ (minutes) | 96 | 104 | 96 | 95 | 70 | 94 |

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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 October to December 2016

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

Number of triage 5 patients: 281

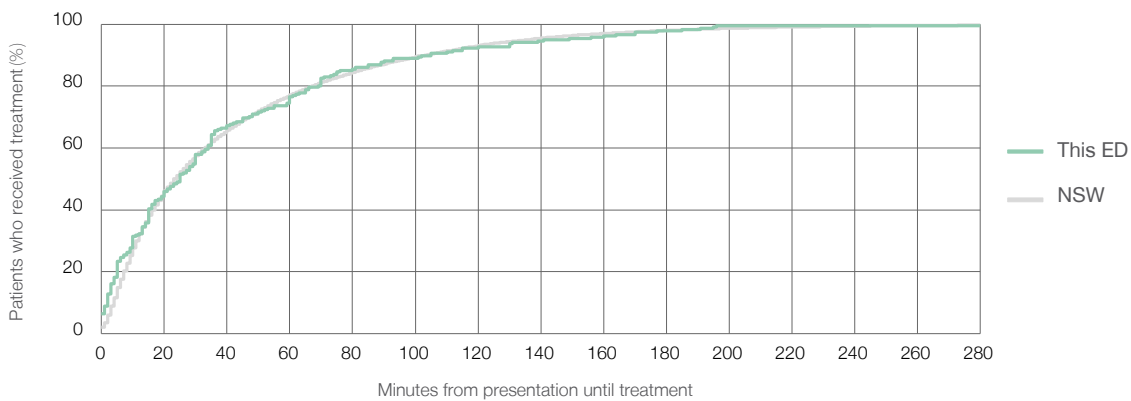
Number of triage 5 patients used to calculate waiting time:³ 235

Median time to start treatment⁴ 25 minutes

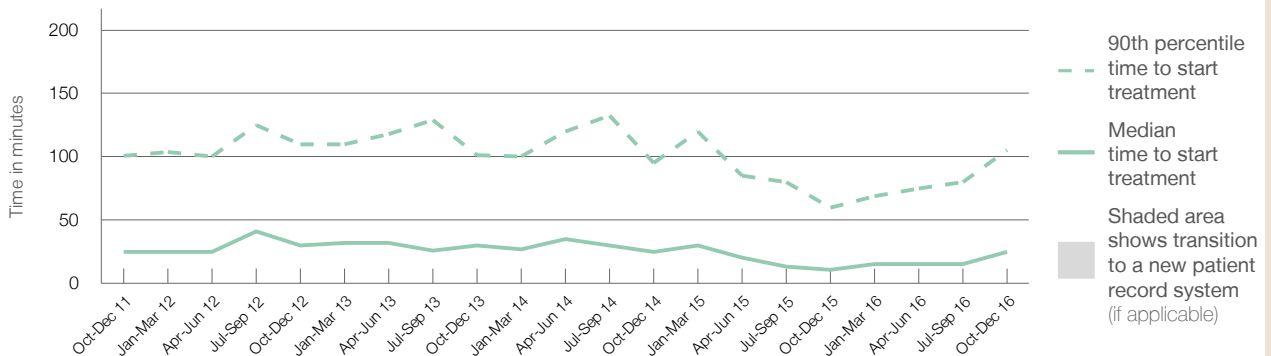
90th percentile time to start treatment⁵ 105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 250 | |
| 230 | |
| 11 minutes | 24 minutes |
| 60 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 25 | 30 | 30 | 25 | 11 | 25 |
| 90th percentile time to start treatment ⁵ (minutes) | 101 | 110 | 101 | 95 | 60 | 105 |

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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 spent in the ED

