

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,026 patients
Emergency presentations:² 8,668 patients

Same period last year	Change since one year ago
8,286	8.9%
8,026	8.0%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,169 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,163 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,658 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 643 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
913	
9 minutes	9 minutes
21 minutes	29 minutes
2,885	
25 minutes	23 minutes
75 minutes	83 minutes
3,440	
35 minutes	30 minutes
117 minutes	121 minutes
739	
34 minutes	26 minutes
128 minutes	118 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,003 patients

Percentage of patients who spent four hours or less in the ED 72.6%

Same period last year	Change since one year ago
8,285	8.7%
69.8%	

* 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.

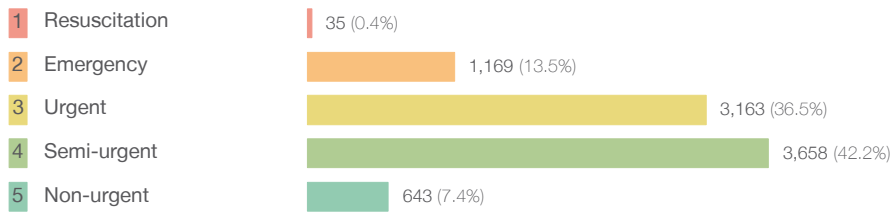
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Dubbo Base Hospital: Patients presenting to the emergency department July to September 2017

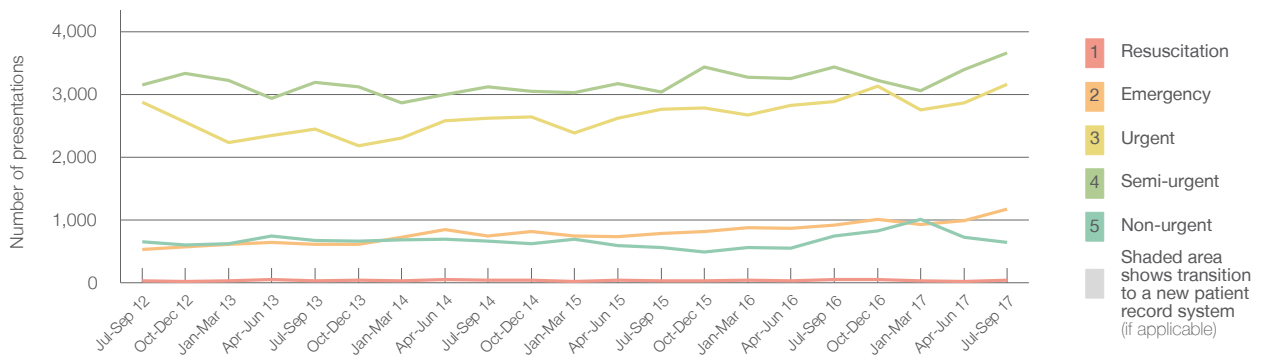
All presentations:¹ 9,026 patients

Emergency presentations² by triage category: 8,668 patients



Same period last year	Change since one year ago
8,286	8.9%
8,026	8.0%
49	-28.6%
913	28.0%
2,885	9.6%
3,440	6.3%
739	-13.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	29	30	39	34	49	35
Emergency	532	612	745	785	913	1,169
Urgent	2,880	2,451	2,619	2,767	2,885	3,163
Semi-urgent	3,155	3,191	3,121	3,035	3,440	3,658
Non-urgent	650	668	661	562	739	643
All emergency presentations	7,246	6,952	7,185	7,183	8,026	8,668

Dubbo Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,930 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,725	
13 minutes	0 minutes
32 minutes	0 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 2017

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

Number of triage 2 patients: 1,169

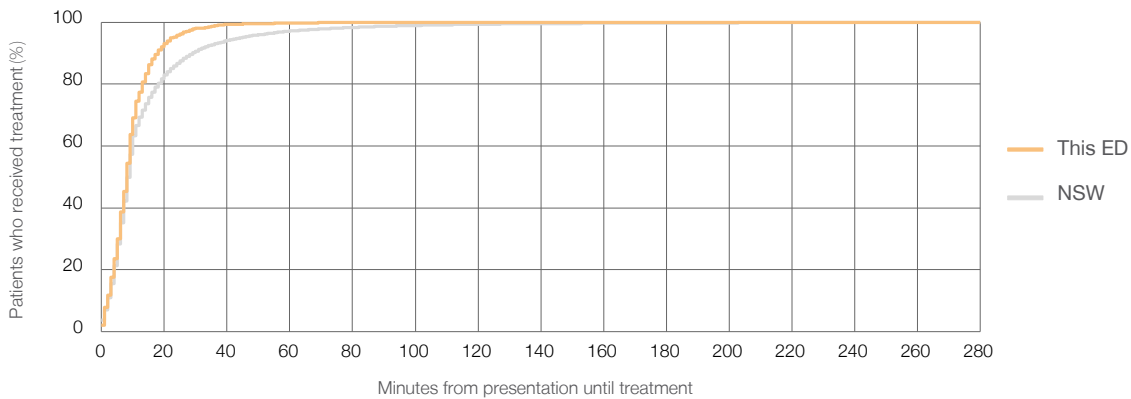
Number of triage 2 patients used to calculate waiting time:³ 1,159

