

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,287 patients
Emergency presentations:² 8,022 patients

Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,884 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,438 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 738 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
785	
9 minutes	8 minutes
34 minutes	41 minutes
2,767	
27 minutes	21 minutes
121 minutes	103 minutes
3,035	
38 minutes	27 minutes
174 minutes	139 minutes
562	
31 minutes	24 minutes
167 minutes	138 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,285 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
7,511	10.3%
69.0%	

* 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 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.

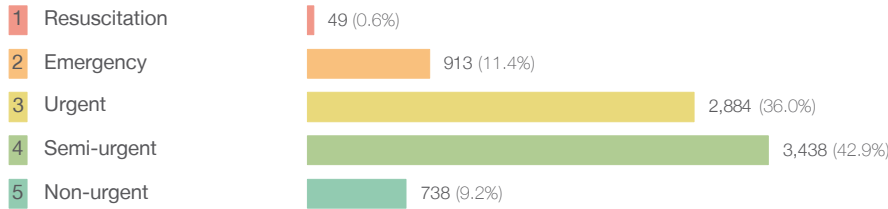
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Dubbo Base Hospital: Patients presenting to the emergency department July to September 2016

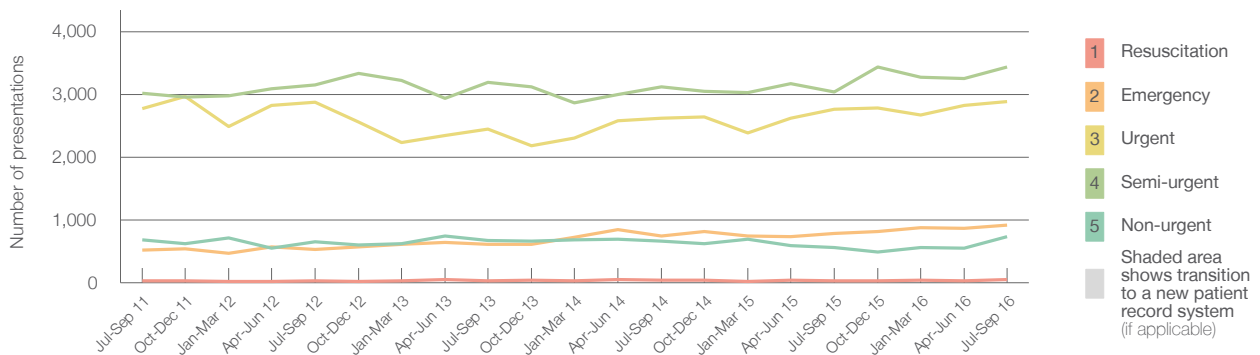
All presentations:¹ 8,287 patients

Emergency presentations² by triage category: 8,022 patients



Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%
34	44.1%
785	16.3%
2,767	4.2%
3,035	13.3%
562	31.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	32	29	30	39	34	49
Emergency	522	532	612	745	785	913
Urgent	2,777	2,880	2,451	2,619	2,767	2,884
Semi-urgent	3,023	3,155	3,191	3,121	3,035	3,438
Non-urgent	680	650	668	661	562	738
All emergency presentations	7,034	7,246	6,952	7,185	7,183	8,022

Dubbo Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,725 patients

ED Transfer of care time



Same period last year	Change since one year ago
957	
14 minutes	-1 minute
62 minutes	-15 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

July to September 2016

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

Number of triage 2 patients: 913

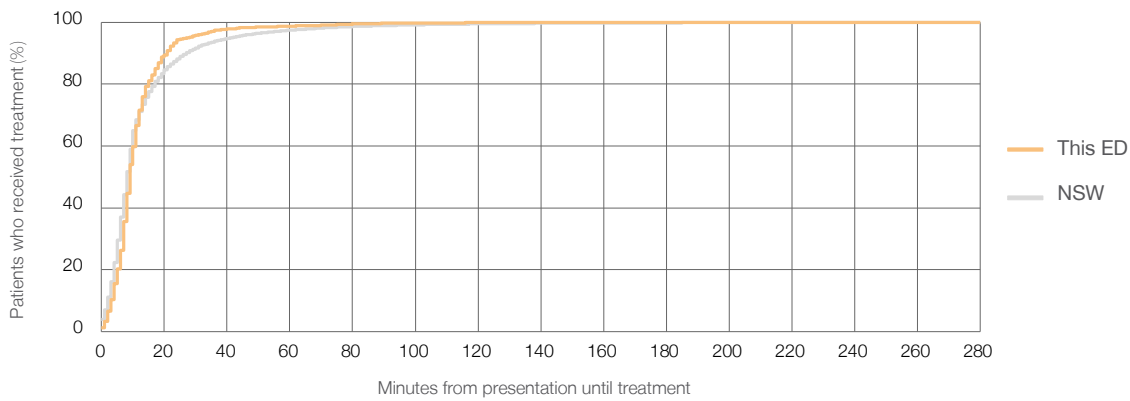
Number of triage 2 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 9 minutes

