

## Dubbo Base Hospital: Emergency department (ED) overview

October to December 2018


All presentations:<sup>1</sup> 8,755 patients  
 Emergency presentations:<sup>2</sup> 8,338 patients

Same period last year	Change since one year ago
8,591	2%
8,210	2%

## Dubbo Base Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 978 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,635 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,787 patients

Median time to start treatment<sup>4</sup>  27 minutes  
 90th percentile time to start treatment<sup>5</sup>  99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 906 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
999	
6 minutes	8 minutes
14 minutes	26 minutes
2,857	
16 minutes	20 minutes
52 minutes	72 minutes
3,603	
17 minutes	26 minutes
78 minutes	104 minutes
730	
13 minutes	23 minutes
90 minutes	104 minutes

## Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,751 patients

Percentage of patients who spent four hours or less in the ED  72%

Same period last year	Change since one year ago
8,590	2%
74%	

\* 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: October to December 2018*.
- 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.

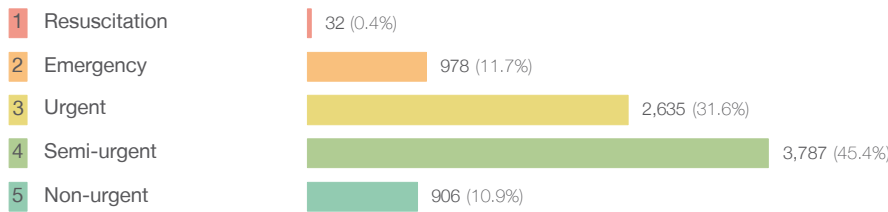
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Dubbo Base Hospital: Patients presenting to the emergency department October to December 2018

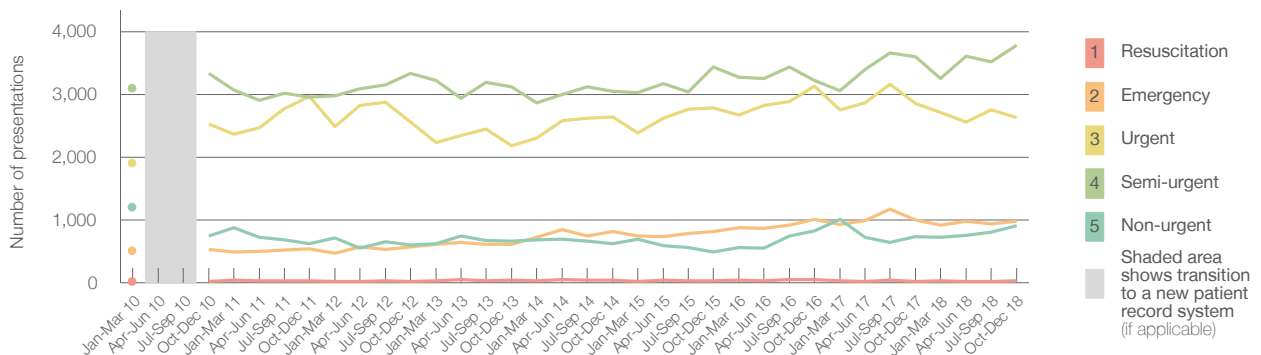
All presentations:<sup>1</sup> 8,755 patients

Emergency presentations<sup>2</sup> by triage category: 8,338 patients



Same period last year	Change since one year ago
8,591	2%
8,210	2%
21	52.4%
999	-2.1%
2,857	-7.8%
3,603	5.1%
730	24.1%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	16	32	22	37	35	32	47	21	32
Emergency	527	543	566	610	813	811	1,007	999	978
Urgent	2,526	2,965	2,559	2,179	2,637	2,779	3,132	2,857	2,635
Semi-urgent	3,331	2,957	3,333	3,124	3,048	3,438	3,225	3,603	3,787
Non-urgent	748	617	596	666	624	485	823	730	906
All emergency presentations	7,148	7,114	7,076	6,616	7,157	7,545	8,234	8,210	8,338

