

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,178 patients
Emergency presentations:² 7,794 patients

Same period last year	Change since one year ago
7,621	7.3%
7,424	5.0%

Dubbo Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 931 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): 2,754 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,064 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,012 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
878	
9 minutes	8 minutes
21 minutes	26 minutes
2,670	
24 minutes	20 minutes
67 minutes	69 minutes
3,275	
28 minutes	26 minutes
105 minutes	101 minutes
562	
23 minutes	23 minutes
122 minutes	104 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,177 patients

Percentage of patients who spent four hours or less in the ED 70.5%

Same period last year	Change since one year ago
7,618	7.3%
70.4%	

* 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.

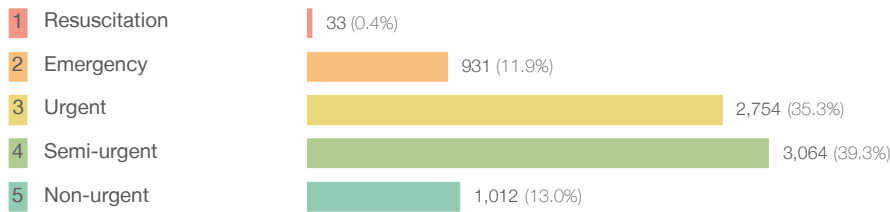
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Patients presenting to the emergency department January to March 2017

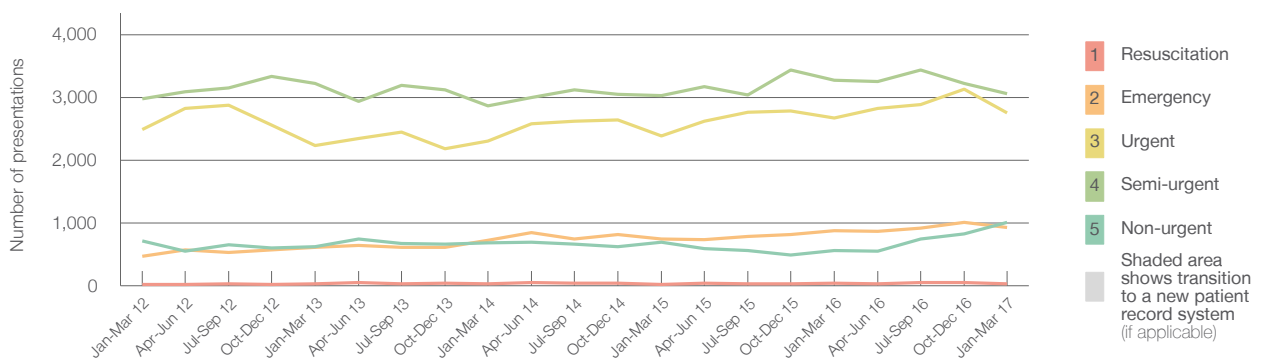
All presentations:¹ 8,178 patients

Emergency presentations² by triage category: 7,794 patients



	Same period last year	Change since one year ago
All presentations	7,621	7.3%
Emergency presentations	7,424	5.0%
Resuscitation	39	-15.4%
Emergency	878	6.0%
Urgent	2,670	3.1%
Semi-urgent	3,275	-6.4%
Non-urgent	562	80.1%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	23	27	25	24	39	33
Emergency	467	615	724	744	878	931
Urgent	2,488	2,229	2,302	2,388	2,670	2,754
Semi-urgent	2,974	3,226	2,869	3,027	3,275	3,064
Non-urgent	717	620	678	690	562	1,012
All emergency presentations	6,669	6,717	6,598	6,873	7,424	7,794

Dubbo Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,653 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,446	
ED Transfer of care time	13 minutes	-1 minute
90th percentile time	35 minutes	-7 minutes