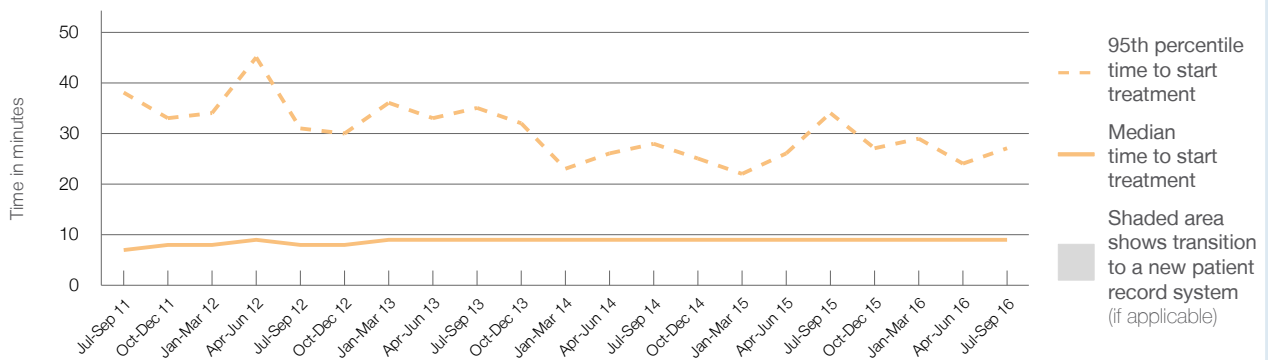
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
785	781
9 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	38	31	35	28	34	27

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

July to September 2016

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

Number of triage 3 patients: 2,884

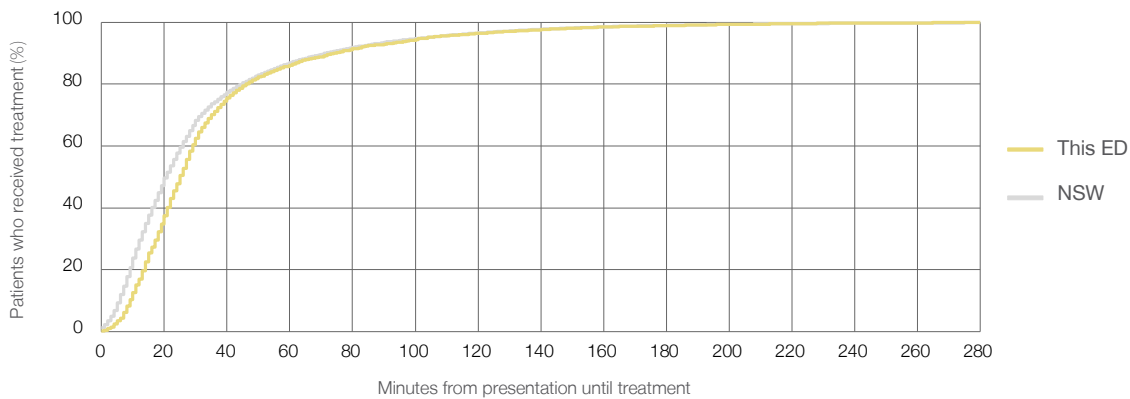
Number of triage 3 patients used to calculate waiting time:³ 2,812

