

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

January to March 2018

All presentations:<sup>1</sup> 8,085 patients

Emergency presentations:<sup>2</sup> 7,641 patients

Same period last year	Change since one year ago
8,178	-1%
7,797	-2%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 920 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,711 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

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

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 727 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
931	
9 minutes	8 minutes
20 minutes	23 minutes
2,756	
24 minutes	20 minutes
76 minutes	65 minutes
3,064	
28 minutes	25 minutes
111 minutes	98 minutes
1,013	
28 minutes	22 minutes
120 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,083 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
8,177	-1%
71%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

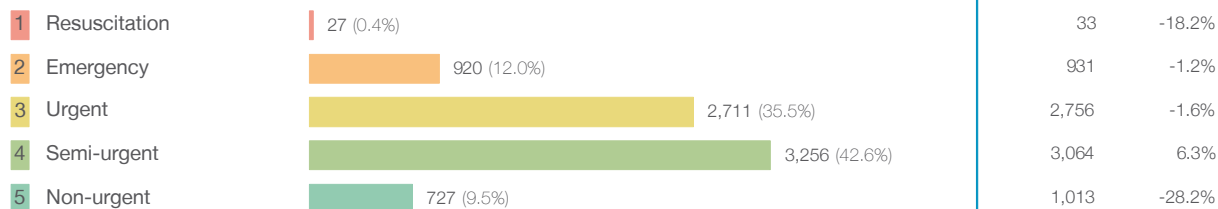
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Dubbo Base Hospital: Patients presenting to the emergency department

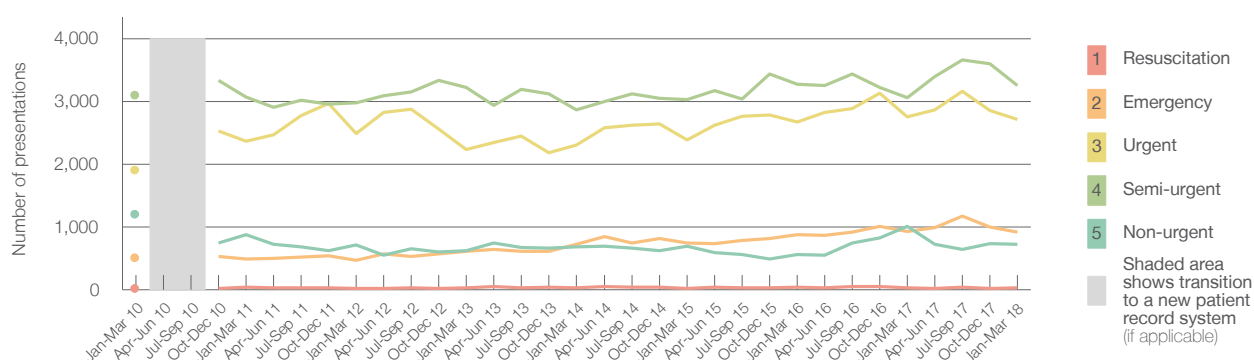
January to March 2018

All presentations:<sup>1</sup> 8,085 patients

Emergency presentations<sup>2</sup> by triage category: 7,641 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	22	35	23	27	25	24	39	33	27
Emergency	505	490	467	615	724	744	878	931	920
Urgent	1,904	2,369	2,488	2,229	2,302	2,388	2,670	2,756	2,711
Semi-urgent	3,100	3,068	2,974	3,226	2,869	3,027	3,275	3,064	3,256
Non-urgent	1,205	877	717	620	678	689	562	1,013	727
All emergency presentations	6,736	6,839	6,669	6,717	6,598	6,872	7,424	7,797	7,641

## Dubbo Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,433 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 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