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 931

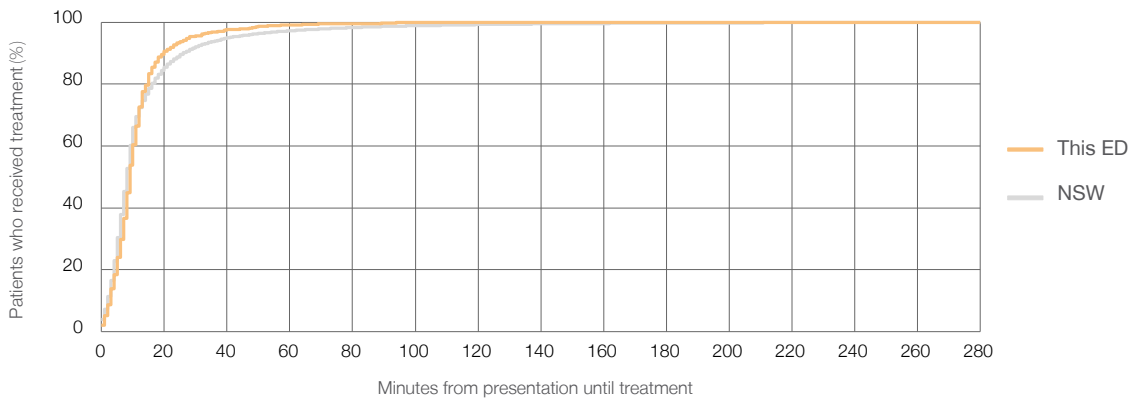
Number of triage 2 patients used to calculate waiting time:³ 925

Median time to start treatment⁴ ■ 9 minutes

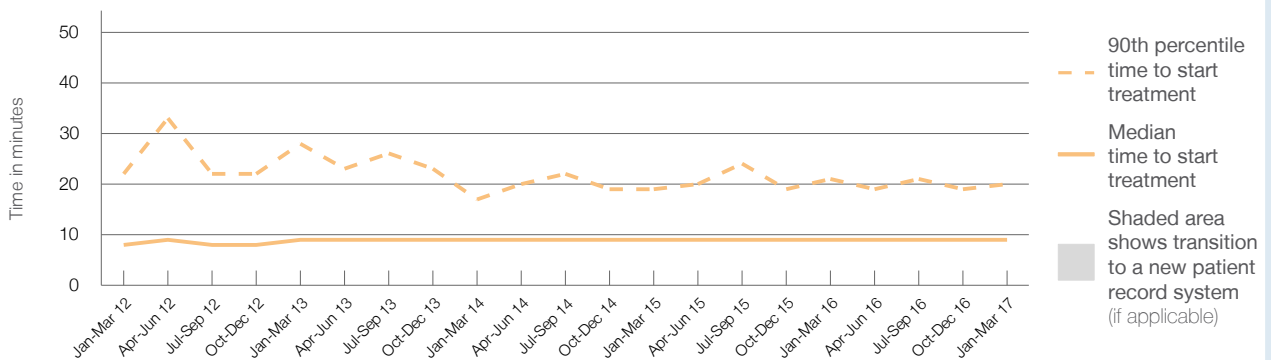
90th percentile time to start treatment⁵ ■ 20 minutes

Same period last year	NSW (this period)
878	
874	
9 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	22	28	17	19	21	20

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,754

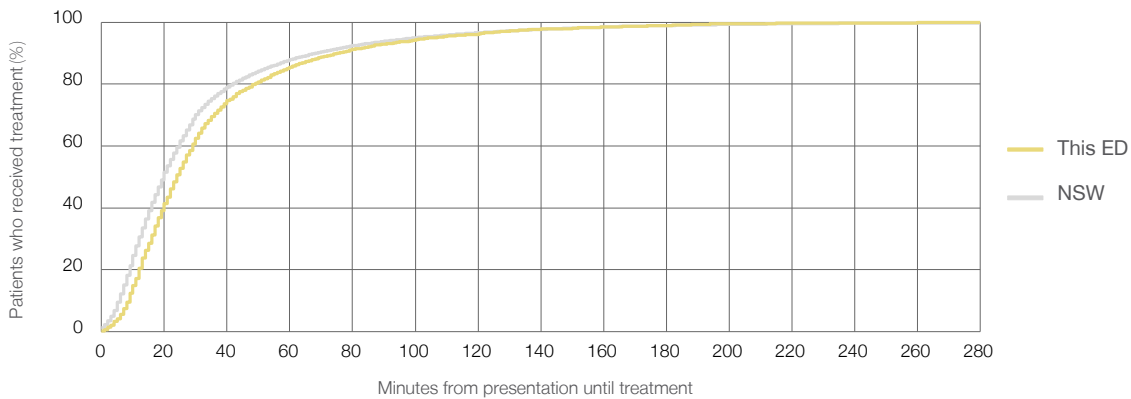
Number of triage 3 patients used to calculate waiting time:³ 2,684