## Dubbo Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,747 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,593	
11 minutes	2 minutes
24 minutes	7 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 October to December 2018

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

Number of triage 2 patients: 978

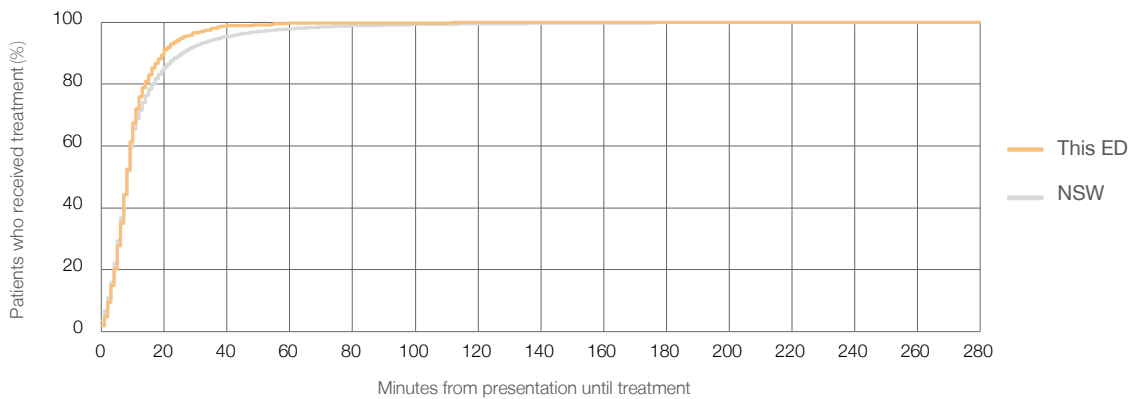
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 969

Median time to start treatment<sup>4</sup>  8 minutes

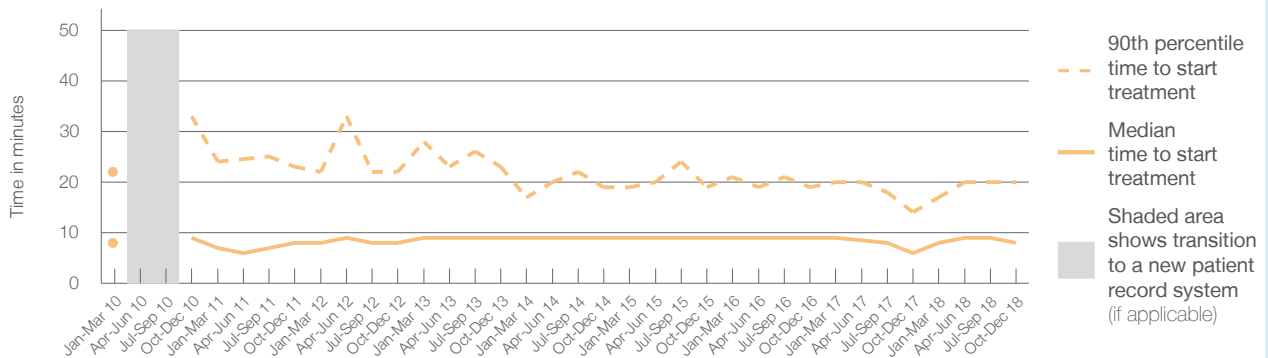
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
999	991
6 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	9	8	8	9	9	9	9	6	8
90th percentile time to start treatment <sup>5</sup> (minutes)	33	23	22	23	19	19	19	14	20

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## Dubbo Base Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,635

