

Dubbo Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,346 patients
Emergency presentations:² 8,001 patients

Same period last year	Change since one year ago
7,809	6.9%
7,525	6.3%

Dubbo Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 990 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,870 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,397 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
867	
9 minutes	8 minutes
19 minutes	26 minutes
2,824	
23 minutes	20 minutes
62 minutes	67 minutes
3,256	
27 minutes	25 minutes
101 minutes	99 minutes
549	
24 minutes	23 minutes
109 minutes	101 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,346 patients

Percentage of patients who spent four hours or less in the ED 68.6%

Same period last year	Change since one year ago
7,809	6.9%
73.8%	

* 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, 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.

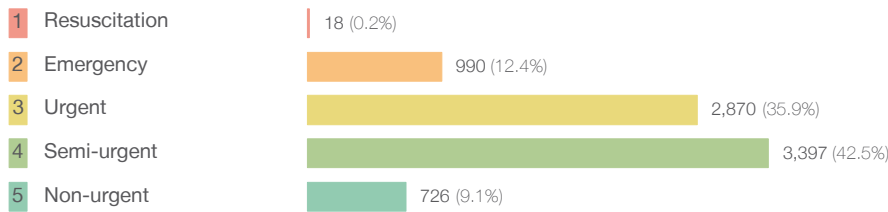
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Dubbo Base Hospital: Patients presenting to the emergency department

April to June 2017

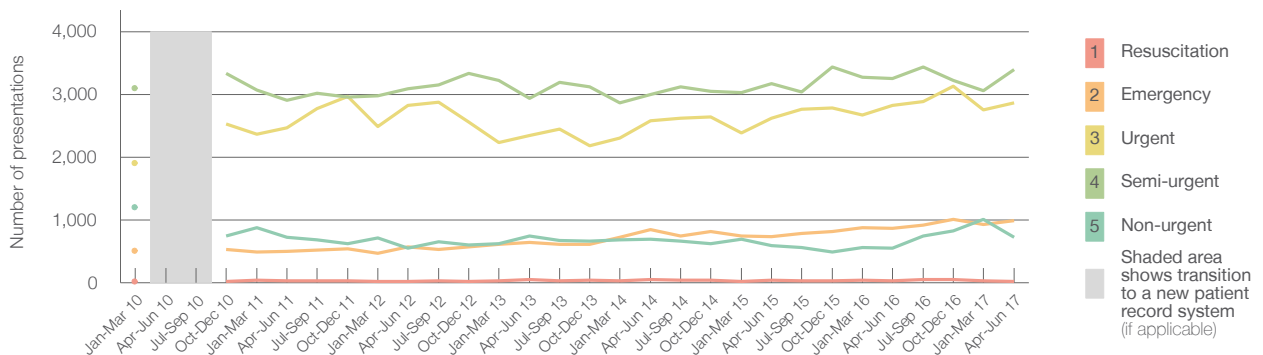
All presentations:¹ 8,346 patients

Emergency presentations² by triage category: 8,001 patients



Same period last year	Change since one year ago
7,809	6.9%
7,525	6.3%
29	-37.9%
867	14.2%
2,824	1.6%
3,256	4.3%
549	32.2%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		27	22	49	45	37	29	18
Emergency		503	574	646	846	732	867	990
Urgent		2,472	2,825	2,348	2,579	2,616	2,824	2,870
Semi-urgent		2,909	3,089	2,938	3,001	3,174	3,256	3,397
Non-urgent		720	549	748	697	587	549	726
All emergency presentations		6,631	7,059	6,729	7,168	7,146	7,525	8,001

Dubbo Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,778 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,494	
12 minutes	1 minute
30 minutes	3 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 2017