October to December 2016

All presentations:¹ 2,427 patients

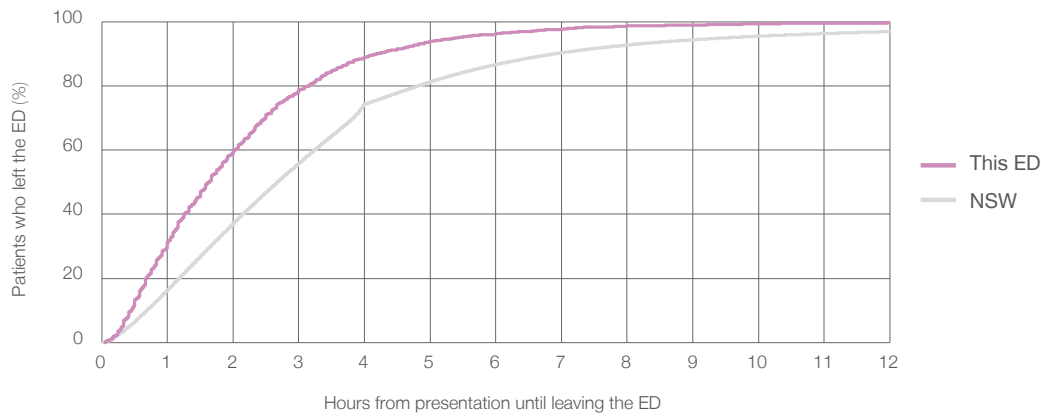
Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Median time spent in the ED⁸ 1 hours and 38 minutes

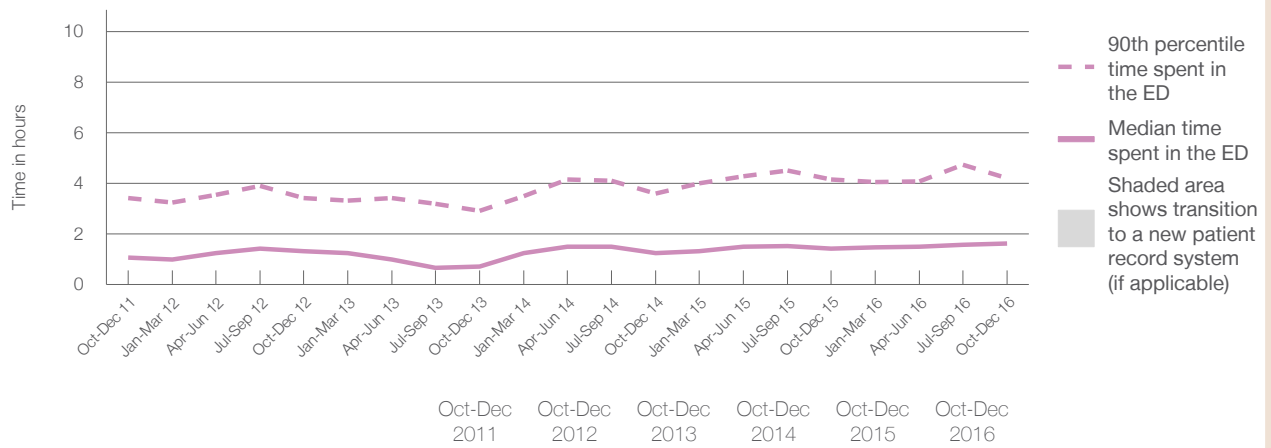
90th percentile time spent in the ED⁹ 4 hours and 12 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,023 | 2,023 |
| 1 hours and 25 minutes | 2 hours and 41 minutes |
| 4 hours and 10 minutes | 6 hours and 54 minutes |

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 5m | 1h 20m | 0h 43m | 1h 15m | 1h 25m | 1h 38m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 25m | 3h 25m | 2h 55m | 3h 36m | 4h 10m | 4h 12m |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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 spent in the ED