Median time to start treatment⁴ 25 minutes

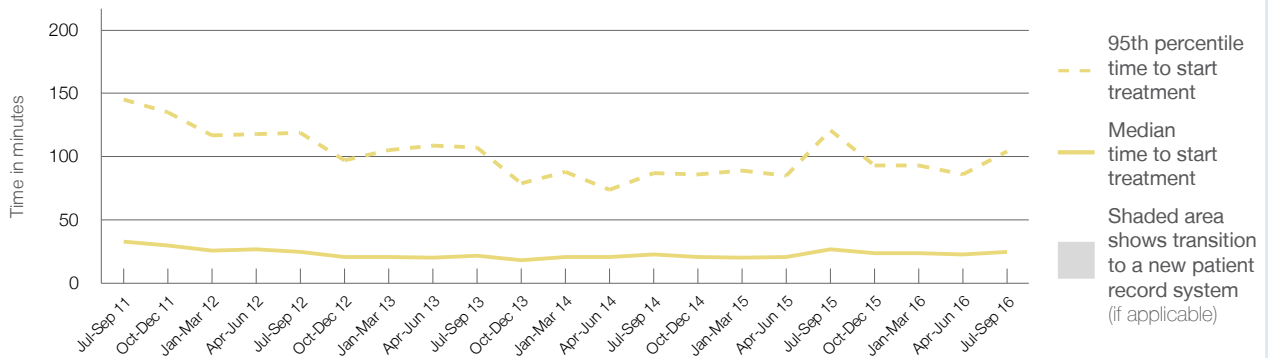
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,767	
2,686	
27 minutes	21 minutes
121 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	25	22	23	27	25
95th percentile time to start treatment ⁵ (minutes)	145	119	107	87	121	104

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Dubbo Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,438

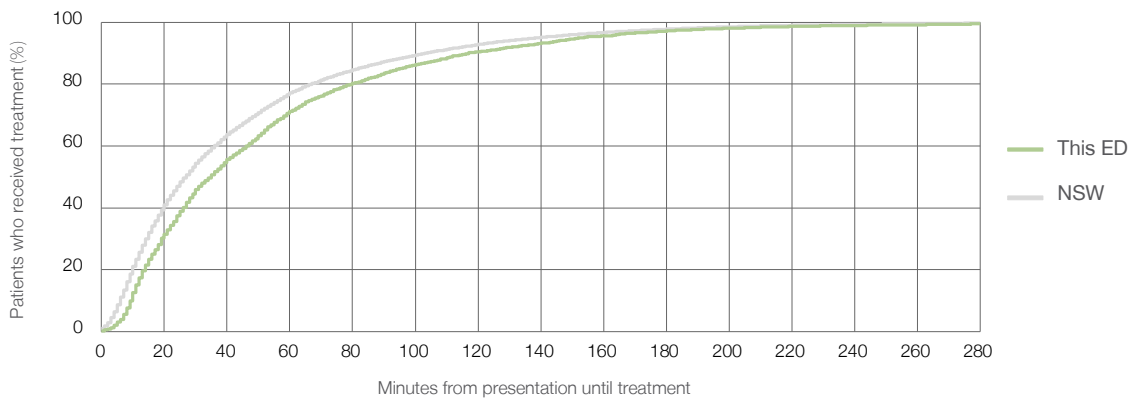
Number of triage 4 patients used to calculate waiting time:³ 3,184

Median time to start treatment⁴ 35 minutes

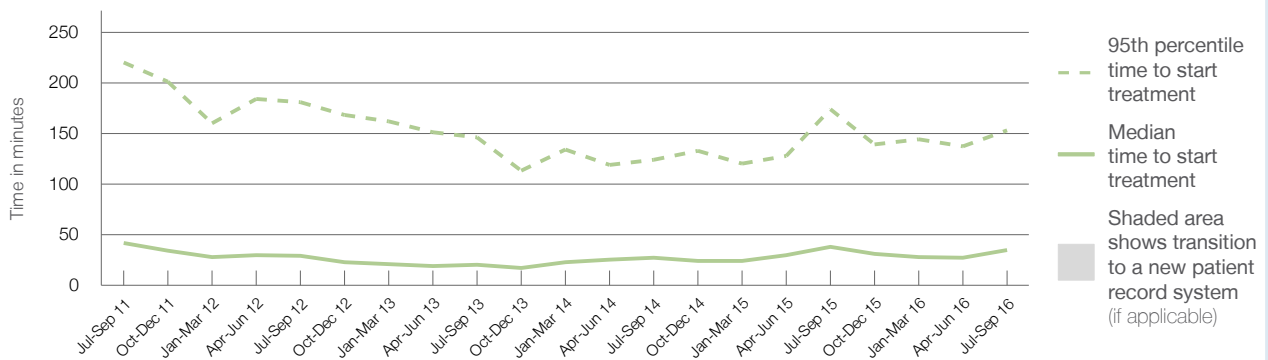
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,035	2,699
Median time to start treatment ⁴	38 minutes	27 minutes
95th percentile time to start treatment ⁵	174 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	42	29	20	27	38	35
95th percentile time to start treatment ⁵ (minutes)	220	181	146	124	174	153