Median time to start treatment⁴ 8 minutes

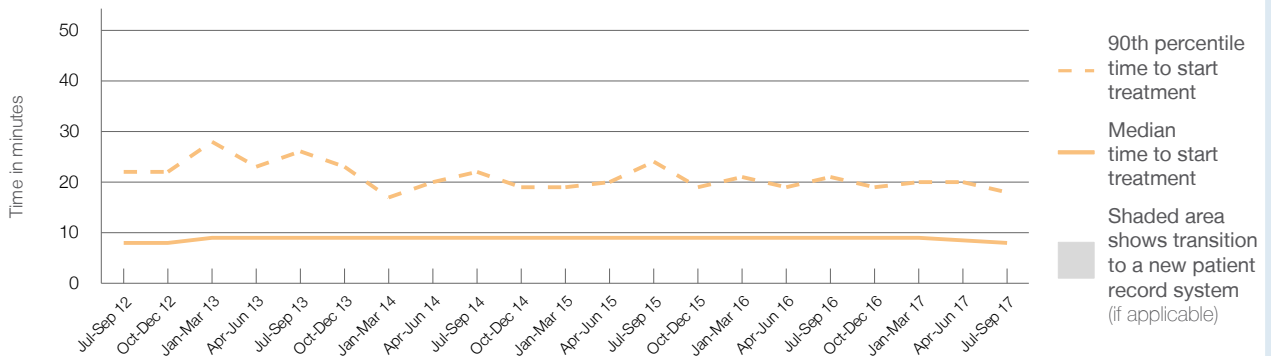
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
913	
907	
9 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	8
90th percentile time to start treatment ⁵ (minutes)	22	26	22	24	21	18

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Dubbo Base Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 3,163

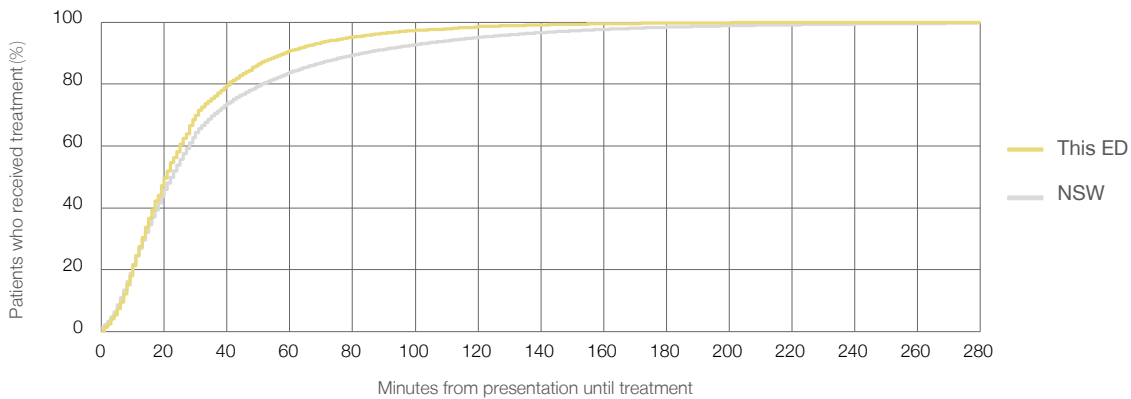
Number of triage 3 patients used to calculate waiting time:³ 3,097