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

Number of triage 2 patients: 990

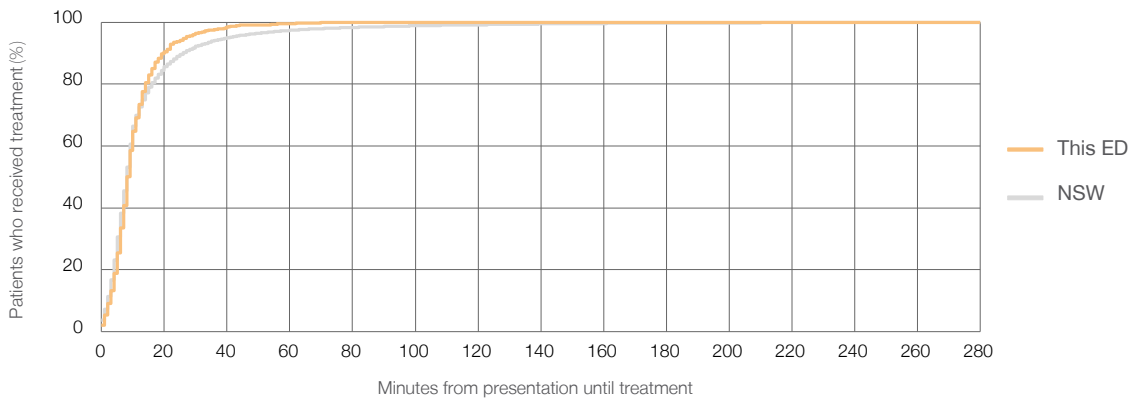
Number of triage 2 patients used to calculate waiting time:³ 986

Median time to start treatment⁴ 9 minutes

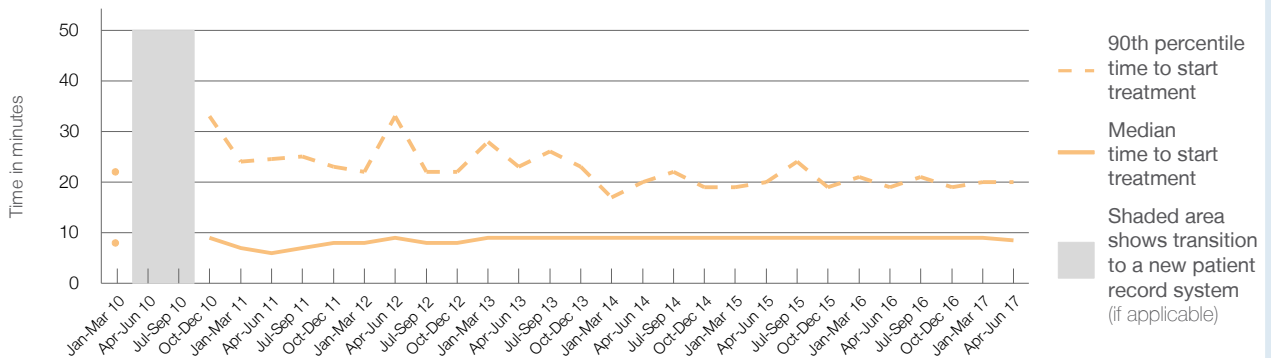
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
867	
863	
9 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		6	9	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)		25	33	23	20	20	19	20

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

April to June 2017

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

Number of triage 3 patients: 2,870

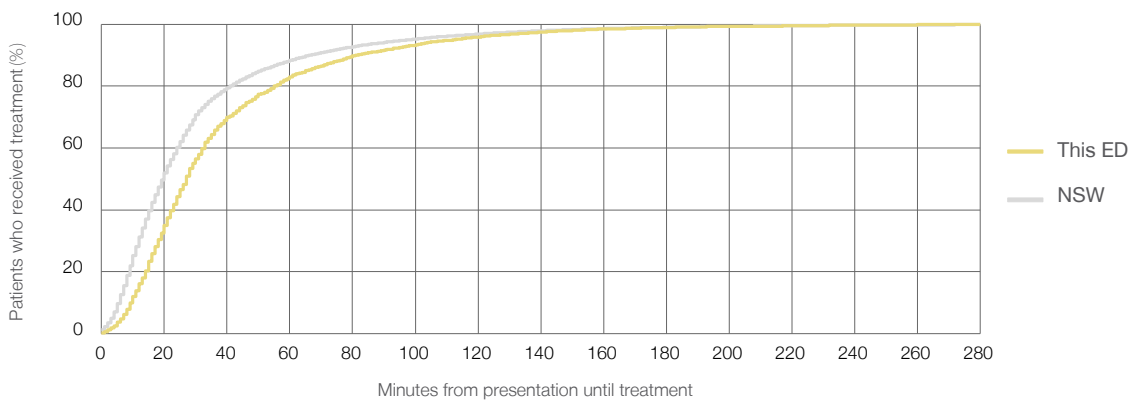
Number of triage 3 patients used to calculate waiting time:³ 2,826

