

Inverell District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,352 patients
Emergency presentations:² 2,294 patients

Same period last year	Change since one year ago
2,082	13.0%
1,997	14.9%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 231 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 711 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): 1,147 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 199 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
243	
5 minutes	9 minutes
25 minutes	29 minutes
690	
13 minutes	23 minutes
50 minutes	83 minutes
856	
20 minutes	30 minutes
75 minutes	121 minutes
208	
15 minutes	26 minutes
80 minutes	118 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,352 patients

Percentage of patients who spent four hours or less in the ED 88.4%

Same period last year	Change since one year ago
2,082	13.0%
86.1%	

* 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.

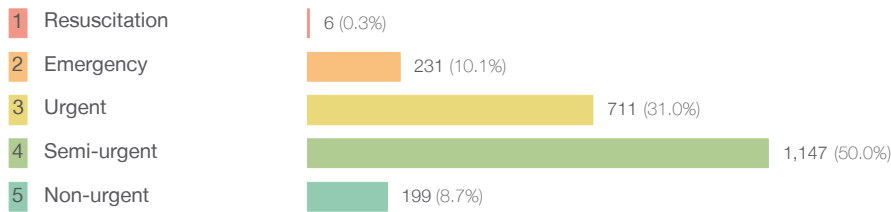
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Inverell District Hospital: Patients presenting to the emergency department July to September 2017

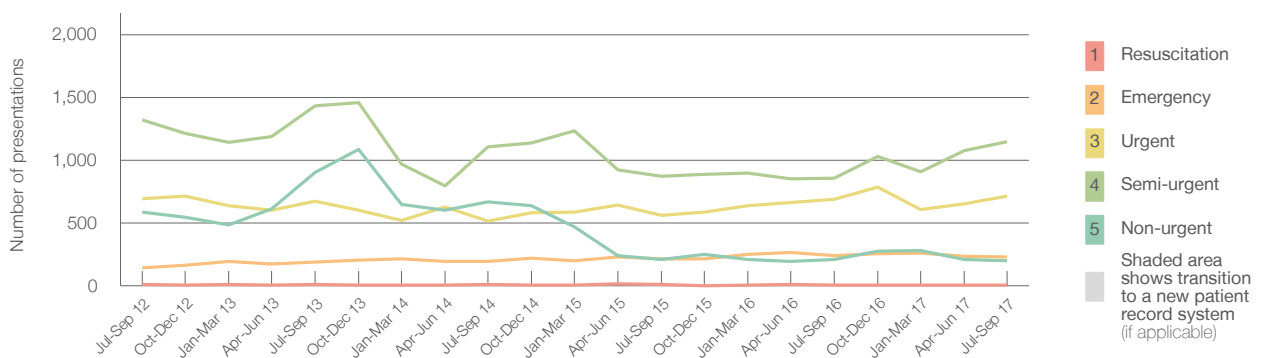
All presentations:¹ 2,352 patients

Emergency presentations² by triage category: 2,294 patients



Same period last year	Change since one year ago
2,082	13.0%
1,997	14.9%
< 5	*
243	-3.3%
690	3.0%
856	34.0%
208	-4.3%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	7	7	7	8	< 5	6
Emergency	140	190	194	214	243	231
Urgent	693	675	515	562	690	711
Semi-urgent	1,321	1,435	1,108	870	856	1,147
Non-urgent	588	903	667	210	208	199
All emergency presentations	2,749	3,210	2,491	1,864	1,997	2,294

Inverell District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 224 patients **

ED Transfer of care time



Same period last year	Change since one year ago
314	
6 minutes	-1 minute
19 minutes	-1 minute