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

July to September 2016

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

Number of triage 5 patients: 738

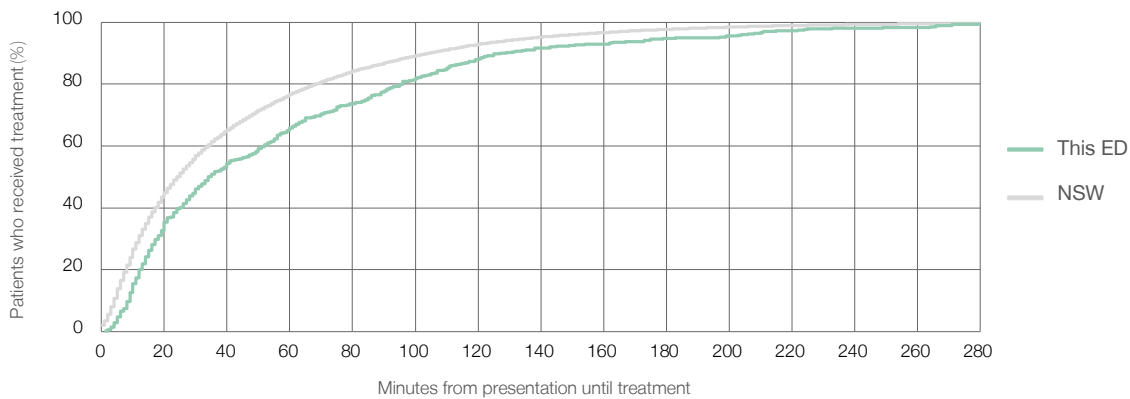
Number of triage 5 patients used to calculate waiting time:³ 595

Median time to start treatment⁴ 34 minutes

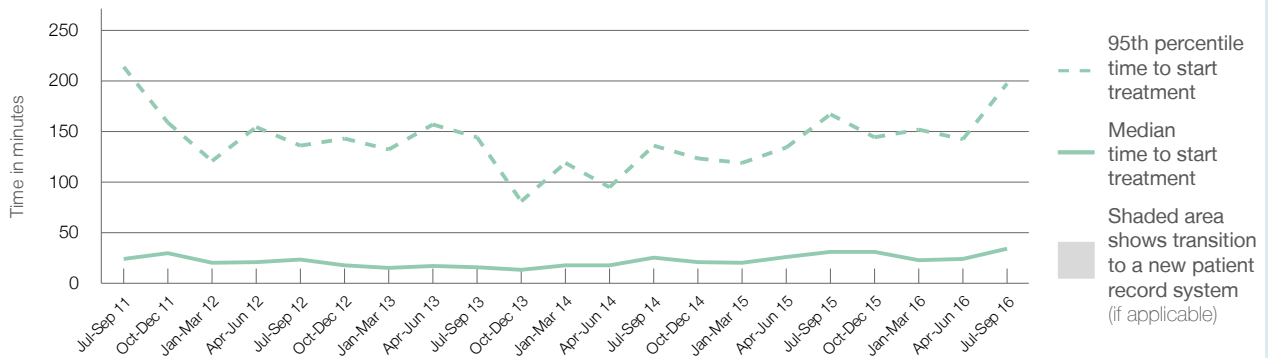
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
562	439
31 minutes	24 minutes
167 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	24	16	25	31	34
95th percentile time to start treatment ⁵ (minutes)	214	136	144	136	167	197

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Dubbo Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,287 patients