Median time to start treatment⁴ 27 minutes

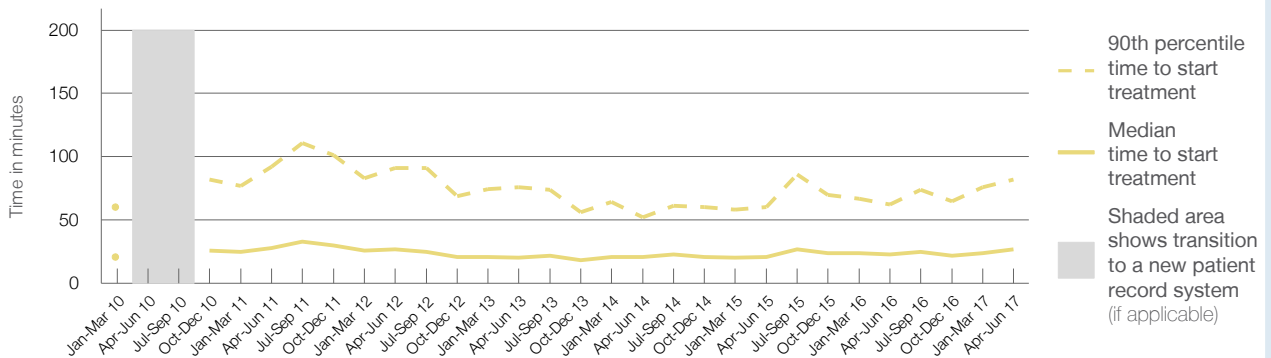
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,824	
2,786	
23 minutes	20 minutes
62 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		28	27	20	21	21	23	27
90th percentile time to start treatment ⁵ (minutes)		92	91	76	52	60	62	82

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Dubbo Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,397

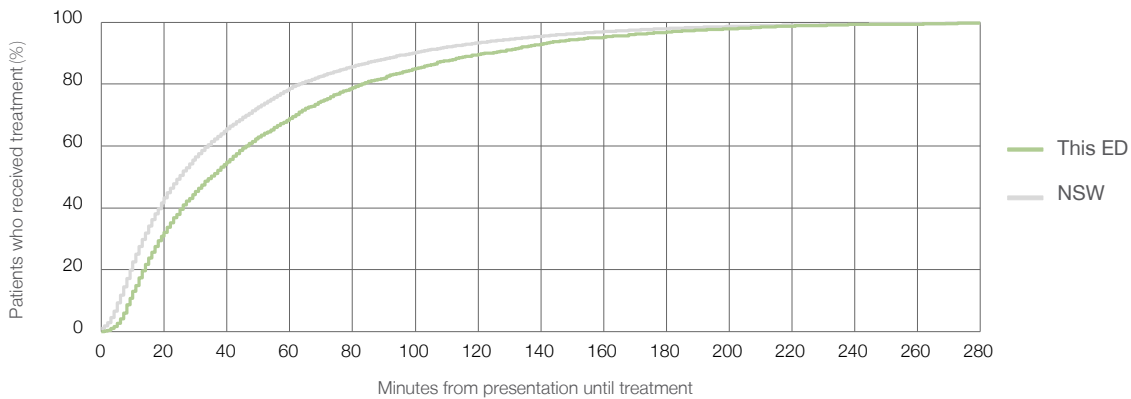
Number of triage 4 patients used to calculate waiting time:³ 3,149

Median time to start treatment⁴ 35 minutes

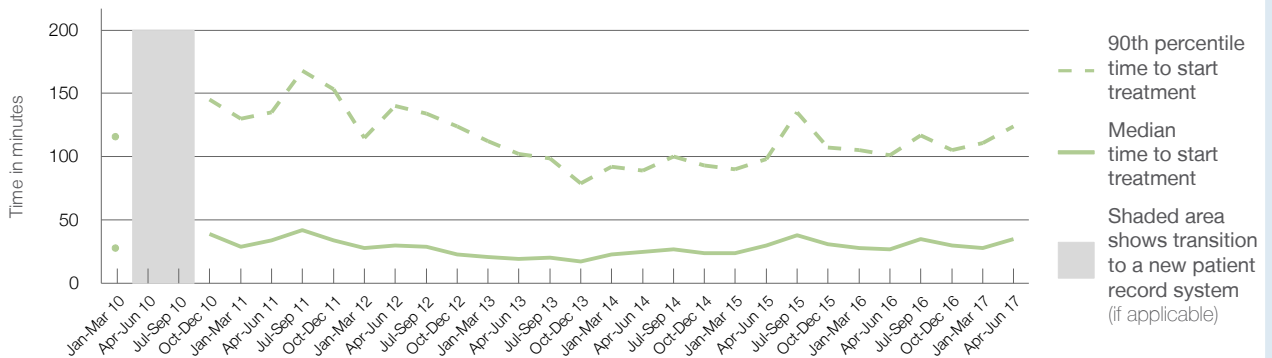
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
3,256	
3,088	
27 minutes	25 minutes
101 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		34	30	19	25	30	27	35
90th percentile time to start treatment ⁵ (minutes)		135	140	102	89	98	101	124

