

Dubbo Base Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 7,810 patients
 Emergency presentations:² 7,525 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,415 | 5.3% |
| 7,146 | 5.3% |

Dubbo Base Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 867 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,824 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,256 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 549 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 142 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 732 | |
| 9 minutes | 8 minutes |
| 26 minutes | 36 minutes |
| 2,616 | |
| 21 minutes | 20 minutes |
| 85 minutes | 92 minutes |
| 3,174 | |
| 30 minutes | 25 minutes |
| 128 minutes | 128 minutes |
| 587 | |
| 26 minutes | 23 minutes |
| 134 minutes | 132 minutes |

Dubbo Base Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 7,810 patients

Percentage of patients who spent four hours or less in the ED 73.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,414 | 5.3% |
| 74.8% | |

* 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, 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

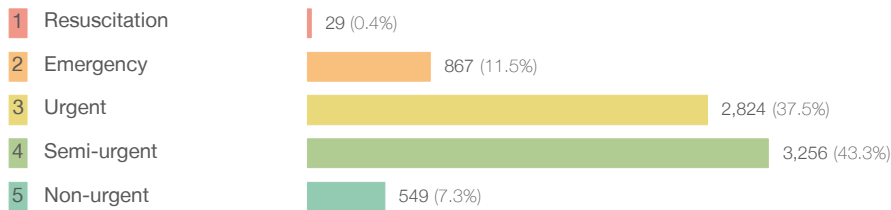
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Dubbo Base Hospital: Patients presenting to the emergency department

April to June 2016

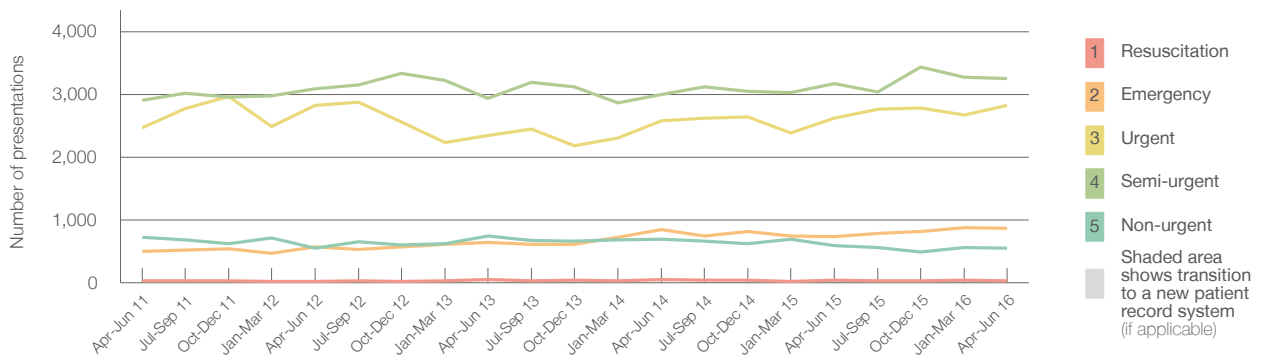
All presentations:¹ 7,810 patients

Emergency presentations² by triage category: 7,525 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 7,415 | 5.3% |
| Emergency presentations | 7,146 | 5.3% |
| 1 Resuscitation | 37 | -21.6% |
| 2 Emergency | 732 | 18.4% |
| 3 Urgent | 2,616 | 8.0% |
| 4 Semi-urgent | 3,174 | 2.6% |
| 5 Non-urgent | 587 | -6.5% |

Emergency presentations² by quarter, April 2011 to June 2016 †



| | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 27 | 22 | 49 | 45 | 37 | 29 |
| Emergency | 503 | 574 | 646 | 846 | 732 | 867 |
| Urgent | 2,472 | 2,825 | 2,348 | 2,579 | 2,616 | 2,824 |
| Semi-urgent | 2,909 | 3,089 | 2,938 | 3,001 | 3,174 | 3,256 |
| Non-urgent | 720 | 549 | 748 | 697 | 587 | 549 |
| All emergency presentations | 6,631 | 7,059 | 6,729 | 7,168 | 7,146 | 7,525 |