January to March 2018

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

Number of triage 2 patients: 920

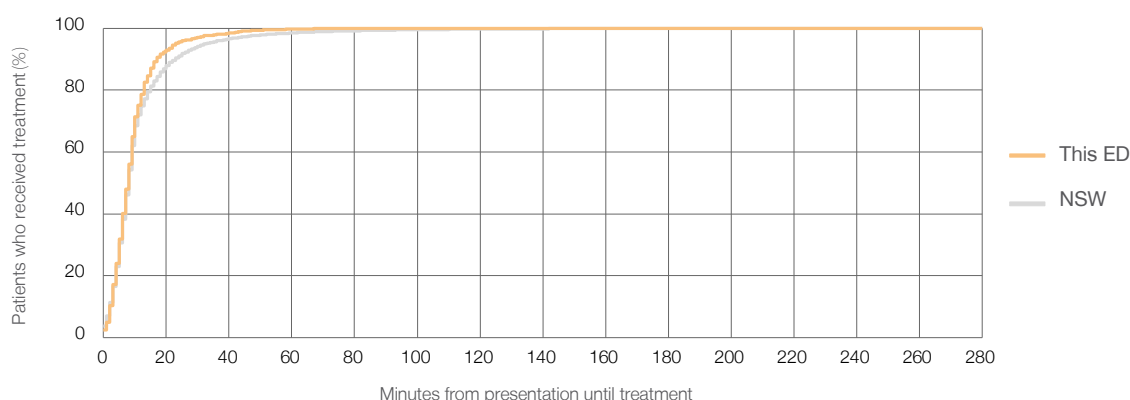
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 917

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

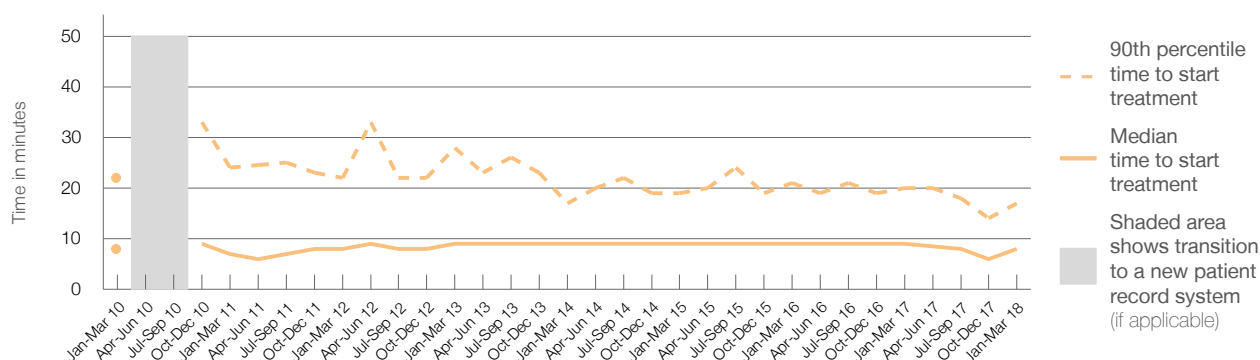
90th percentile time to start treatment <sup>5</sup> 17 minutes

Same period last year	NSW (this period)
931	
925	
9 minutes	8 minutes
20 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	9	9	9	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	24	22	28	17	19	21	20	17

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

January to March 2018

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

Number of triage 3 patients: 2,711

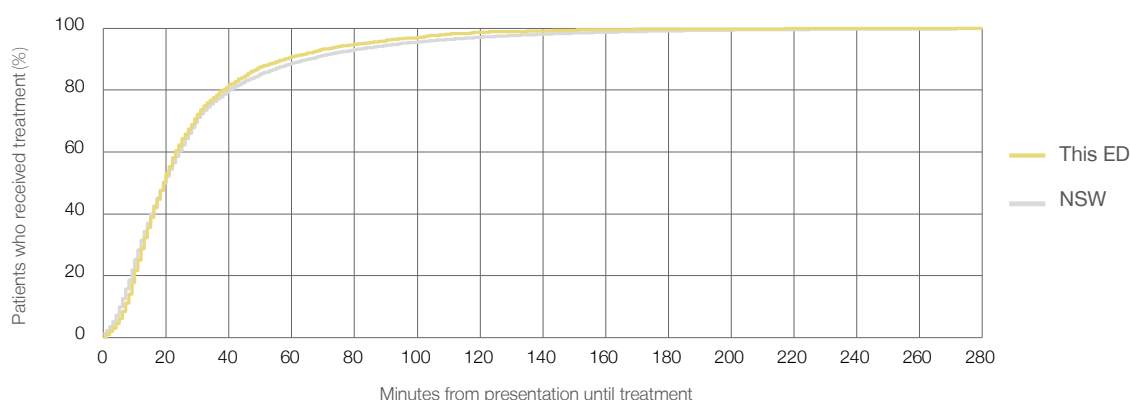
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,689