(†) 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 July to September 2017

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

Number of triage 2 patients: 231

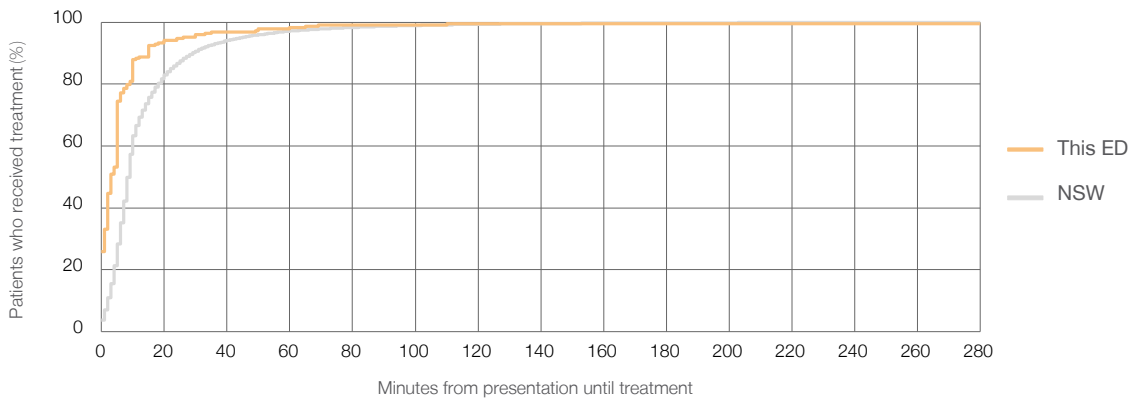
Number of triage 2 patients used to calculate waiting time:³ 224

Median time to start treatment⁴ 3 minutes

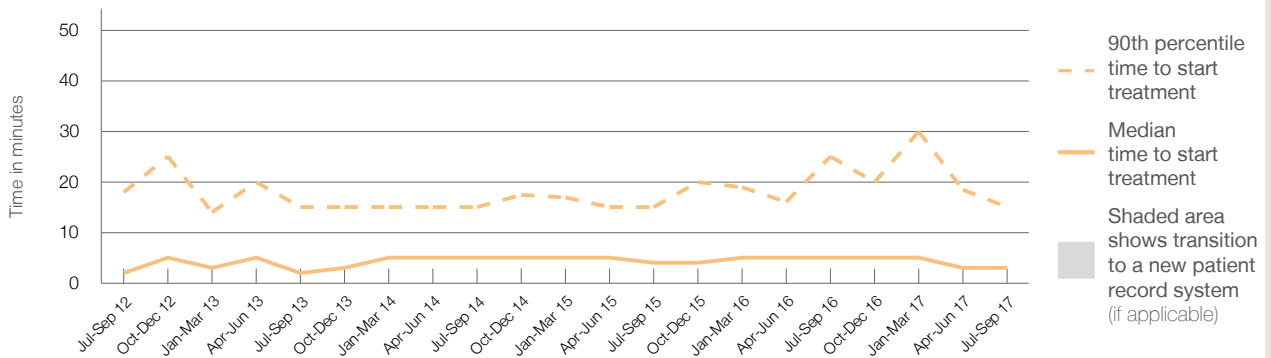
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
243	
234	
5 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	2	2	5	4	5	3
90th percentile time to start treatment ⁵ (minutes)	18	15	15	15	25	15

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Inverell District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 711

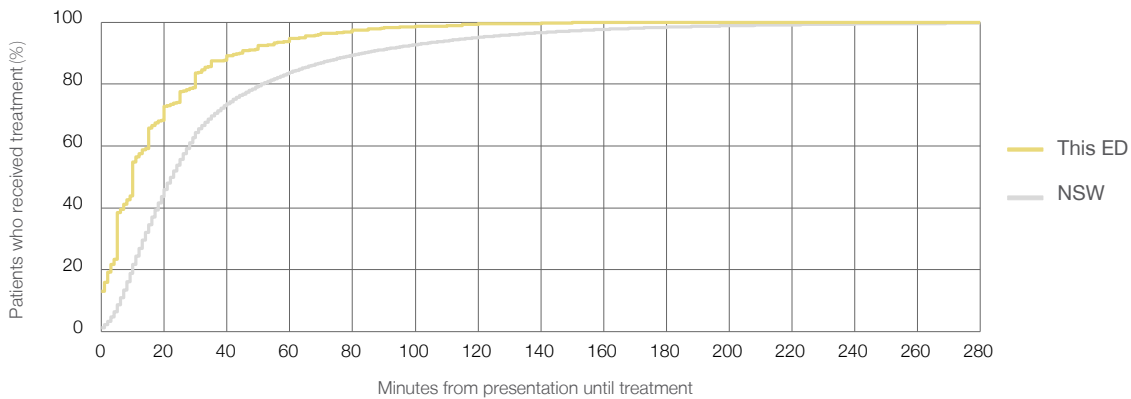
Number of triage 3 patients used to calculate waiting time:³ 677