Dubbo Base Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 1,485 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 1,153 | |
| ED Transfer of care time | 11 minutes | 1 minute |
| 95th percentile time | 36 minutes | 10 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 867

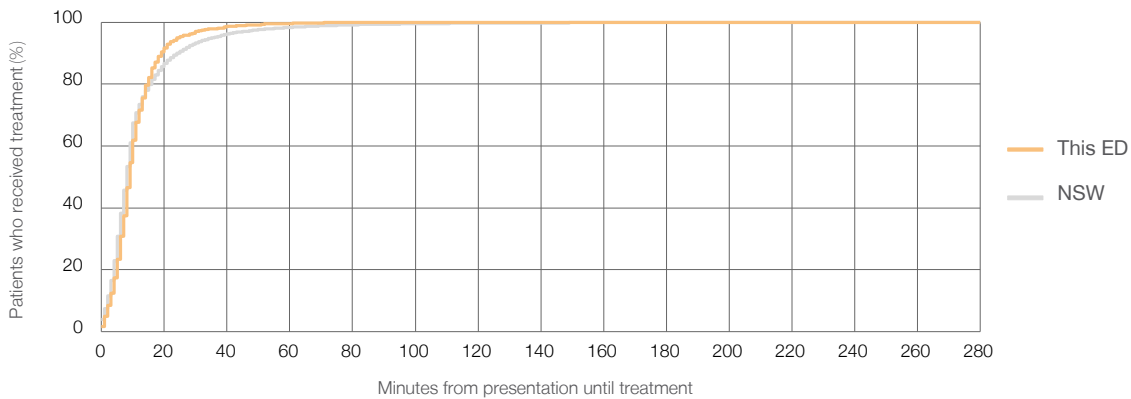
Number of triage 2 patients used to calculate waiting time:³ 863

Median time to start treatment⁴ 9 minutes

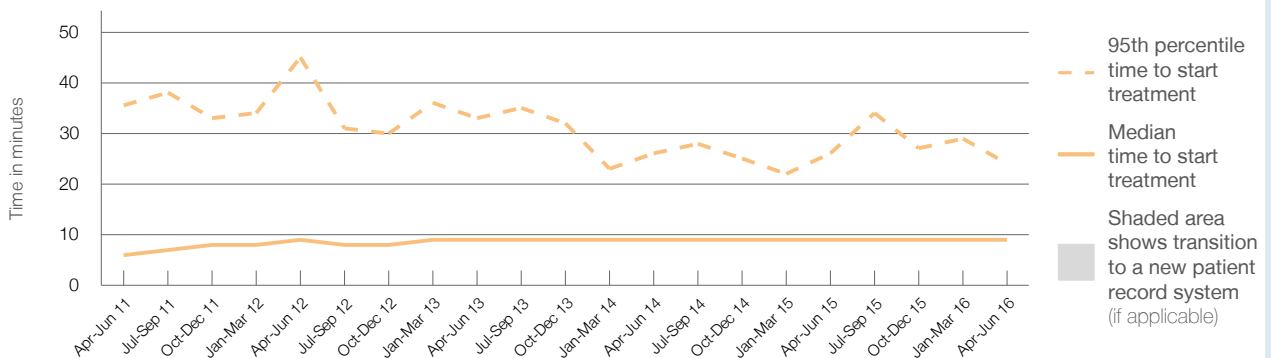
95th percentile time to start treatment⁵ 24 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 732 | |
| 730 | |
| 9 minutes | 8 minutes |
| 26 minutes | 36 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



| | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 9 | 9 | 9 | 9 | 9 |
| 95th percentile time to start treatment ⁵ (minutes) | 36 | 45 | 33 | 26 | 26 | 24 |

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Dubbo Base Hospital: Time patients waited to start treatment, triage 3 April to June 2016