Median time to start treatment<sup>4</sup> 19 minutes

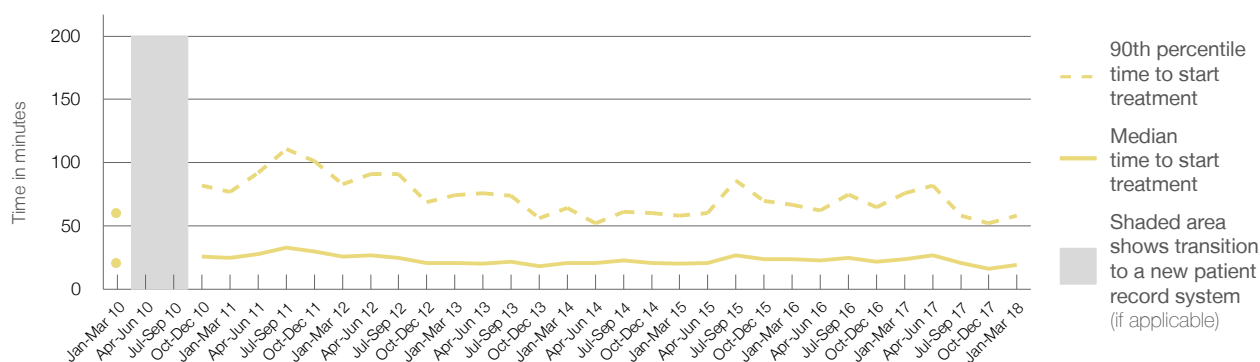
90th percentile time to start treatment<sup>5</sup> 58 minutes

Same period last year	NSW (this period)
2,756	
2,685	
24 minutes	20 minutes
76 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	25	26	21	21	20	24	24	19
90th percentile time to start treatment <sup>5</sup> (minutes)	60	77	83	75	64	58	67	76	58

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

January to March 2018

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

Number of triage 4 patients: 3,256

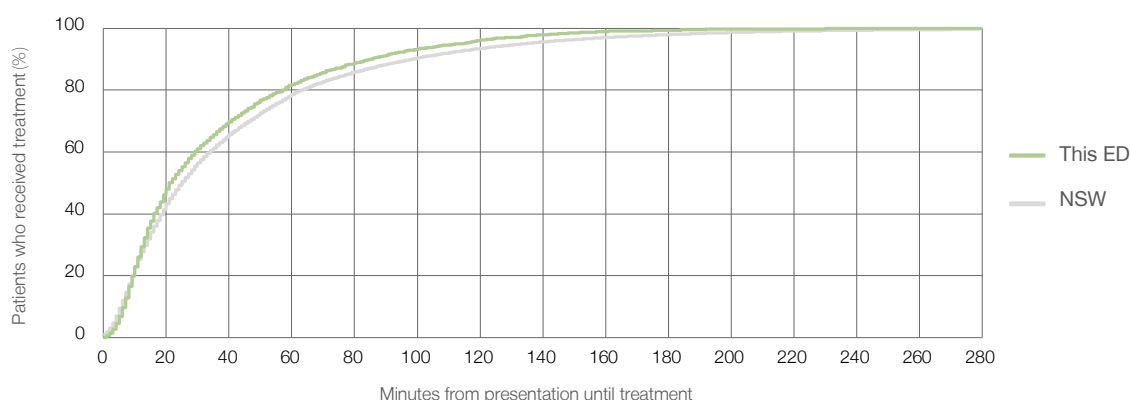
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,150