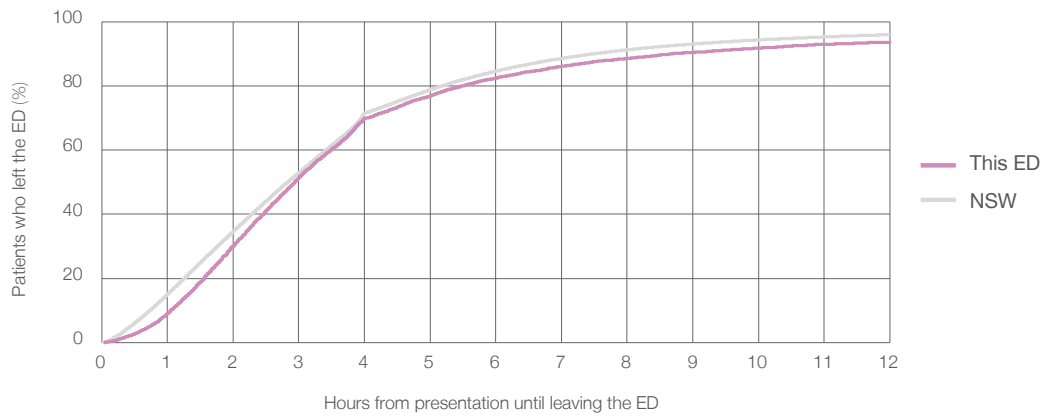
Presentations used to calculate time to leaving the ED:⁶ 8,285 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

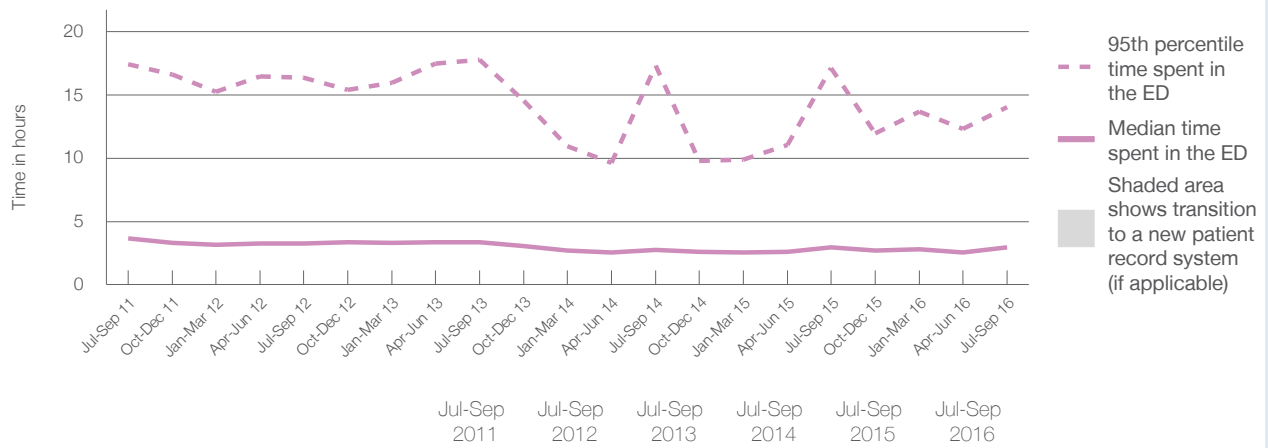
95th percentile time spent in the ED⁹ 14 hours and 2 minutes

Same period last year	NSW (this period)
7,512	
7,511	
2 hours and 56 minutes	2 hours and 50 minutes
17 hours and 6 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 26m	16h 21m	17h 45m	17h 18m	17h 6m	14h 2m