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

Number of triage 3 patients: 2,824

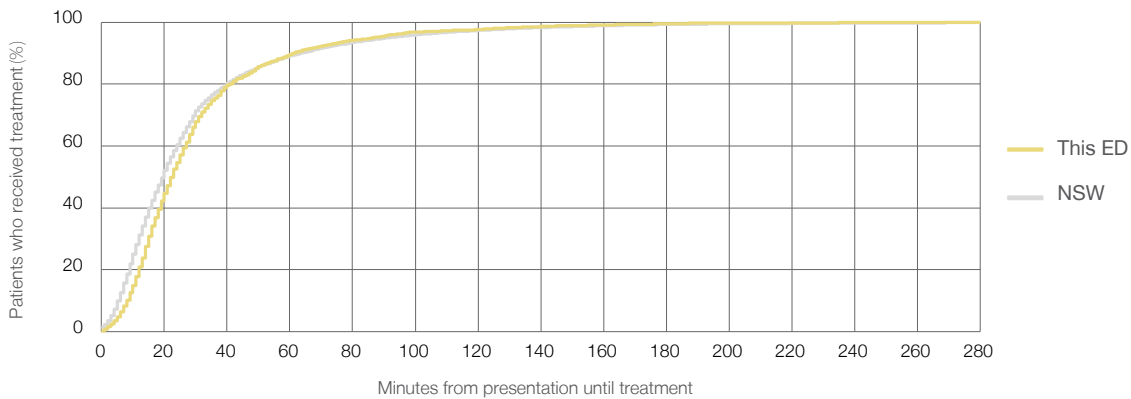
Number of triage 3 patients used to calculate waiting time:³ 2,786

Median time to start treatment⁴ 23 minutes

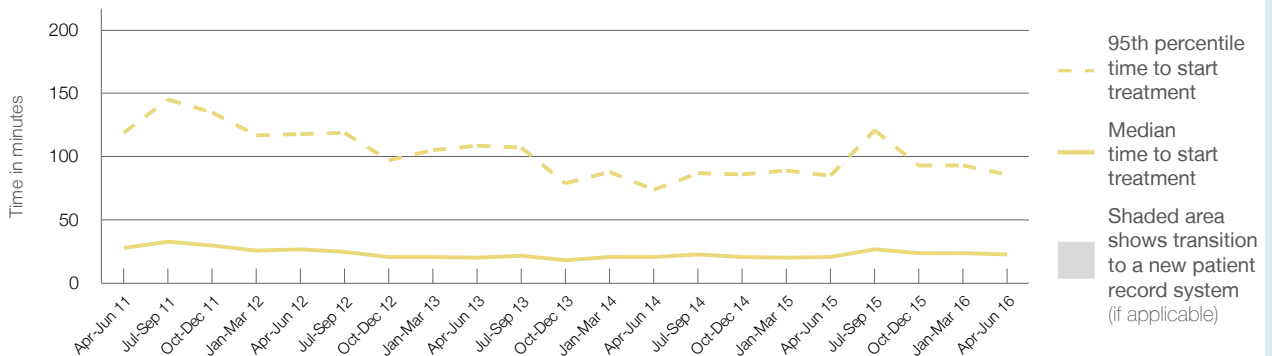
95th percentile time to start treatment⁵ 86 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,616 | 2,577 |
| 21 minutes | 20 minutes |
| 85 minutes | 92 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



| | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 28 | 27 | 20 | 21 | 21 | 23 |
| 95th percentile time to start treatment ⁵ (minutes) | 119 | 118 | 109 | 74 | 85 | 86 |

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Dubbo Base Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 3,256