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

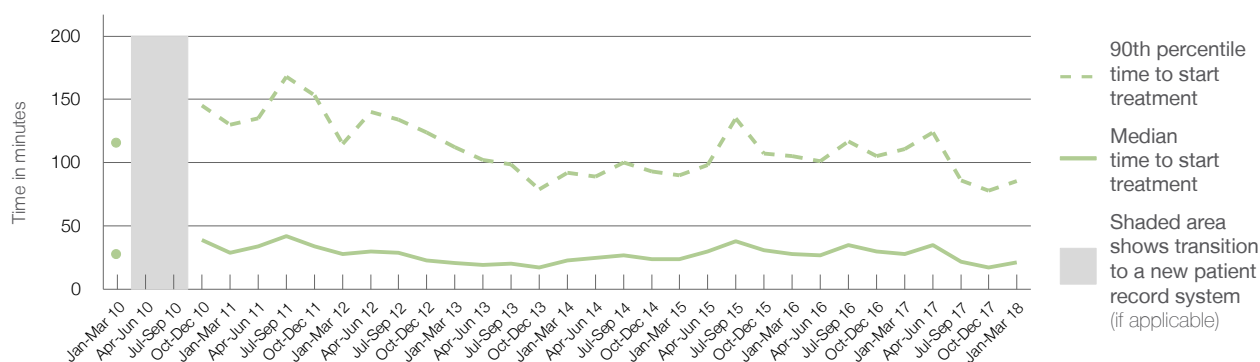
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
3,064	
2,835	
28 minutes	25 minutes
111 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	29	28	21	23	24	28	28	22
90th percentile time to start treatment <sup>5</sup> (minutes)	116	130	115	113	92	90	105	111	86

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

January to March 2018

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

Number of triage 5 patients: 727

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 663

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

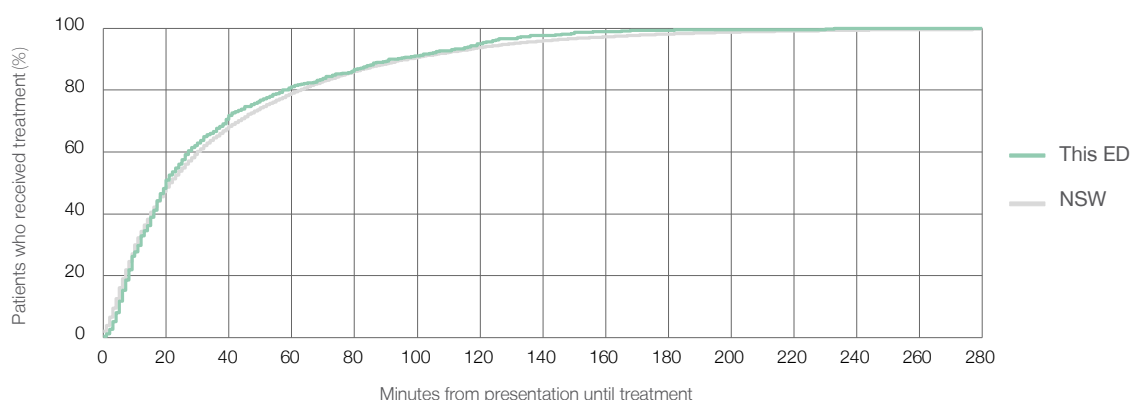
20 minutes

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

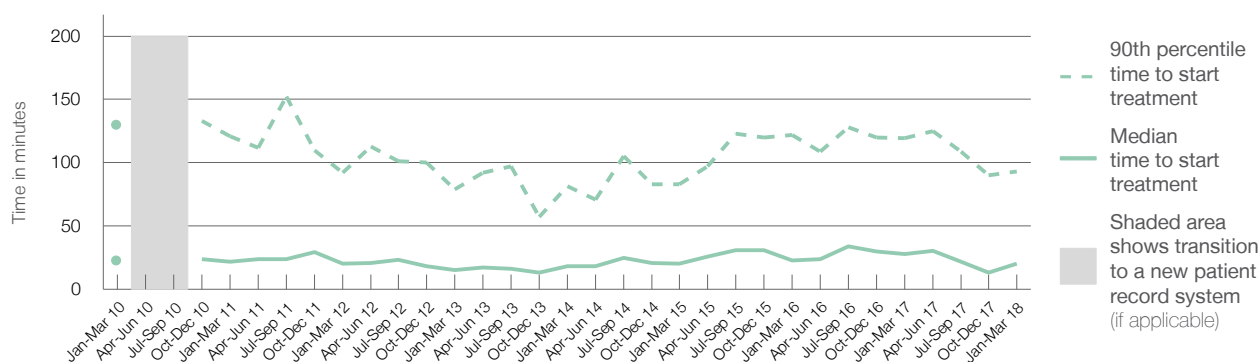
93 minutes

Same period last year	NSW (this period)
1,013	
850	
28 minutes	22 minutes
120 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	22	20	15	18	20	23	28	20
90th percentile time to start treatment <sup>5</sup> (minutes)	130	121	92	79	82	83	122	120	93