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

April to June 2017

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

Number of triage 5 patients: 726

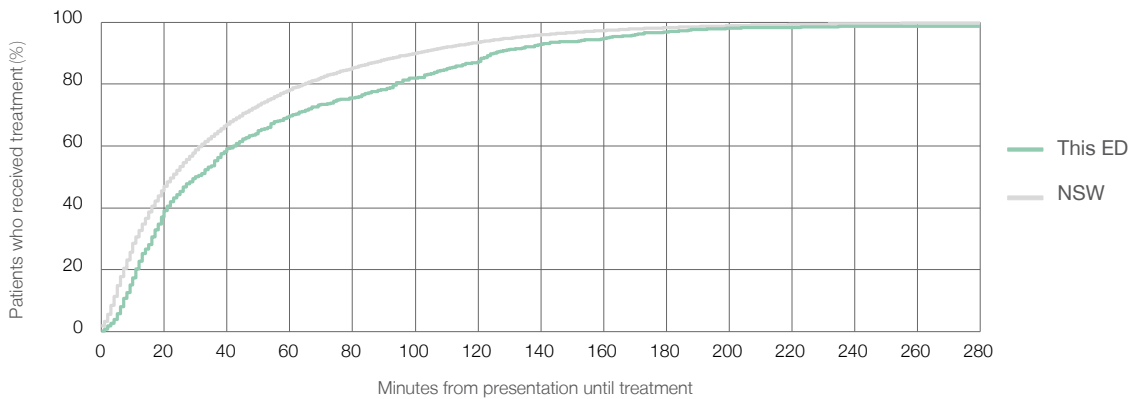
Number of triage 5 patients used to calculate waiting time:³ 612

Median time to start treatment⁴ 31 minutes

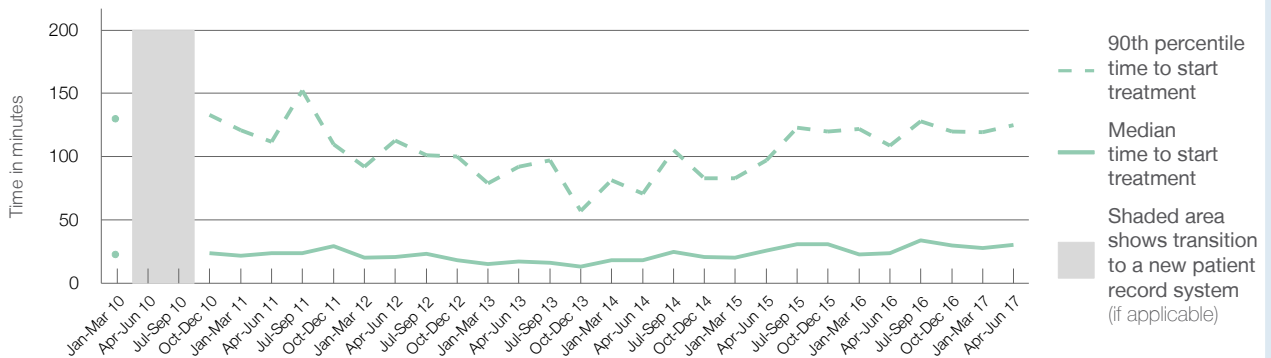
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
549	
469	
24 minutes	23 minutes
109 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		24	21	17	18	26	24	31
90th percentile time to start treatment ⁵ (minutes)		112	113	92	71	97	109	125

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Dubbo Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,346 patients