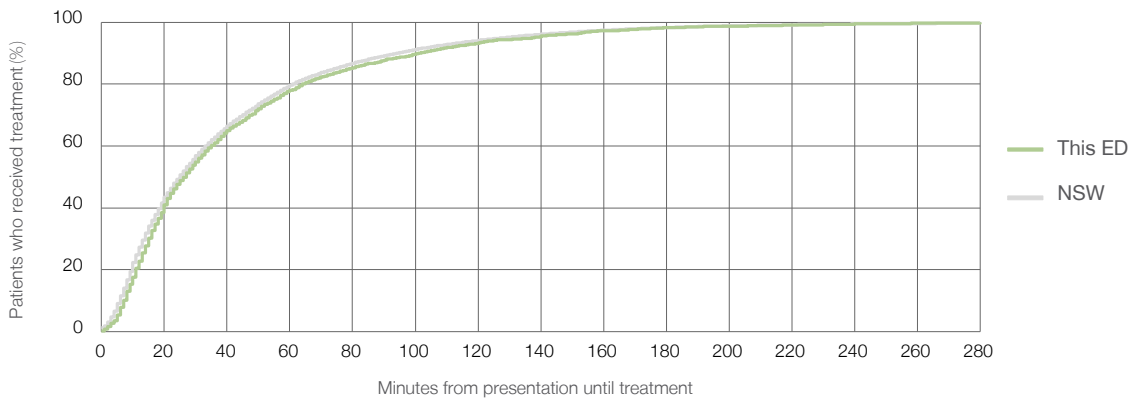
Number of triage 4 patients used to calculate waiting time:³ 3,087

Median time to start treatment⁴ 27 minutes

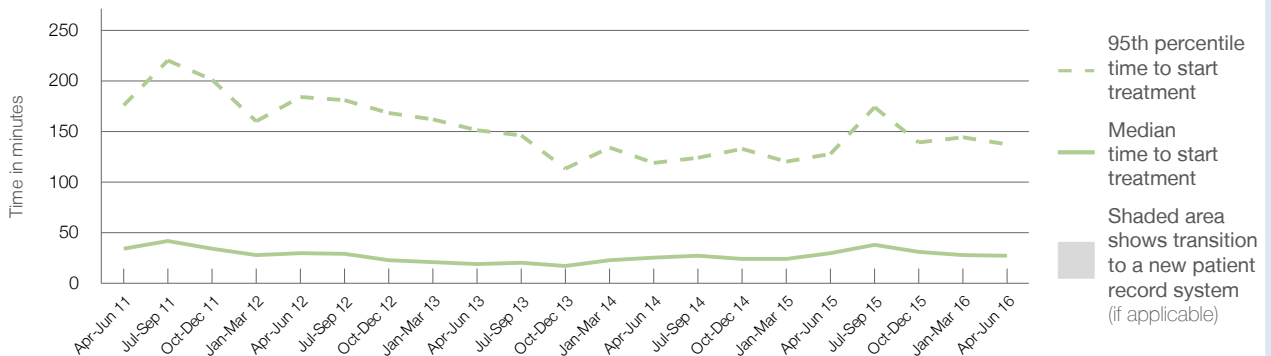
95th percentile time to start treatment⁵ 137 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,174 | 2,972 |
| 30 minutes | 25 minutes |
| 128 minutes | 128 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



| | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 30 | 19 | 25 | 30 | 27 |
| 95th percentile time to start treatment ⁵ (minutes) | 176 | 184 | 151 | 119 | 128 | 137 |

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Dubbo Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 549

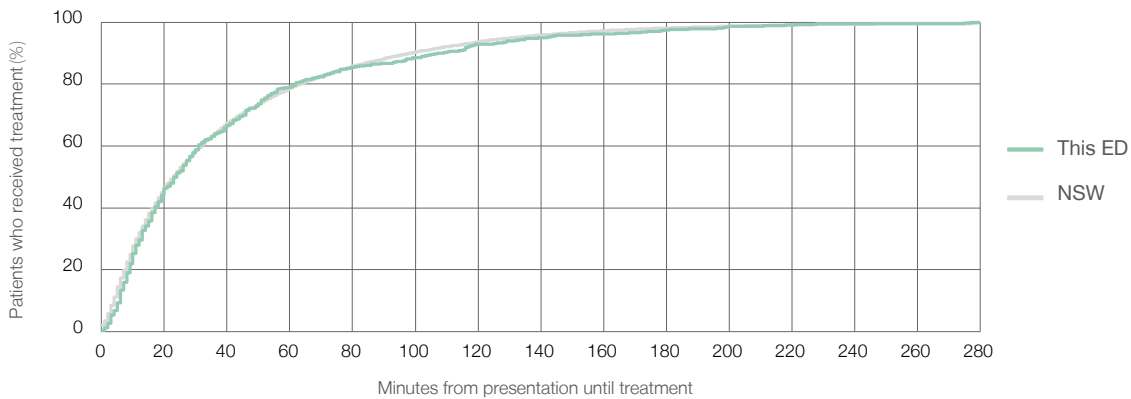
Number of triage 5 patients used to calculate waiting time:³ 469