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

January to March 2018

All presentations:<sup>1</sup> 8,085 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,083 patients

Median time spent in the ED<sup>8</sup>

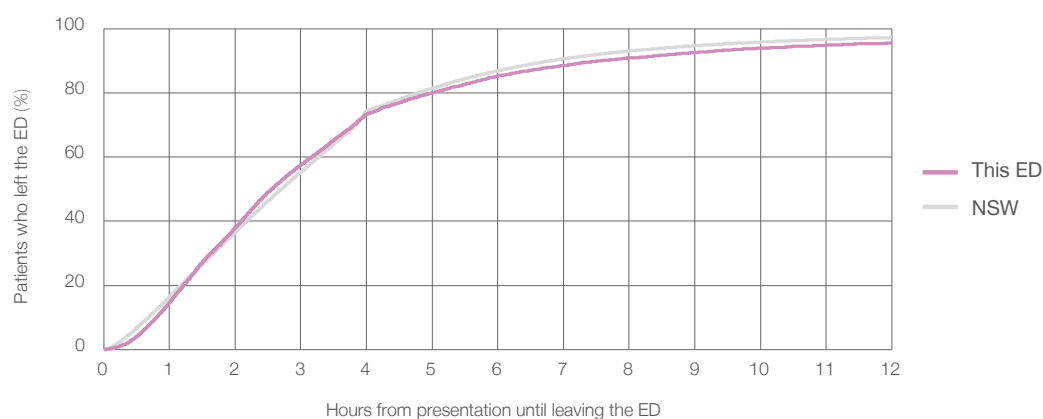
2 hours and 34 minutes

90th percentile time spent in the ED<sup>9</sup>

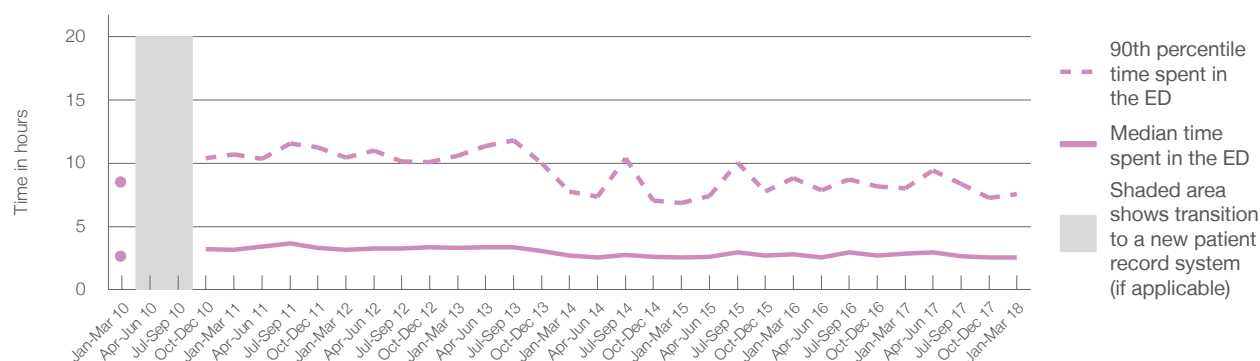
7 hours and 34 minutes

Same period last year	NSW (this period)
8,178	
8,177	
2 hours and 51 minutes	2 hours and 42 minutes
8 hours and 0 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 40m	3h 8m	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m	2h 51m	2h 34m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 30m	10h 42m	10h 27m	10h 36m	7h 46m	6h 50m	8h 48m	8h 0m	7h 34m