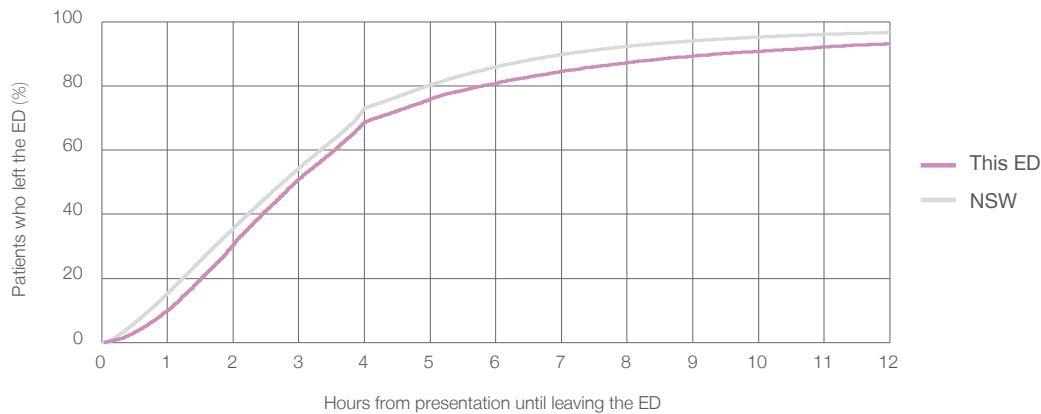
Presentations used to calculate time to leaving the ED:⁶ 8,346 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

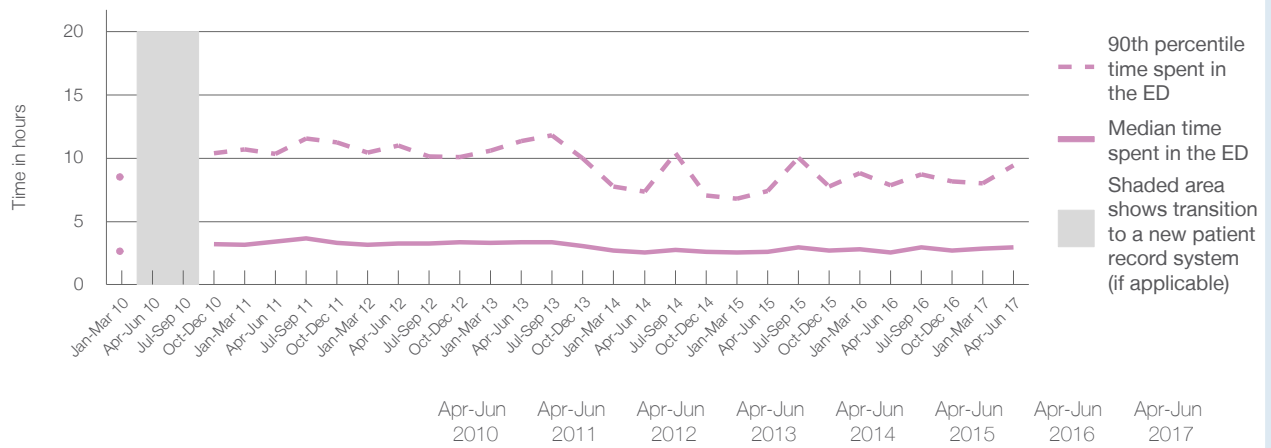
90th percentile time spent in the ED⁹ 9 hours and 26 minutes

Same period last year	NSW (this period)
7,809	7,809
2 hours and 34 minutes	2 hours and 46 minutes
7 hours and 52 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		3h 24m	3h 16m	3h 21m	2h 34m	2h 36m	2h 34m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)		10h 21m	11h 0m	11h 21m	7h 21m	7h 23m	7h 52m	9h 26m