Median time to start treatment⁴ 24 minutes

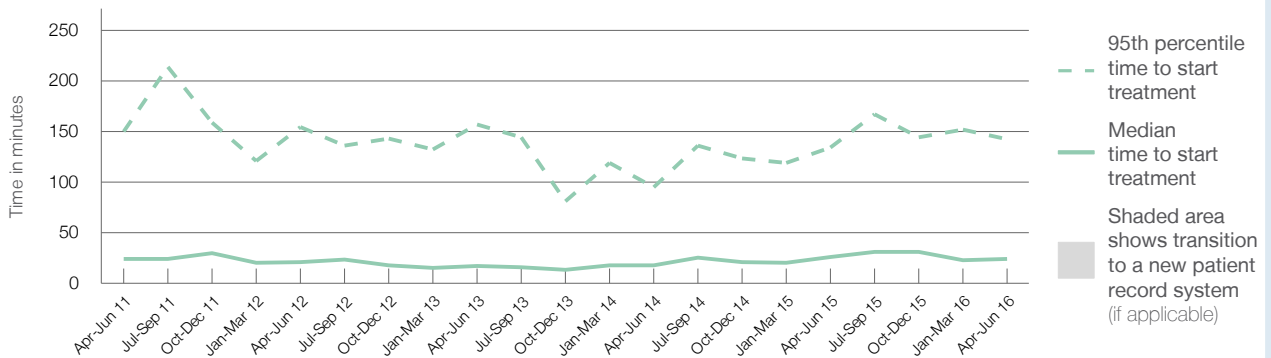
95th percentile time to start treatment⁵ 142 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 587 | 460 |
| 26 minutes | 23 minutes |
| 134 minutes | 132 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



| | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 21 | 17 | 18 | 26 | 24 |
| 95th percentile time to start treatment ⁵ (minutes) | 150 | 154 | 157 | 95 | 134 | 142 |

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Dubbo Base Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 7,810 patients

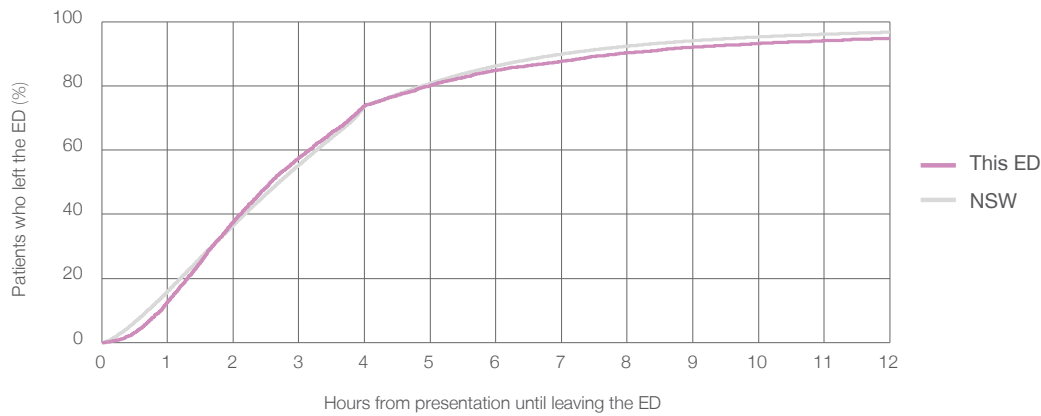
Presentations used to calculate time to leaving the ED:⁶ 7,810 patients