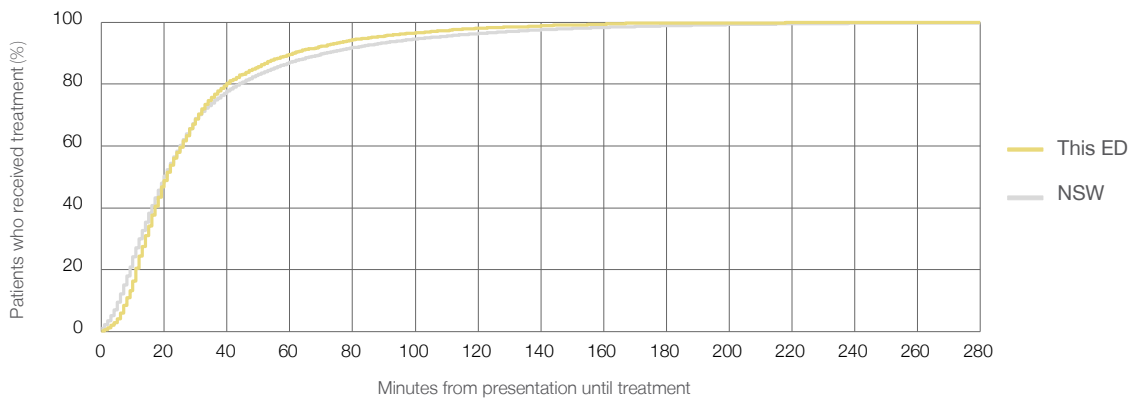
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,575

Median time to start treatment<sup>4</sup>  21 minutes

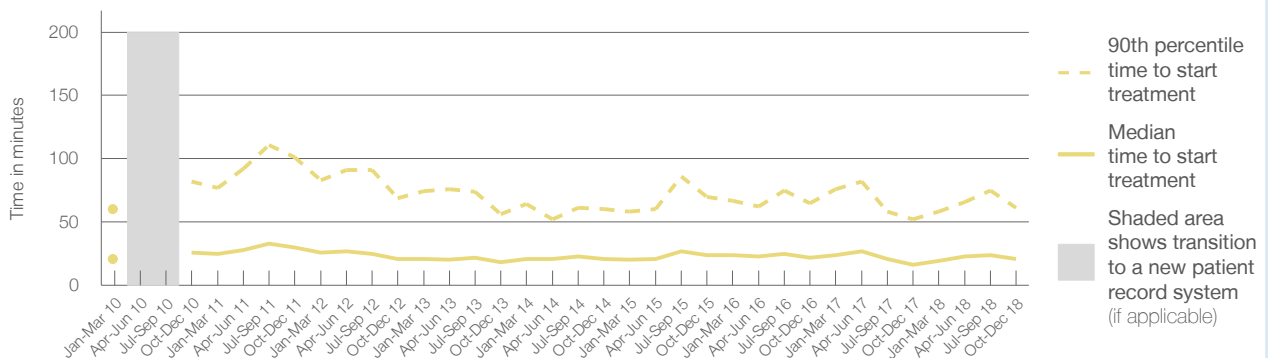
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
2,857	2,814
16 minutes	20 minutes
52 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	26	30	21	18	21	24	22	16	21
90th percentile time to start treatment <sup>5</sup> (minutes)	82	101	69	56	60	70	65	52	61

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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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,787

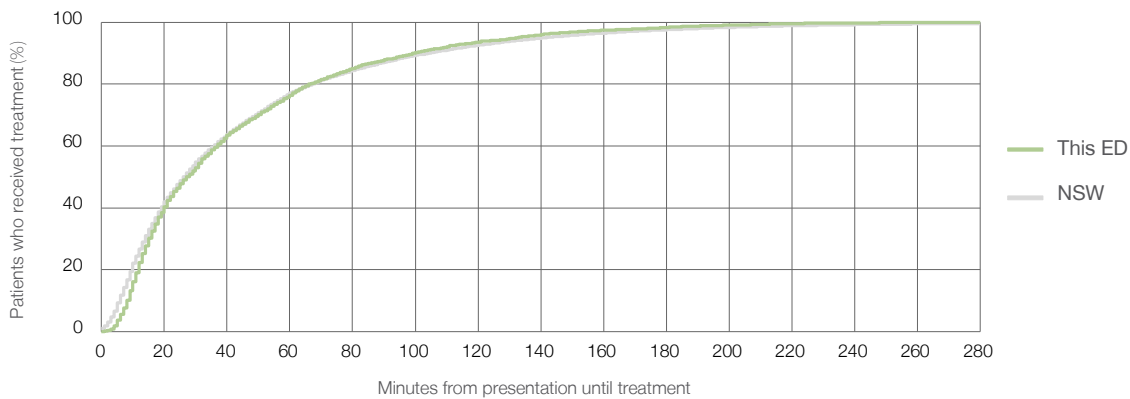
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,551