By mode of separation

October to December 2016

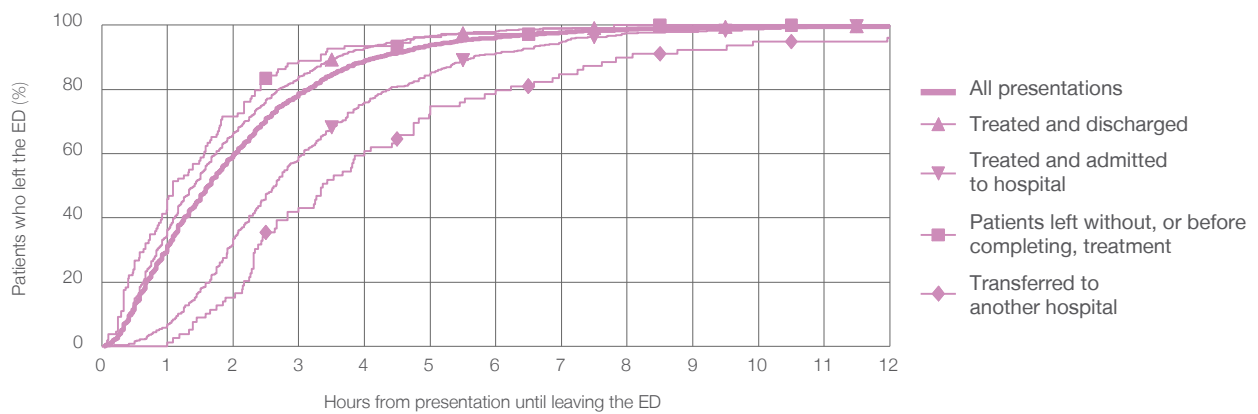
All presentations:¹ 2,427 patients

Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

| | |
|---|---------------|
| Treated and discharged | 1,736 (71.5%) |
| Treated and admitted to hospital | 430 (17.7%) |
| Patient left without, or before completing, treatment | 109 (4.5%) |
| Transferred to another hospital | 79 (3.3%) |
| Other | 73 (3.0%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,023 | 20.0% |
| 1,469 | 18.2% |
| 399 | 7.8% |
| 41 | 165.9% |
| 60 | 31.7% |
| 54 | 35.2% |

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 36.3% | 66.4% | 83.9% | 92.9% | 98.2% | 99.3% | 99.7% | 99.8% |
| Treated and admitted to hospital | 6.7% | 33.5% | 59.1% | 76.0% | 91.4% | 97.4% | 98.6% | 99.8% |
| Patient left without, or before completing, treatment | 45.9% | 71.6% | 89.0% | 93.6% | 97.2% | 100% | 100% | 100% |
| Transferred to another hospital | 1.3% | 15.2% | 43.0% | 60.8% | 79.7% | 89.9% | 94.9% | 96.2% |
| All presentations | 31.4% | 59.7% | 78.7% | 89.0% | 96.3% | 98.6% | 99.3% | 99.7% |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Inverell District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,427 patients

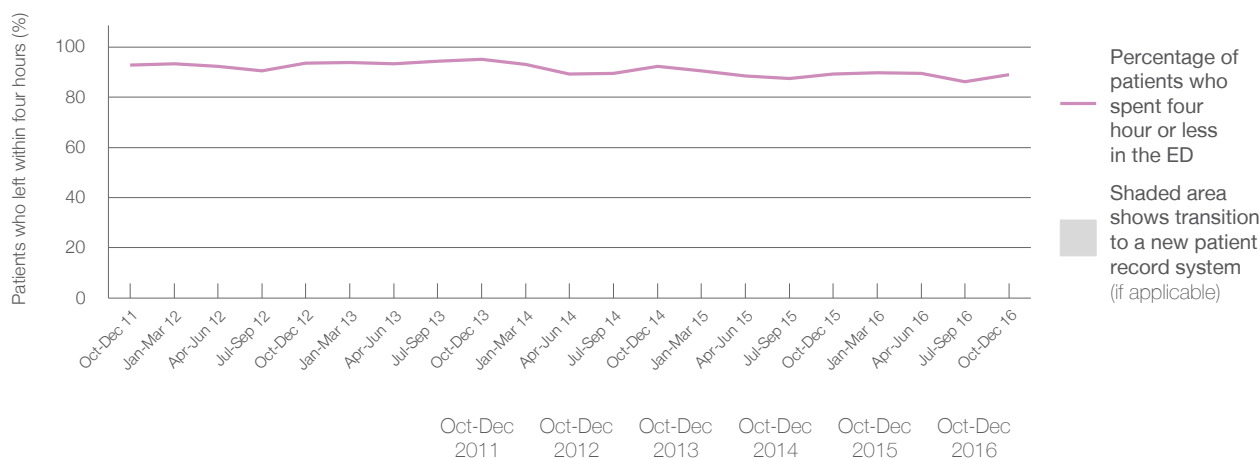
Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

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 2,427 patients | 2,023 | 20.0% |
| Presentations used to calculate time to leaving the ED: ⁶ 2,427 patients | 2,023 | 20.0% |
| Percentage of patients who spent four hours or less in the ED | 89.2% | |

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



| Patients who left within four hours (%) | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 92.7% | 93.6% | 95.2% | 92.2% | 89.2% | 89.0% |

* 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).