Median time spent in the ED⁸ 2 hours and 34 minutes

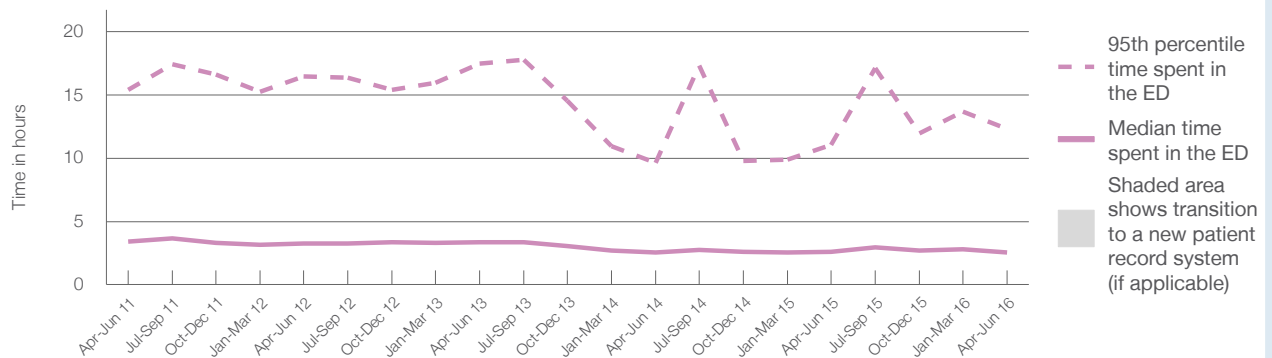
95th percentile time spent in the ED⁹ 12 hours and 19 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,415 | 7,414 |
| 2 hours and 36 minutes | 2 hours and 42 minutes |
| 11 hours and 4 minutes | 9 hours and 47 minutes |

Percentage of patients who left the ED by time, April to June 2016



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



| | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 24m | 3h 16m | 3h 21m | 2h 34m | 2h 36m | 2h 34m |
| 95th percentile time to leaving the ED ⁹ (hours, minutes) | 15h 23m | 16h 27m | 17h 28m | 9h 38m | 11h 4m | 12h 19m |

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

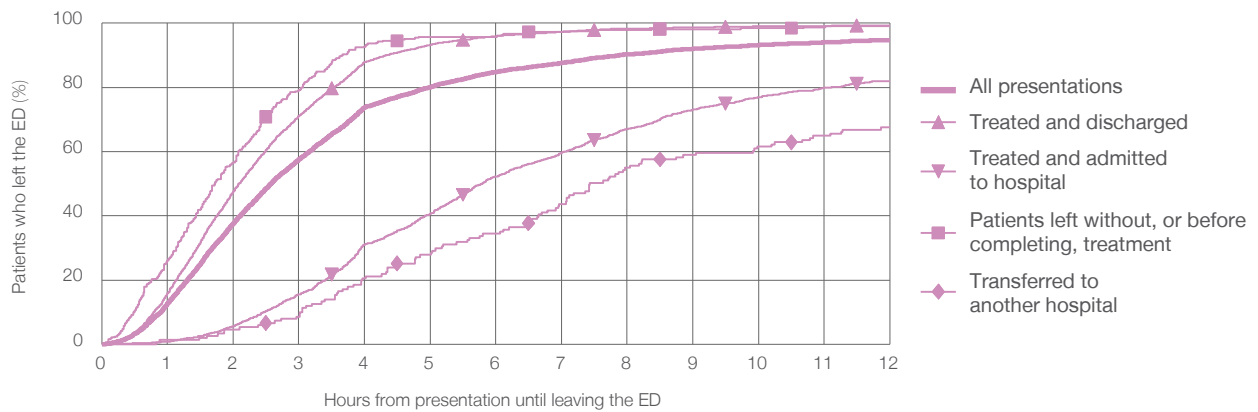
All presentations:¹ 7,810 patients

Presentations used to calculate time to leaving the ED:⁶ 7,810 patients

| | |
|---|---------------|
| Treated and discharged | 5,531 (70.8%) |
| Treated and admitted to hospital | 1,774 (22.7%) |
| Patient left without, or before completing, treatment | 330 (4.2%) |
| Transferred to another hospital | 151 (1.9%) |
| Other | 24 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,414 | 5.3% |
| 5,316 | 4.0% |
| 1,600 | 10.9% |
| 310 | 6.5% |
| 171 | -11.7% |
| 18 | 33.3% |