Median time to start treatment⁴ 10 minutes

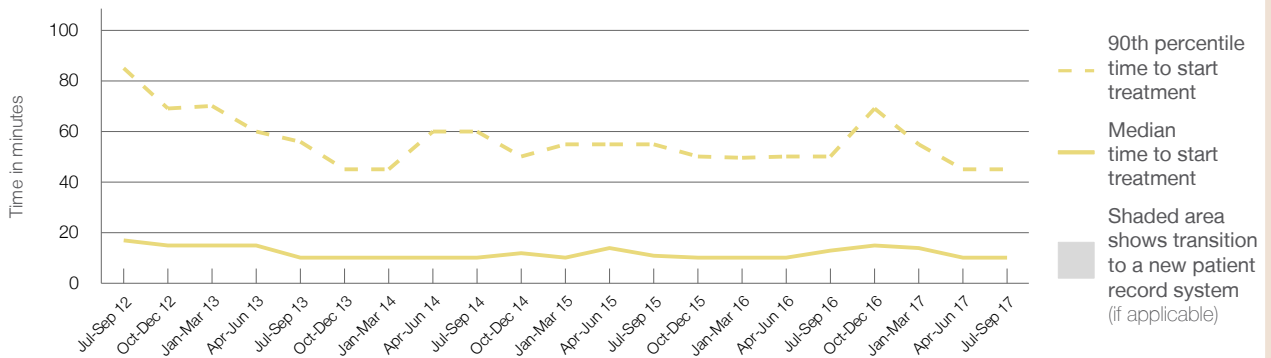
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
690	
661	
13 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	10	10	11	13	10
90th percentile time to start treatment ⁵ (minutes)	85	56	60	55	50	45

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Inverell District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,147

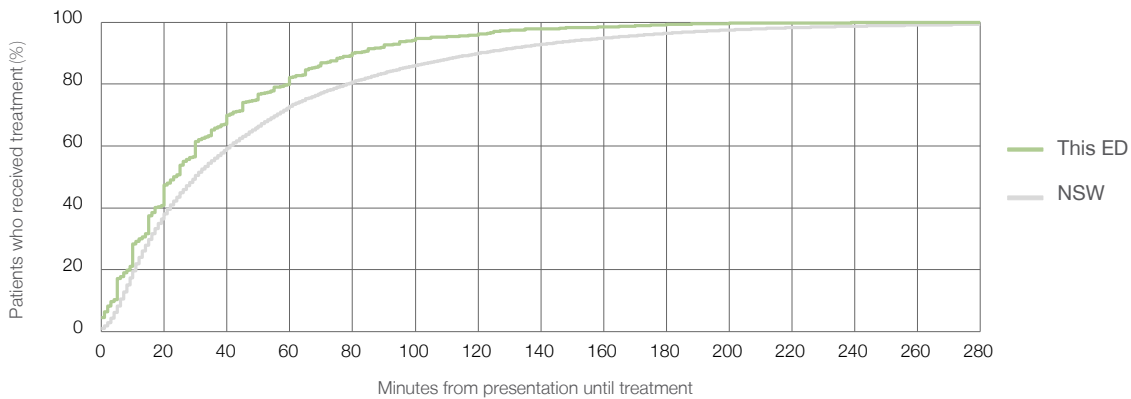
Number of triage 4 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴ 23 minutes