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

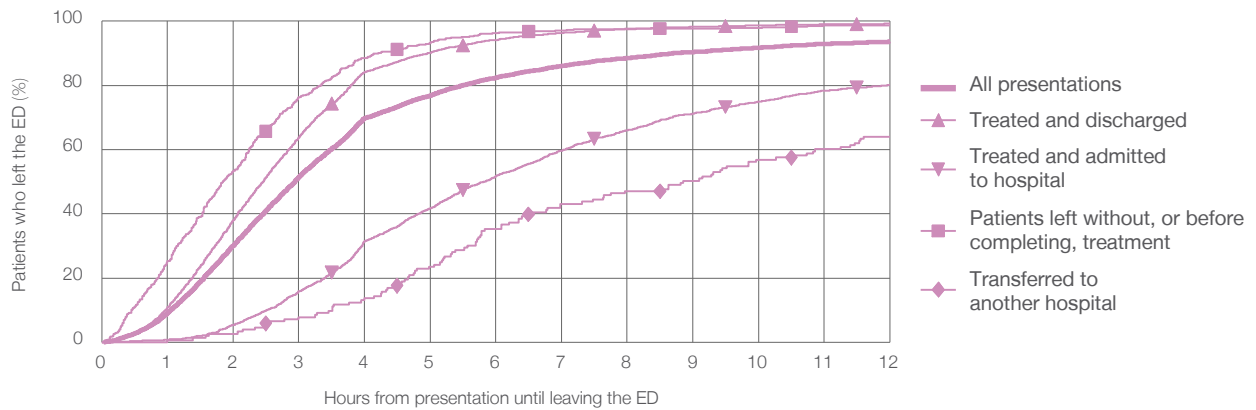
July to September 2016

All presentations:¹ 8,287 patients

Presentations used to calculate time to leaving the ED:⁶ 8,285 patients

		Same period last year	Change since one year ago
Treated and discharged	5,476 (66.1%)	7,511	10.3%
Treated and admitted to hospital	2,091 (25.2%)	5,045	8.5%
Patient left without, or before completing, treatment	536 (6.5%)	1,722	21.4%
Transferred to another hospital	153 (1.8%)	535	0.2%
Other	31 (0.4%)	196	-21.9%
		14	121.4%

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



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

Treated and discharged	10.9%	38.0%	63.8%	84.2%	94.2%	97.5%	98.7%	99.2%
Treated and admitted to hospital	0.8%	5.4%	15.8%	31.4%	51.7%	66.0%	74.9%	80.2%
Patient left without, or before completing, treatment	25.4%	53.4%	76.3%	88.6%	96.3%	97.8%	97.9%	98.7%
Transferred to another hospital	0.7%	2.6%	7.8%	13.7%	35.3%	47.1%	56.9%	64.1%
All presentations	9.2%	30.1%	51.4%	69.8%	82.4%	88.5%	91.7%	93.7%

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Dubbo Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 8,287 patients

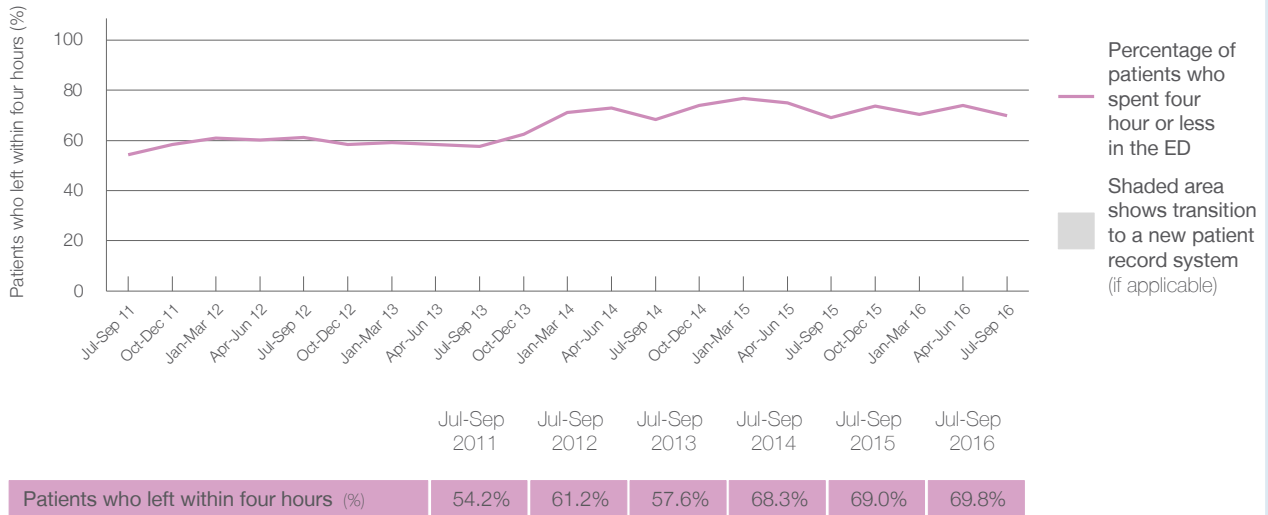
Presentations used to calculate time to leaving the ED: ⁶ 8,285 patients

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	7,512	10.3%
Presentations used to calculate time to leaving the ED	7,511	10.3%
Percentage of patients who spent four hours or less in the ED	69.0%	

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



* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).