Percentage of patients who left the ED by time and mode of separation, April to June 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 | 15.9% | 47.6% | 71.1% | 87.9% | 96.0% | 98.3% | 99.0% | 99.3% |
| Treated and admitted to hospital | 0.7% | 5.6% | 15.5% | 31.1% | 52.3% | 67.0% | 76.9% | 82.0% |
| Patient left without, or before completing, treatment | 26.1% | 56.7% | 79.1% | 92.7% | 95.8% | 97.9% | 98.5% | 99.1% |
| Transferred to another hospital | 1.3% | 4.6% | 8.6% | 20.5% | 34.4% | 55.0% | 61.6% | 67.5% |
| All presentations | 12.7% | 37.7% | 57.6% | 73.8% | 84.8% | 90.3% | 93.2% | 94.7% |

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Dubbo Base Hospital: Time spent in the ED

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

April to June 2016

All presentations at the emergency department:¹ 7,810 patients

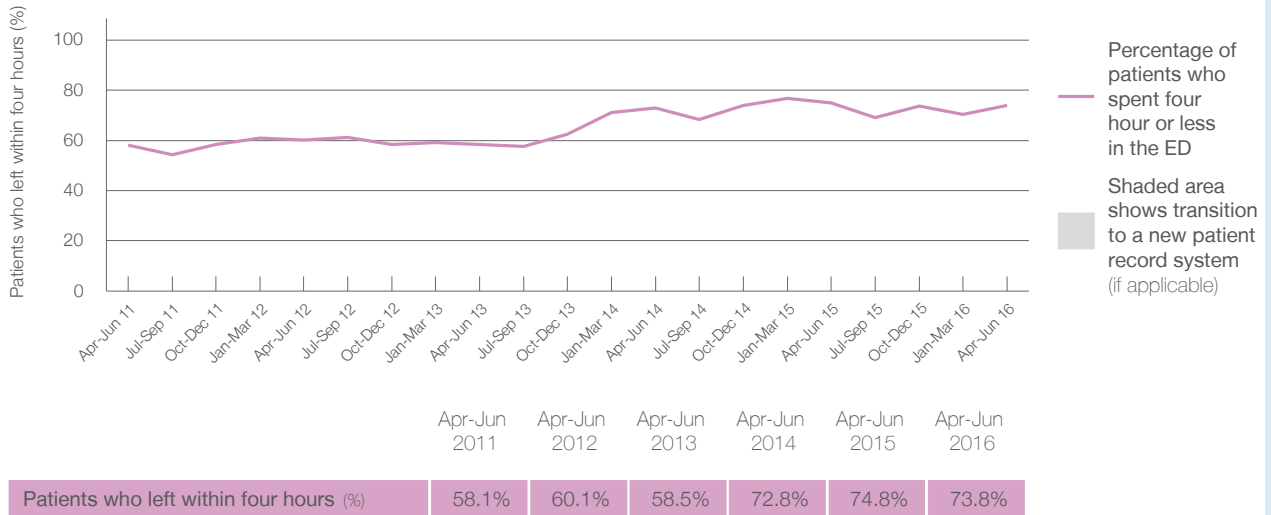
Presentations used to calculate time to leaving the ED:⁶ 7,810 patients

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 | 7,415 | 5.3% |
| Presentations used to calculate time to leaving the ED | 7,414 | 5.3% |
| Percentage of patients who spent four hours or less in the ED | 74.8% | |

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



| Patients who left within four hours (%) | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 58.1% | 60.1% | 58.5% | 72.8% | 74.8% | 73.8% |

* 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 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 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 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 are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).