Median time to start treatment⁴ 24 minutes

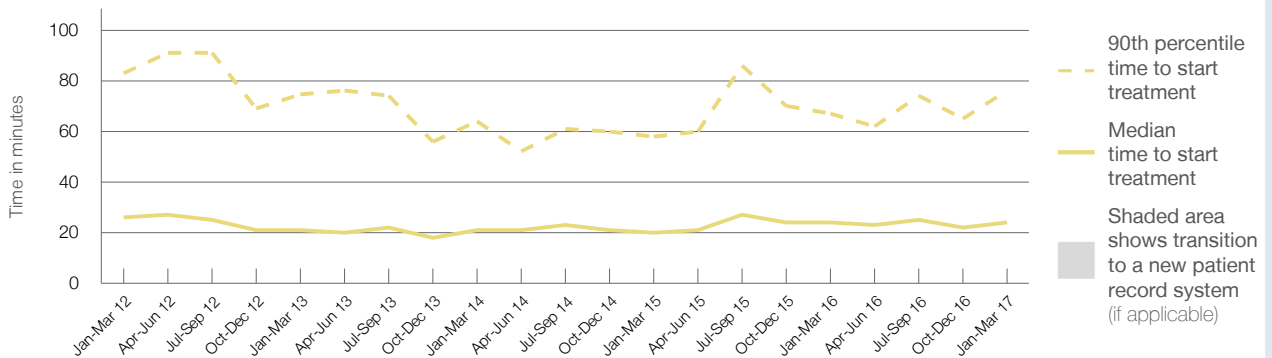
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,670	
2,604	
24 minutes	20 minutes
67 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	21	21	20	24	24
90th percentile time to start treatment ⁵ (minutes)	83	75	64	58	67	76

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,064

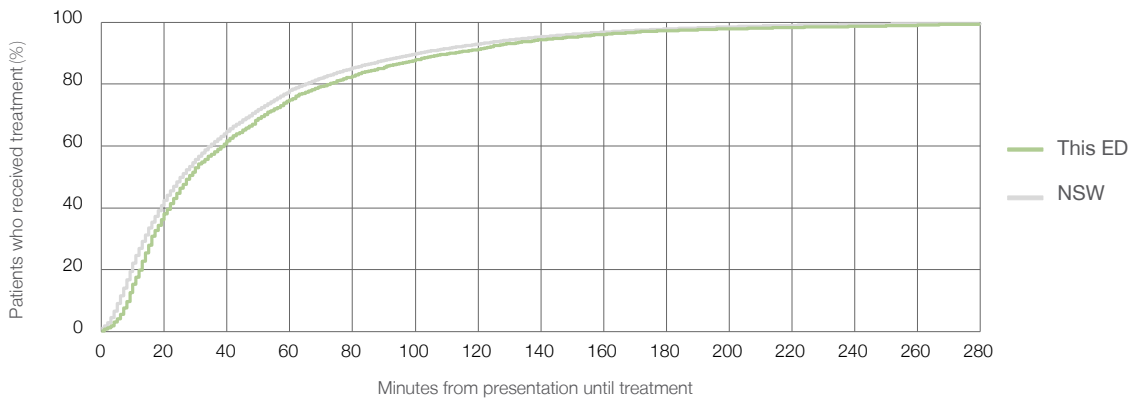
Number of triage 4 patients used to calculate waiting time:³ 2,834