Median time to start treatment⁴ 21 minutes

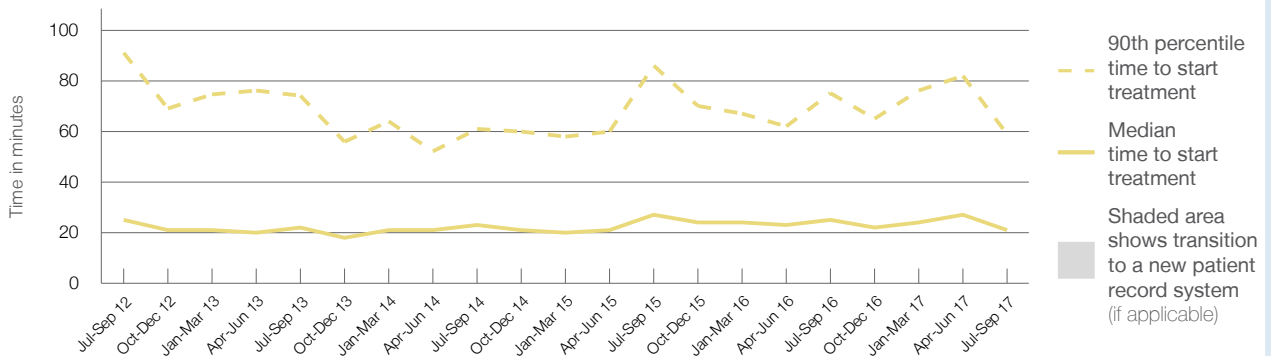
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,885	2,815
25 minutes	23 minutes
75 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	22	23	27	25	21
90th percentile time to start treatment ⁵ (minutes)	91	74	61	86	75	59

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Dubbo Base Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,658

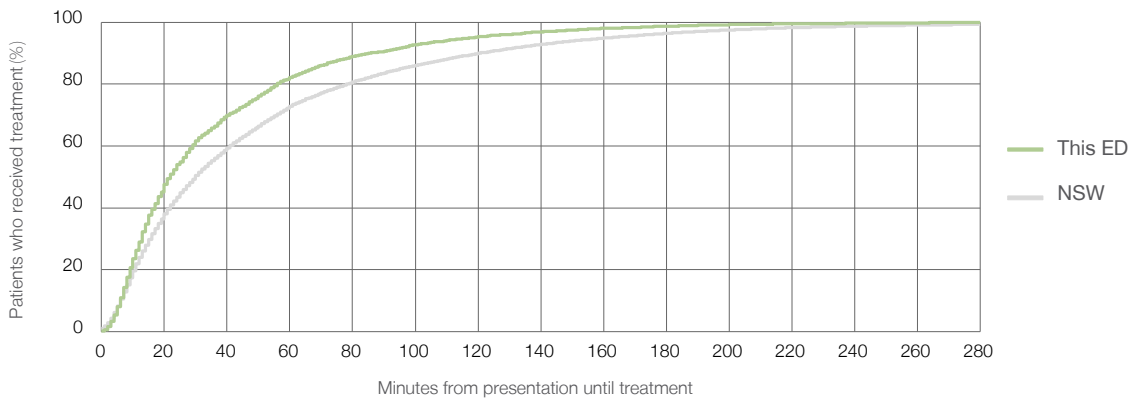
Number of triage 4 patients used to calculate waiting time:³ 3,452

Median time to start treatment⁴ 22 minutes

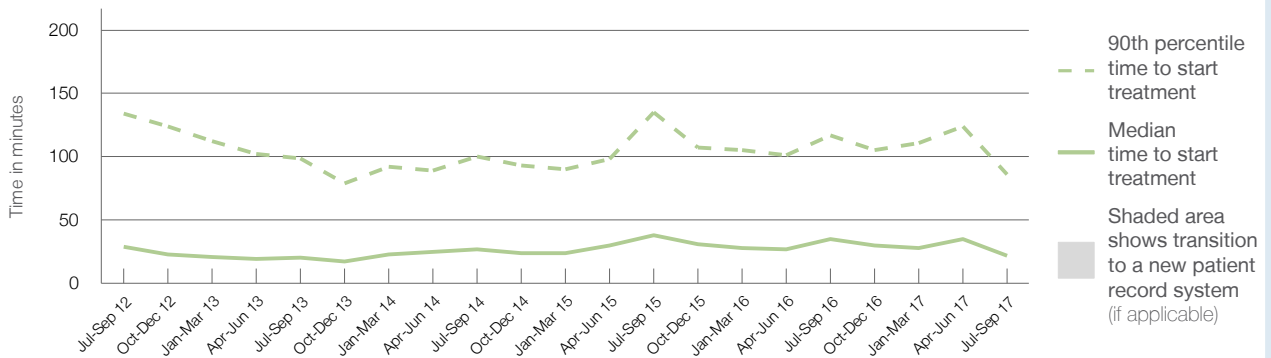
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,440	3,188
35 minutes	30 minutes
117 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	20	27	38	35	22
90th percentile time to start treatment ⁵ (minutes)	134	99	100	135	117	86

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Dubbo Base Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 643