Median time to start treatment<sup>4</sup>  27 minutes

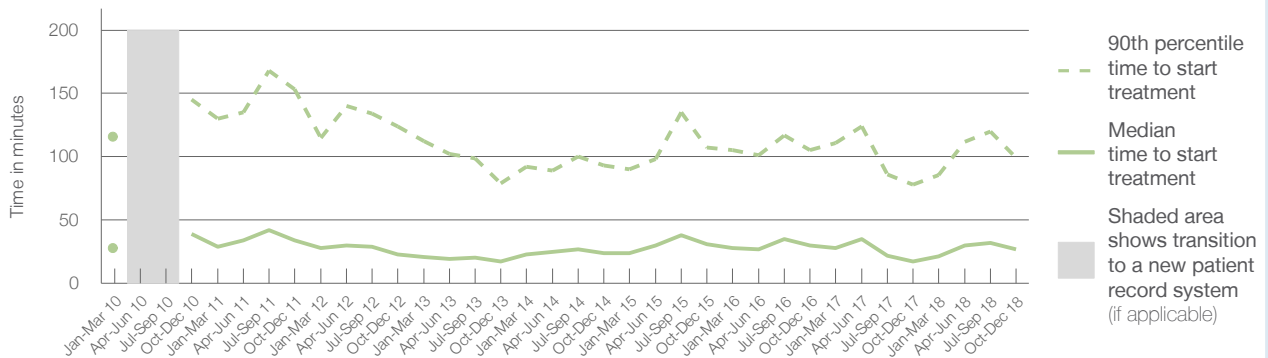
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
3,603	3,450
17 minutes	26 minutes
78 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	39	34	23	17	24	31	30	17	27
90th percentile time to start treatment <sup>5</sup> (minutes)	145	153	124	79	93	107	105	78	99

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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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 906

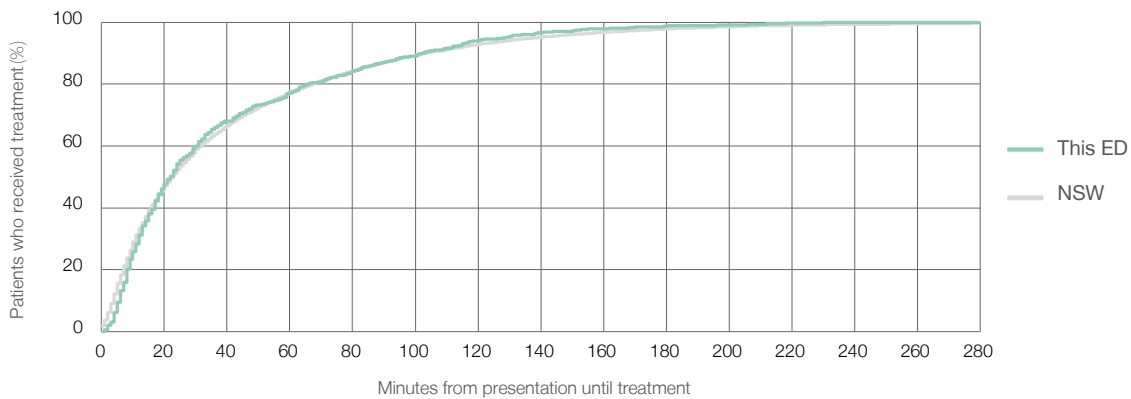
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 831