Median time to start treatment⁴ 28 minutes

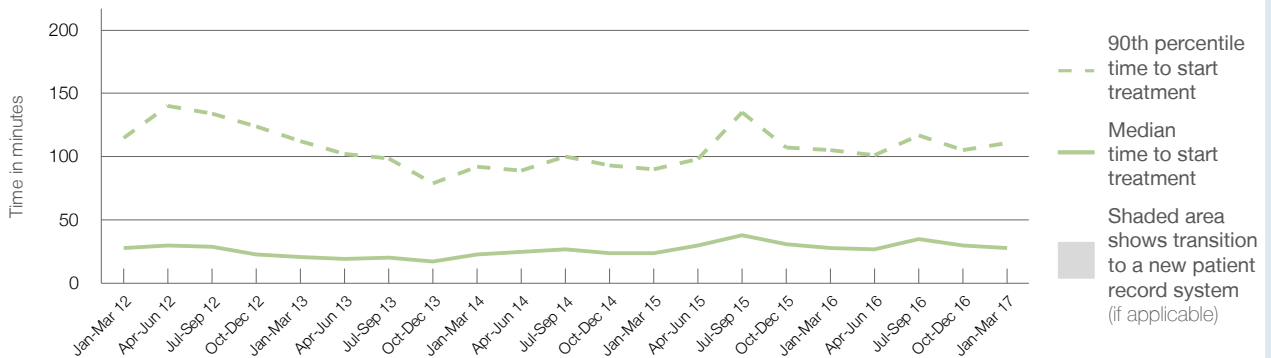
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
3,275	3,002
28 minutes	26 minutes
105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	21	23	24	28	28
90th percentile time to start treatment ⁵ (minutes)	115	113	92	90	105	111

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,012

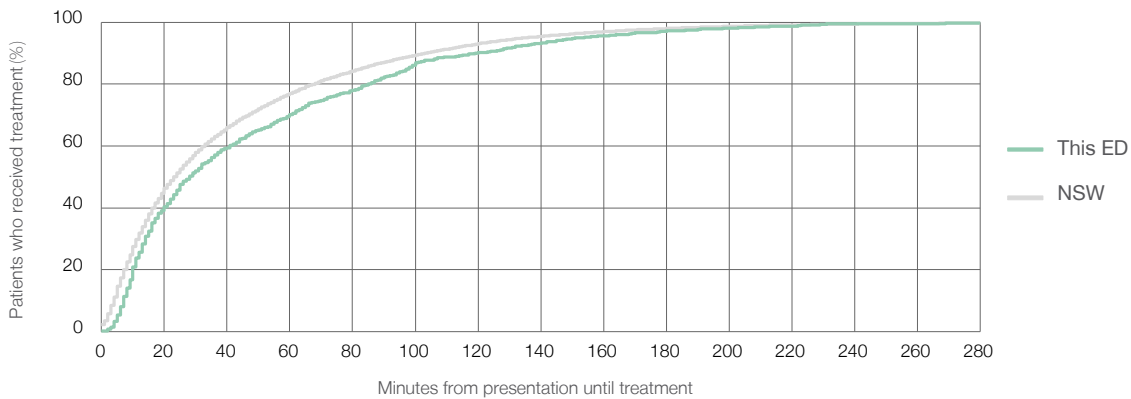
Number of triage 5 patients used to calculate waiting time:³ 848

Median time to start treatment⁴ 28 minutes

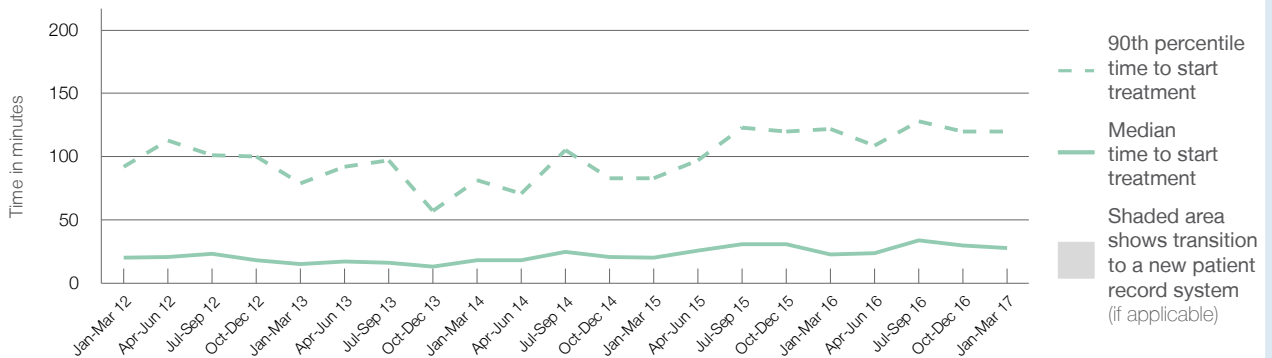
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
562	445
23 minutes	23 minutes
122 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	15	18	20	23	28
90th percentile time to start treatment ⁵ (minutes)	92	79	82	83	122	120