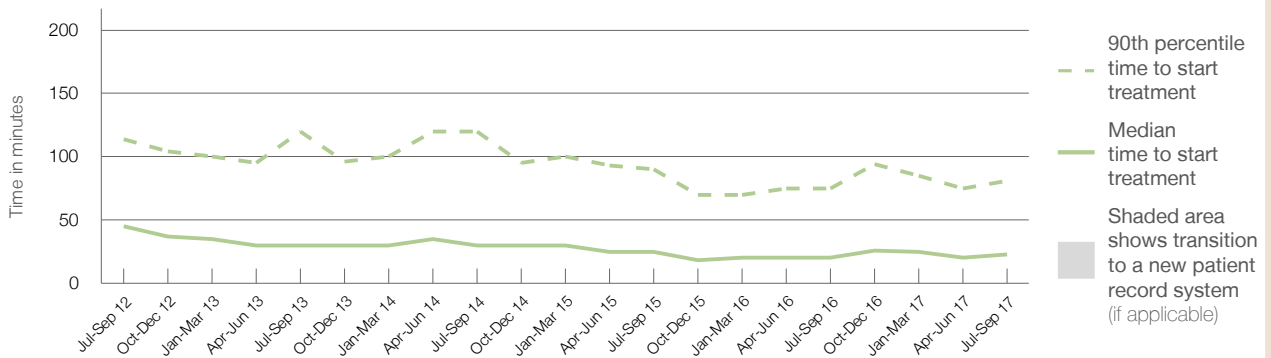
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
856	773
20 minutes	30 minutes
75 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	45	30	30	25	20	23
90th percentile time to start treatment ⁵ (minutes)	114	120	120	90	75	81

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Inverell District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 199

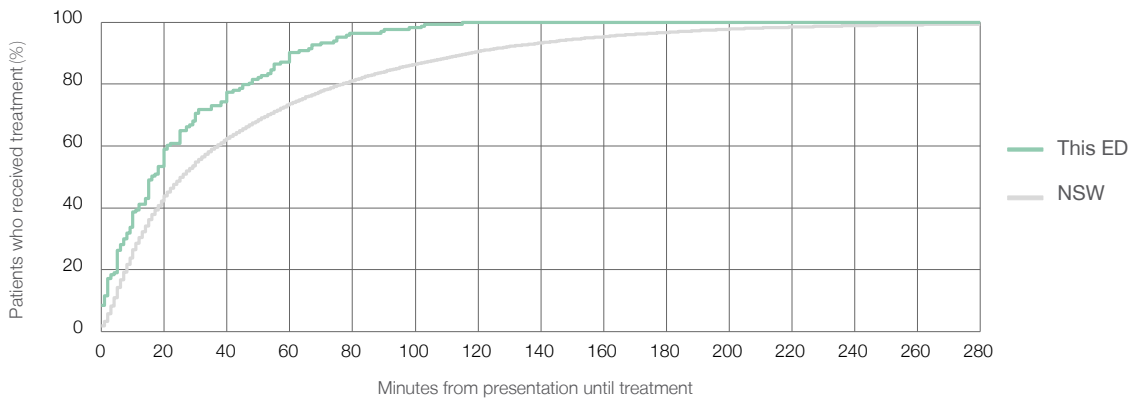
Number of triage 5 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
208	
168	
15 minutes	26 minutes
80 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	41	26	30	13	15	16
90th percentile time to start treatment ⁵ (minutes)	125	129	133	80	80	60

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Inverell District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,352 patients