Median time to start treatment<sup>4</sup> 22 minutes

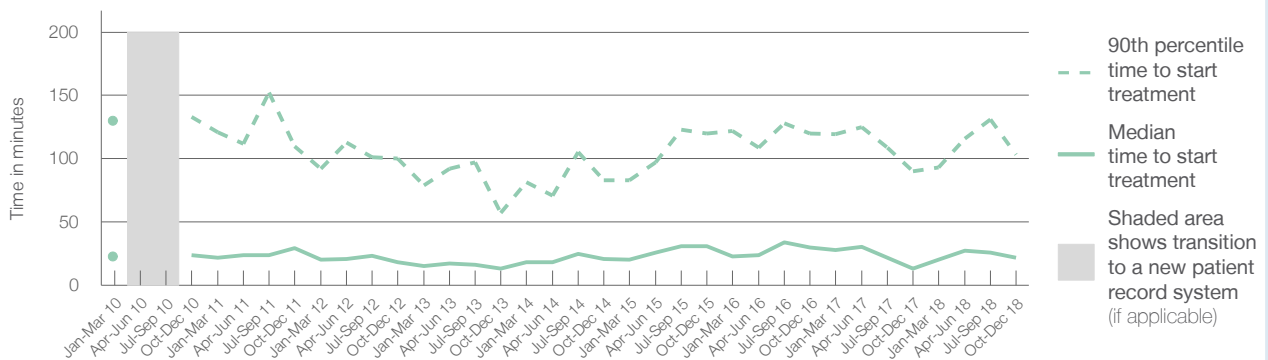
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
730	
660	
13 minutes	23 minutes
90 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	24	30	18	13	21	31	30	13	22
90th percentile time to start treatment <sup>5</sup> (minutes)	133	110	100	57	83	120	120	90	103

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## Dubbo Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 8,755 patients

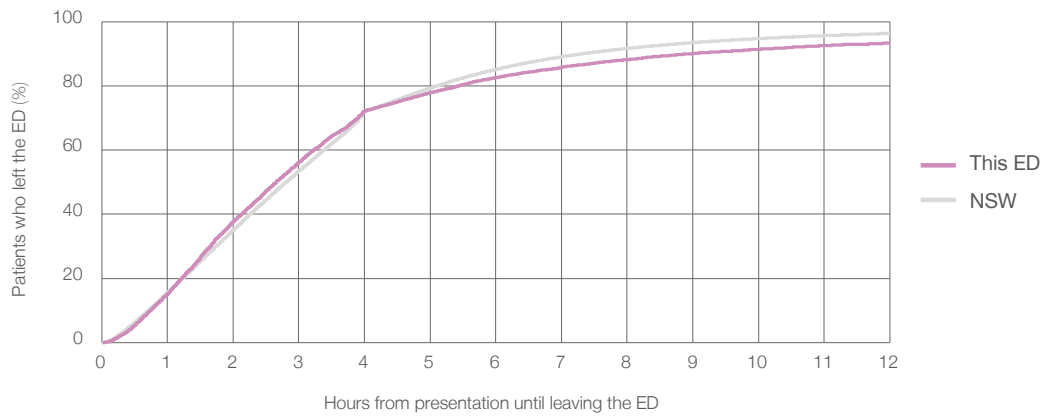
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,751 patients