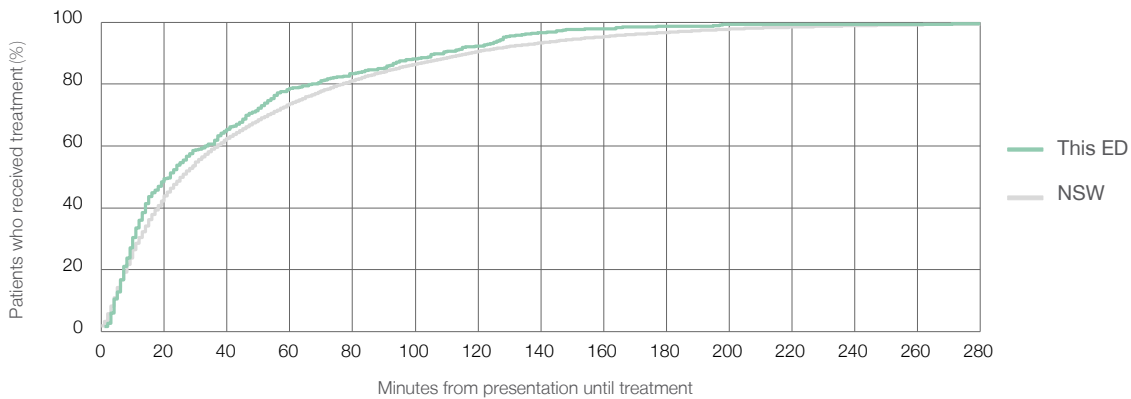
Number of triage 5 patients used to calculate waiting time:³ 569

Median time to start treatment⁴ 22 minutes

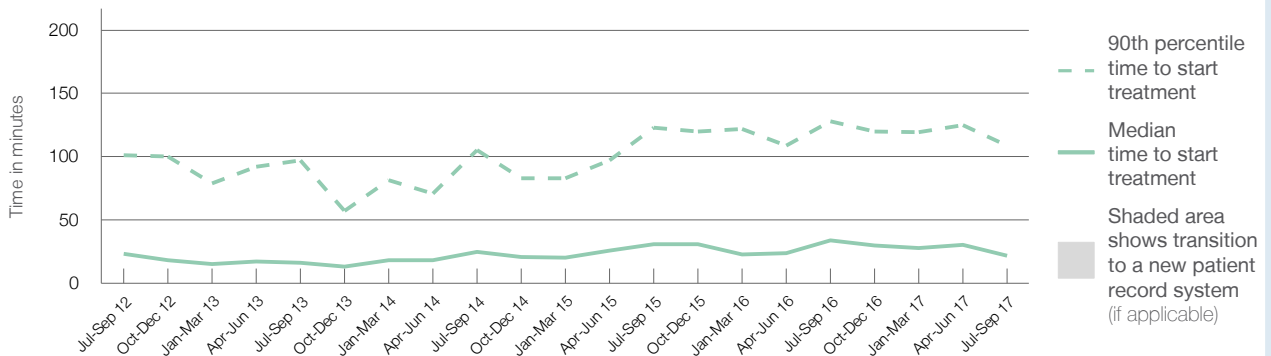
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
739	595
34 minutes	26 minutes
128 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	16	25	31	34	22
90th percentile time to start treatment ⁵ (minutes)	101	97	105	123	128	109

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Dubbo Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,026 patients

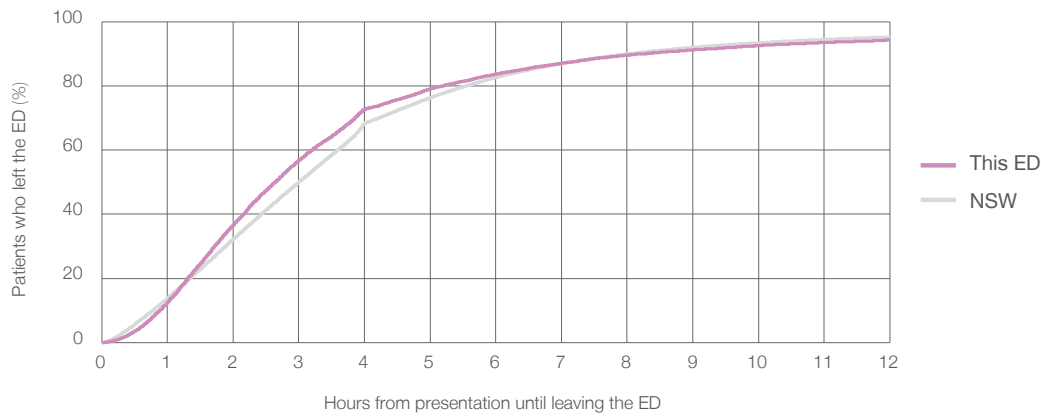
Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