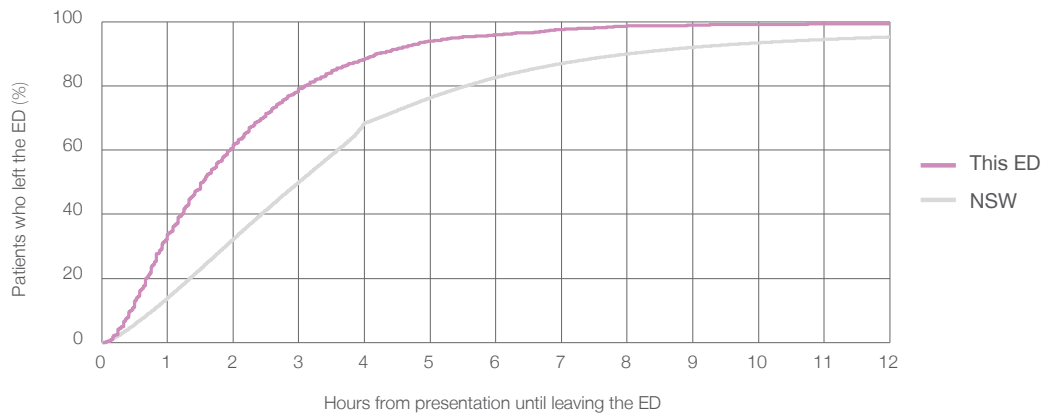
Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

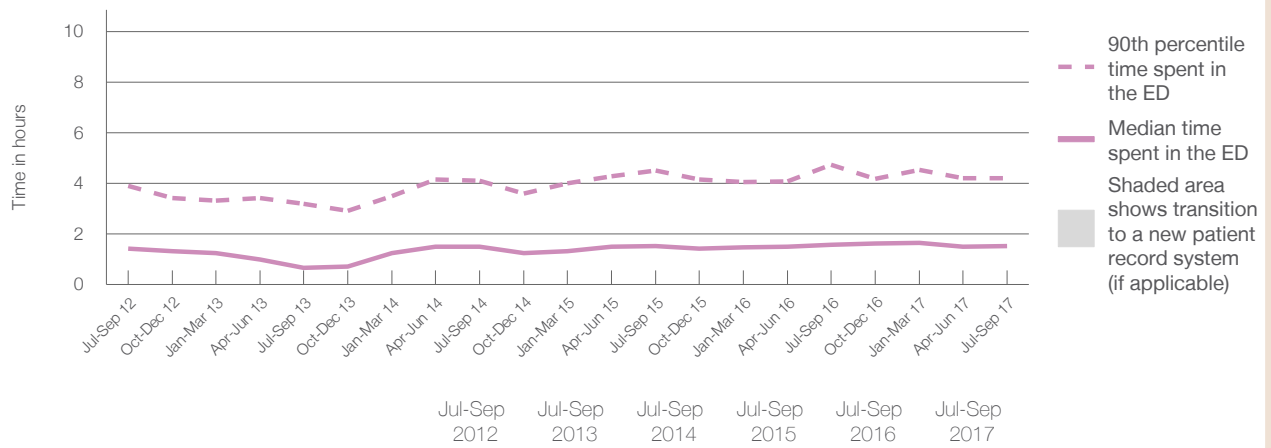
90th percentile time spent in the ED⁹ 4 hours and 12 minutes

Same period last year	NSW (this period)
2,082	2,082
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 44 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m	1h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 55m	3h 12m	4h 6m	4h 30m	4h 44m	4h 12m

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Inverell District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