Median time spent in the ED<sup>8</sup> 2 hours and 39 minutes

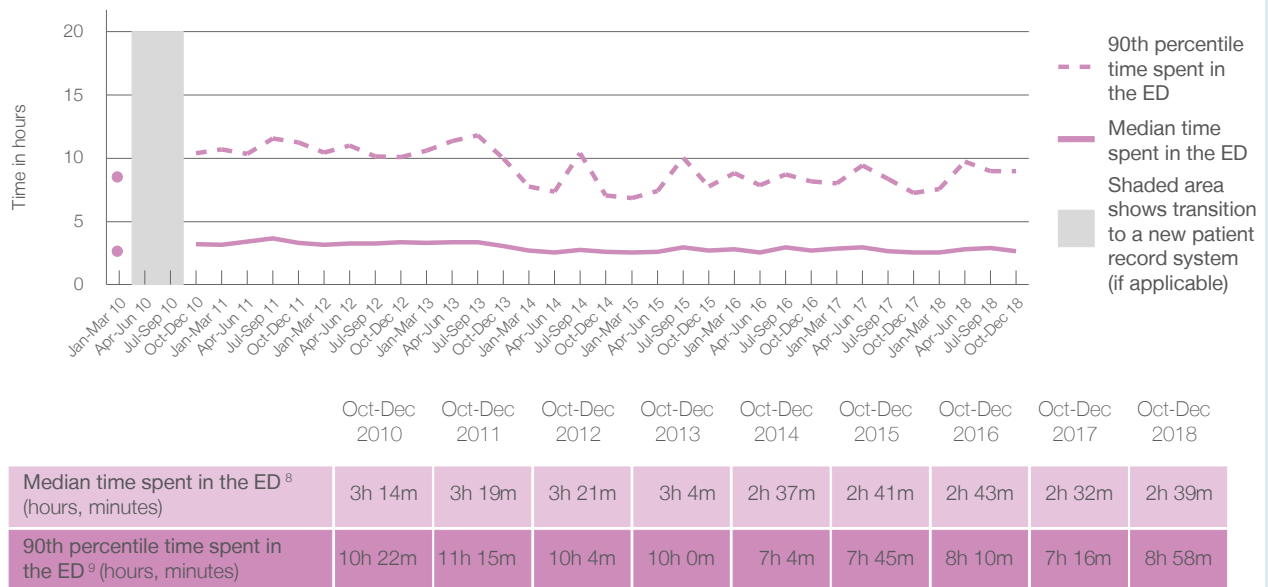
90th percentile time spent in the ED<sup>9</sup> 8 hours and 58 minutes

Same period last year	NSW (this period)
8,591	
8,590	
2 hours and 32 minutes	2 hours and 49 minutes
7 hours and 16 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



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## Dubbo Base Hospital: Time patients spent in the ED

### By mode of separation

October to December 2018

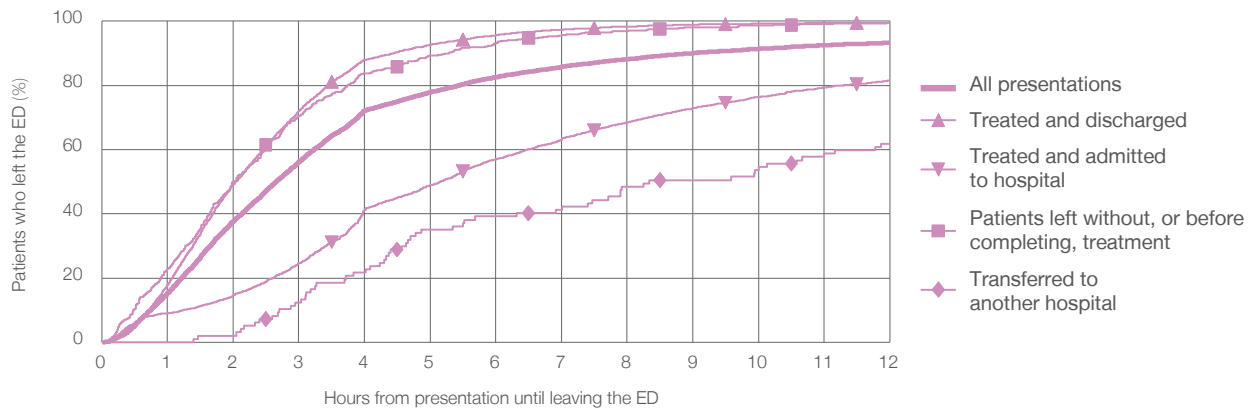
All presentations:<sup>1</sup> 8,755 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,751 patients