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

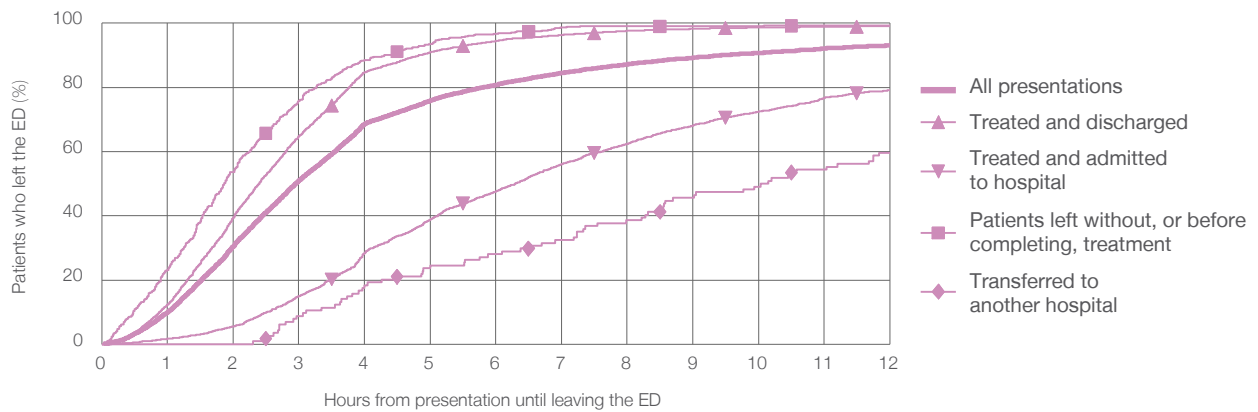
All presentations:¹ 8,346 patients

Presentations used to calculate time to leaving the ED:⁶ 8,346 patients

Treated and discharged	5,415 (64.9%)
Treated and admitted to hospital	2,285 (27.4%)
Patient left without, or before completing, treatment	507 (6.1%)
Transferred to another hospital	114 (1.4%)
Other	25 (0.3%)

Same period last year	Change since one year ago
7,809	6.9%
5,530	-2.1%
1,774	28.8%
330	53.6%
151	-24.5%
24	4.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	12.4%	39.5%	64.7%	84.7%	94.5%	97.7%	98.6%	99.1%
Treated and admitted to hospital	1.8%	5.6%	15.0%	28.6%	47.6%	62.5%	72.5%	79.2%
Patient left without, or before completing, treatment	23.1%	53.6%	75.7%	88.6%	96.6%	99.0%	99.0%	99.2%
Transferred to another hospital	0%	0%	8.8%	18.4%	28.1%	38.6%	49.1%	59.6%
All presentations	10.0%	30.5%	51.0%	68.6%	80.8%	87.2%	90.8%	93.1%

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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 2017

All presentations at the emergency department:¹ 8,346 patients

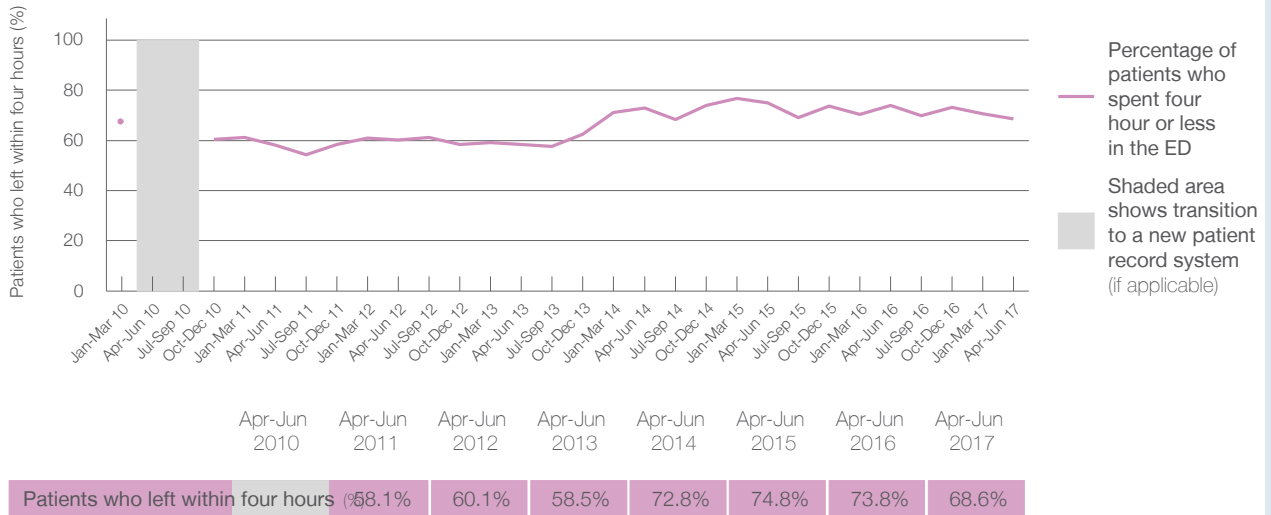
Presentations used to calculate time to leaving the ED:⁶ 8,346 patients

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	7,809	6.9%
Presentations used to calculate time to leaving the ED	7,809	6.9%
Percentage of patients who spent four hours or less in the ED	73.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



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- 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).