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,178 patients

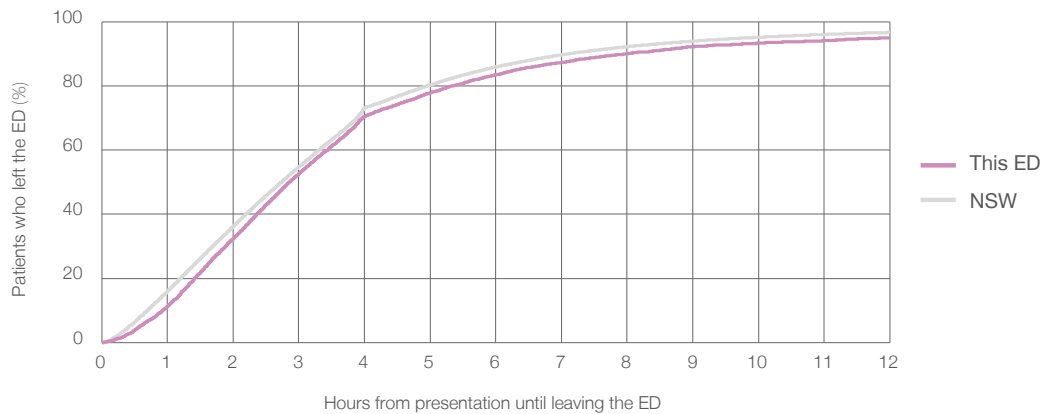
Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

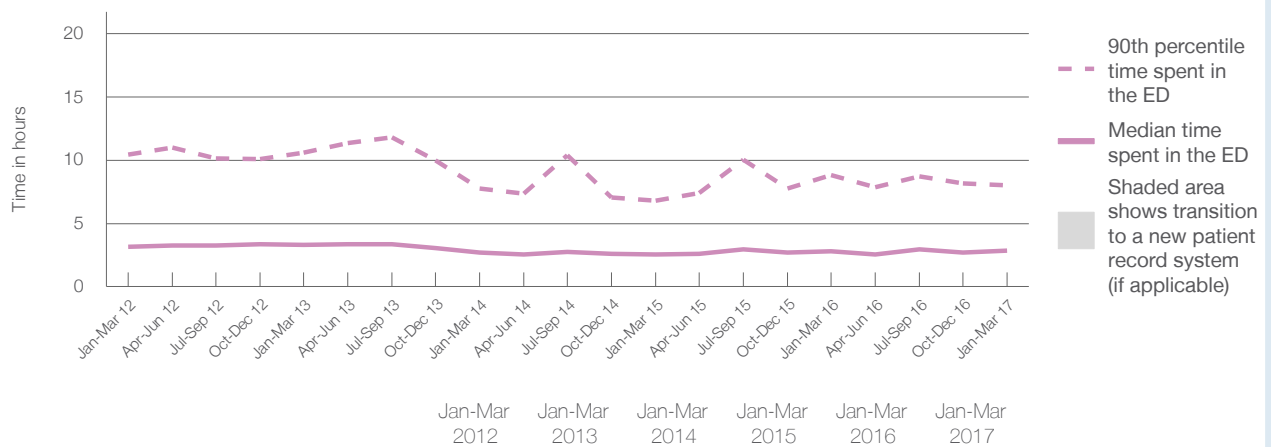
90th percentile time spent in the ED⁹ 8 hours and 0 minutes

Same period last year	NSW (this period)
7,621	
7,618	
2 hours and 48 minutes	2 hours and 44 minutes
8 hours and 48 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m	2h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 27m	10h 36m	7h 46m	6h 49m	8h 48m	8h 0m