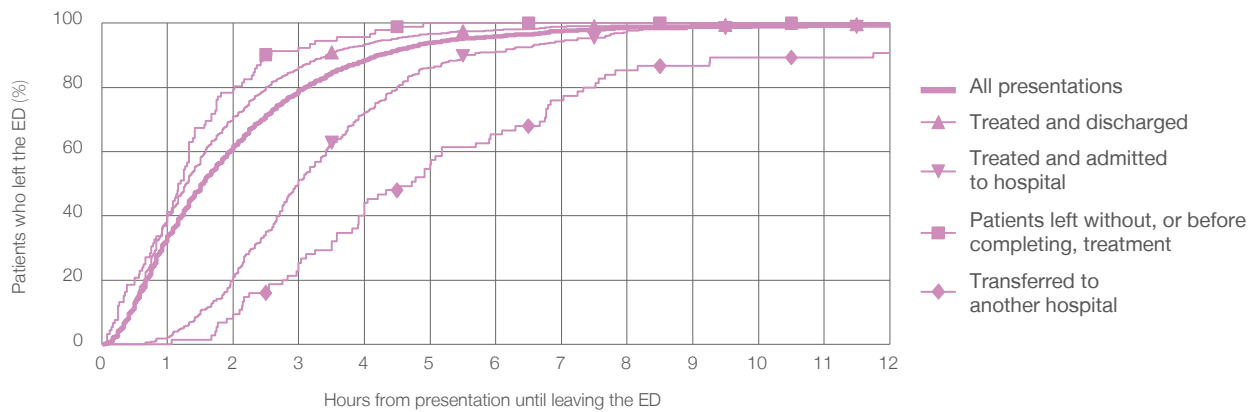
All presentations:¹ 2,352 patients

Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

Treated and discharged	1,711 (72.7%)
Treated and admitted to hospital	384 (16.3%)
Patient left without, or before completing, treatment	92 (3.9%)
Transferred to another hospital	75 (3.2%)
Other	90 (3.8%)

Same period last year	Change since one year ago
2,082	13.0%
1,524	12.3%
384	0.0%
62	48.4%
69	8.7%
43	109.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

Treated and discharged	40.0%	70.9%	86.3%	93.3%	97.9%	99.3%	99.5%	99.7%
Treated and admitted to hospital	2.1%	20.8%	51.3%	72.1%	91.1%	97.7%	98.7%	99.2%
Patient left without, or before completing, treatment	41.3%	79.3%	92.4%	95.7%	100%	100%	100%	100%
Transferred to another hospital	0%	9.3%	25.3%	44.0%	65.3%	85.3%	89.3%	90.7%
All presentations	33.8%	61.6%	79.1%	88.4%	95.9%	98.6%	99.1%	99.4%

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

All presentations at the emergency department:¹ 2,352 patients

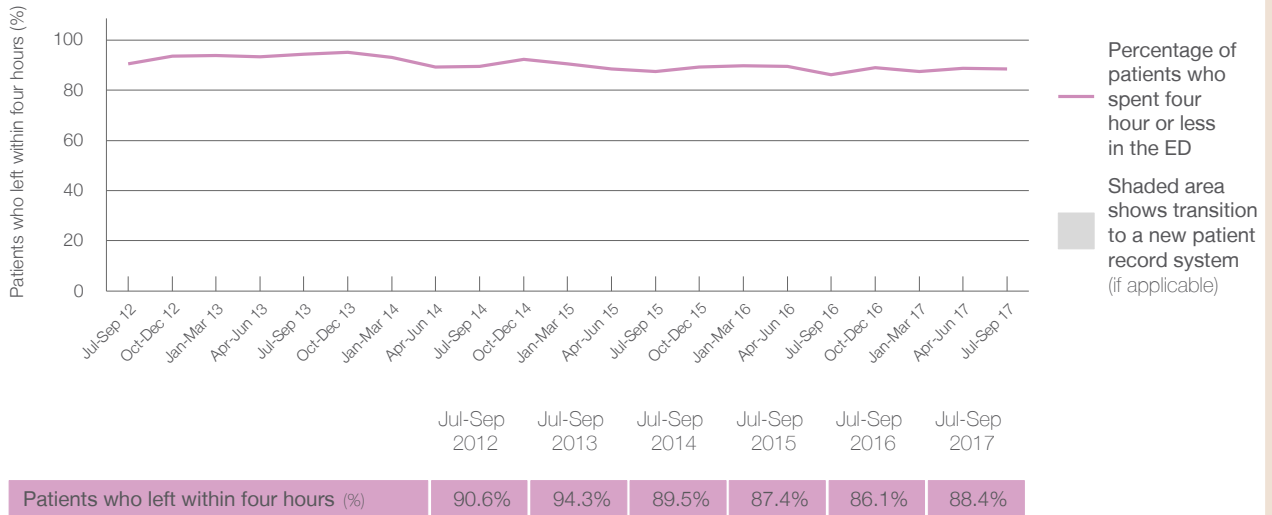
Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

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	2,082	13.0%
Presentations used to calculate time to leaving the ED: ⁶	2,082	13.0%
Percentage of patients who spent four hours or less in the ED	86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).