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

By mode of separation

January to March 2018

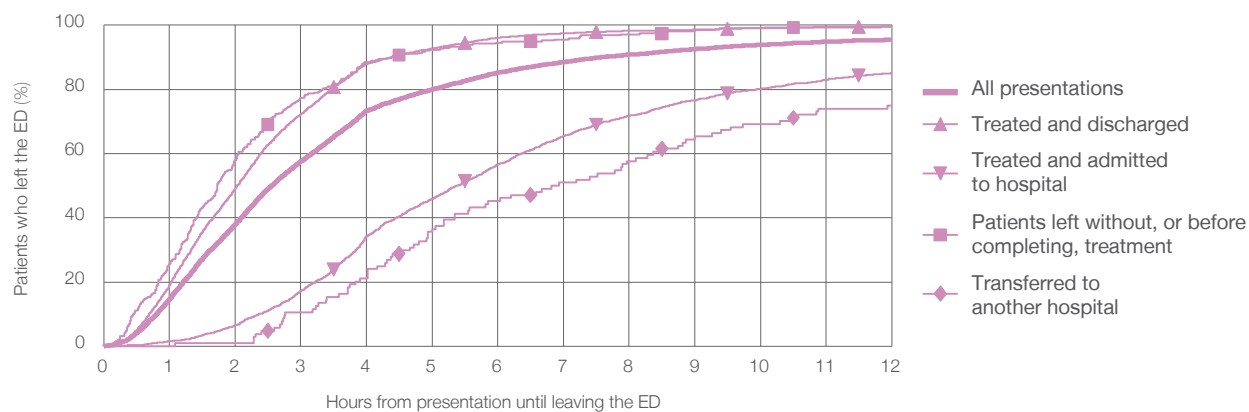
All presentations:<sup>†</sup> 8,085 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,083 patients

Treated and discharged	5,582 (69.0%)
Treated and admitted to hospital	2,067 (25.6%)
Patient left without, or before completing, treatment	314 (3.9%)
Transferred to another hospital	104 (1.3%)
Other	18 (0.2%)

Same period last year	Change since one year ago
8,177	-1%
5,465	2.1%
2,022	2.2%
536	-41.4%
126	-17.5%
29	-37.9%

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



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

Treated and discharged	19.2%	49.3%	72.3%	87.9%	96.1%	98.2%	99.2%	99.5%
Treated and admitted to hospital	1.5%	6.5%	17.2%	34.3%	56.7%	71.8%	80.1%	85.1%
Patient left without, or before completing, treatment	25.8%	58.0%	77.4%	88.5%	94.6%	97.1%	99.0%	99.7%
Transferred to another hospital	0%	1.0%	10.6%	21.2%	45.2%	57.7%	69.2%	75.0%
All presentations	14.7%	38.1%	57.6%	73.3%	85.3%	90.9%	93.9%	95.5%

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## Dubbo Base Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,085 patients

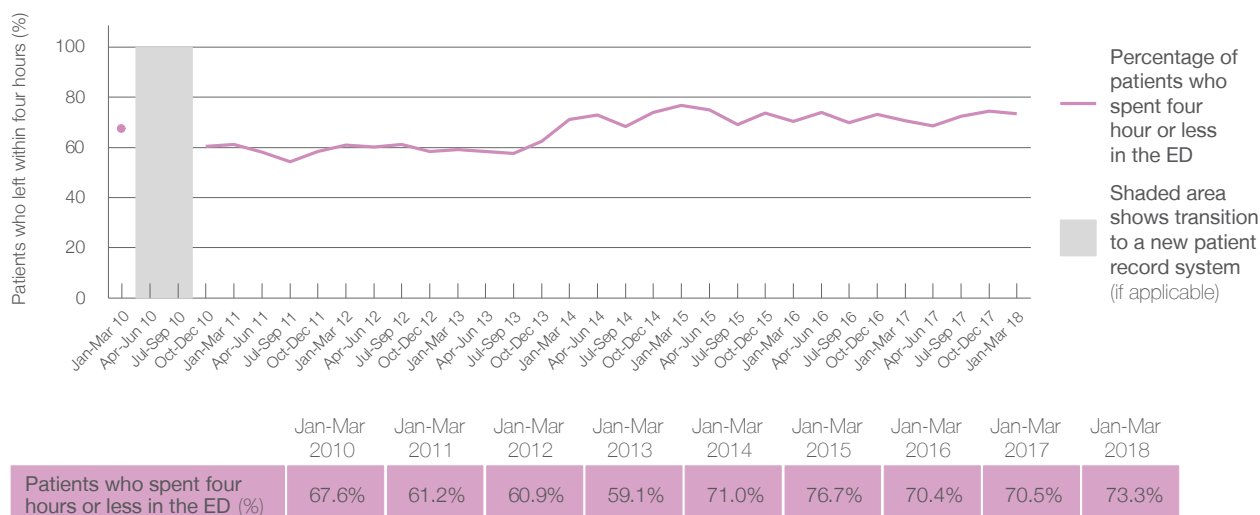
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,083 patients

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



Same period last year	Change since one year ago
8,178	-1%
8,177	-1%
70.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).