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

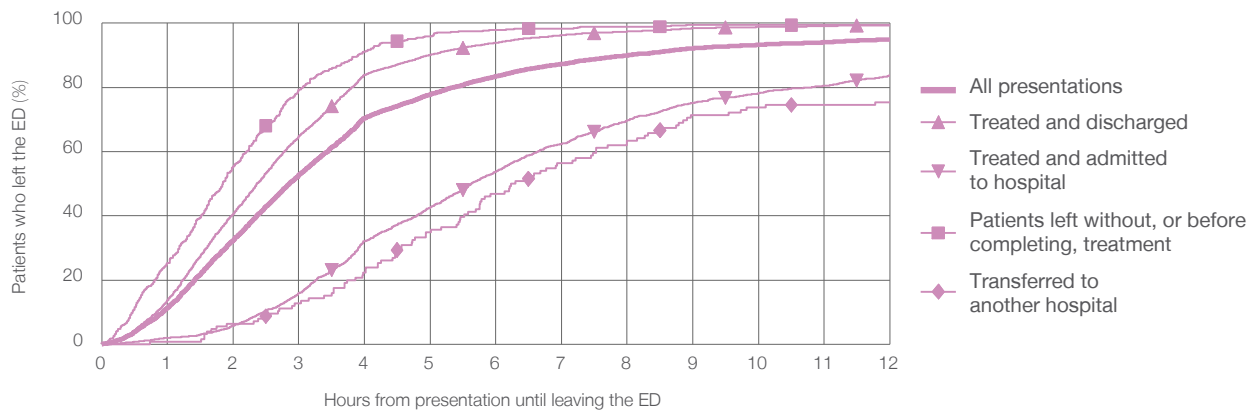
All presentations:¹ 8,178 patients

Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

Treated and discharged	5,459 (66.8%)
Treated and admitted to hospital	2,027 (24.8%)
Patient left without, or before completing, treatment	536 (6.6%)
Transferred to another hospital	126 (1.5%)
Other	30 (0.4%)

Same period last year	Change since one year ago
7,618	7.3%
5,242	4.1%
1,739	16.6%
478	12.1%
138	-8.7%
24	25.0%

Percentage of patients who left the ED by time and mode of separation, January to March 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	13.8%	40.7%	64.7%	83.9%	94.0%	97.4%	98.8%	99.3%
Treated and admitted to hospital	1.9%	5.8%	15.9%	32.2%	53.9%	69.7%	78.2%	83.7%
Patient left without, or before completing, treatment	25.4%	55.4%	79.3%	91.0%	97.9%	98.9%	99.4%	99.4%
Transferred to another hospital	0.8%	6.3%	12.7%	22.2%	46.8%	63.5%	73.8%	75.4%
All presentations	11.4%	32.5%	52.7%	70.5%	83.5%	90.0%	93.3%	95.0%

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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 2017

All presentations at the emergency department:¹ 8,178 patients

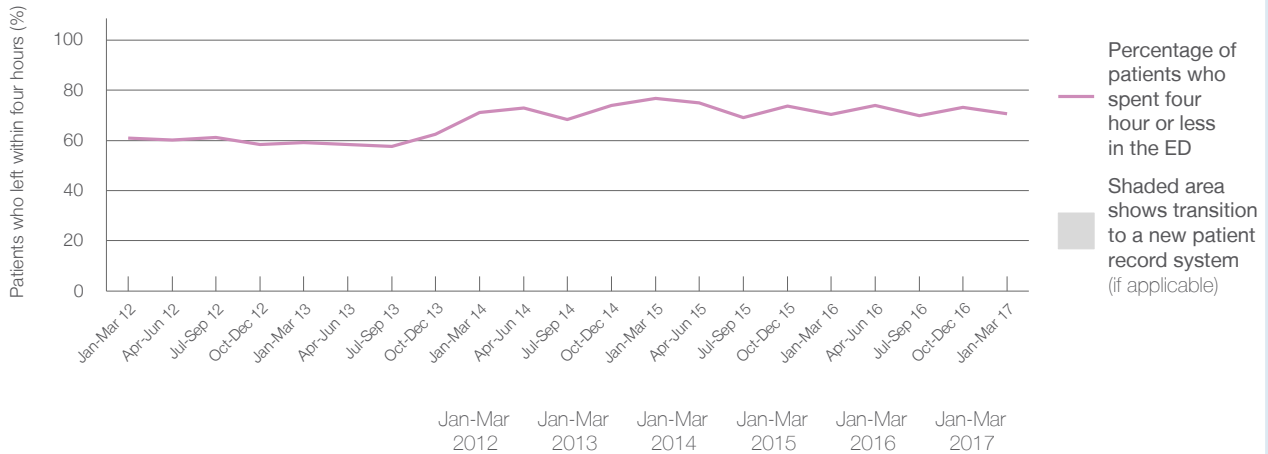
Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

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	7,621	7.3%
Presentations used to calculate time to leaving the ED	7,618	7.3%
Percentage of patients who spent four hours or less in the ED	70.4%	

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



Patients who left within four hours (%)	60.9%	59.1%	71.0%	76.7%	70.4%	70.5%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).