Treated and discharged	5,364 (61.3%)
Treated and admitted to hospital	2,747 (31.4%)
Patient left without, or before completing, treatment	501 (5.7%)
Transferred to another hospital	97 (1.1%)
Other	46 (0.5%)

Same period last year	Change since one year ago
8,590	2%
6,062	-11.5%
2,017	36.2%
368	36.1%
101	-4.0%
43	7.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



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	18.0%	49.2%	71.9%	88.0%	95.6%	98.3%	99.2%	99.5%
Treated and admitted to hospital	9.0%	14.7%	24.6%	41.3%	57.0%	68.5%	76.4%	81.5%
Patient left without, or before completing, treatment	23.0%	50.1%	70.7%	83.8%	93.2%	97.0%	98.6%	99.4%
Transferred to another hospital	0%	2.1%	12.4%	21.6%	39.2%	48.5%	54.6%	61.9%
All presentations	15.2%	37.8%	56.2%	72.2%	82.5%	88.2%	91.4%	93.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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**Dubbo Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 8,755 patients

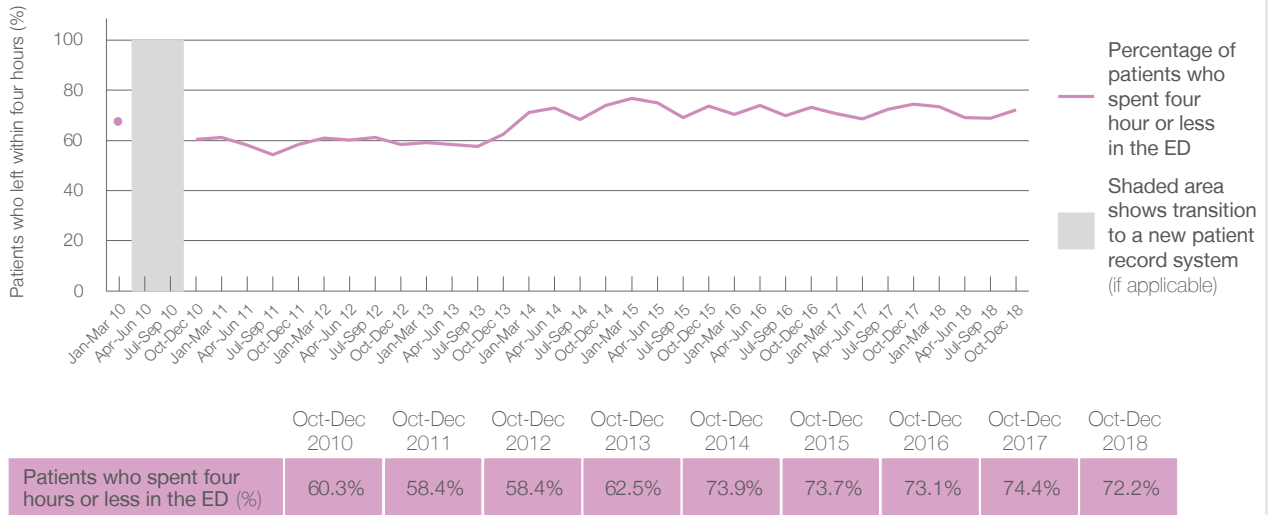
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,751 patients

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: <sup>1</sup> 8,755 patients	8,591	2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,751 patients	8,590	2%
Percentage of patients who spent four hours or less in the ED	74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡</sup>



\* 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: October to December 2018*.
- 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).