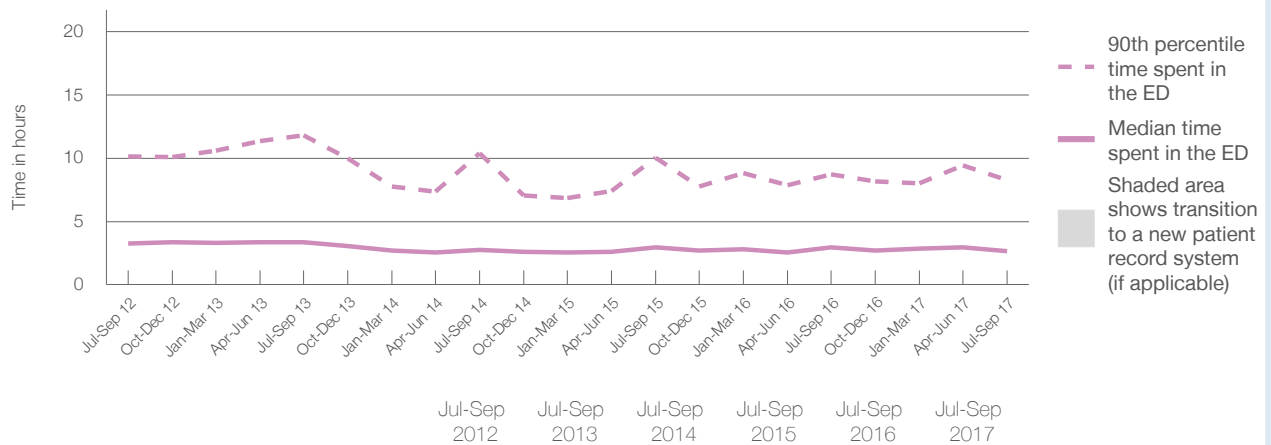
90th percentile time spent in the ED⁹ 8 hours and 15 minutes

Same period last year	NSW (this period)
8,286	8,285
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 42 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	11h 47m	10h 23m	10h 3m	8h 42m	8h 15m

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

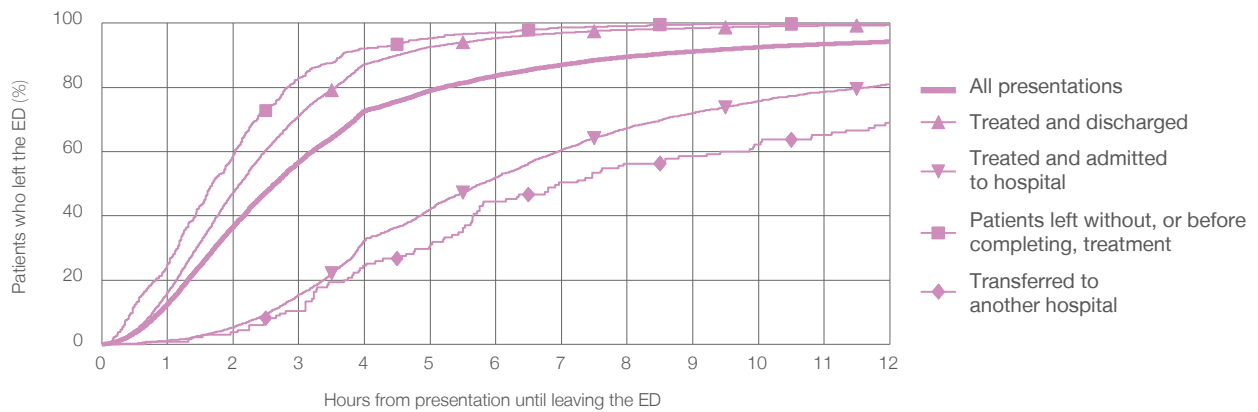
All presentations:¹ 9,026 patients

Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

Treated and discharged	6,086 (67.4%)
Treated and admitted to hospital	2,270 (25.1%)
Patient left without, or before completing, treatment	488 (5.4%)
Transferred to another hospital	135 (1.5%)
Other	47 (0.5%)

Same period last year	Change since one year ago
8,285	8.7%
5,478	11.1%
2,094	8.4%
536	-9.0%
153	-11.8%
25	88.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	16.1%	47.5%	71.2%	87.2%	95.3%	98.0%	99.0%	99.5%
Treated and admitted to hospital	1.1%	5.2%	15.5%	32.4%	52.0%	67.4%	75.8%	80.9%
Patient left without, or before completing, treatment	25.0%	59.0%	83.0%	92.2%	97.1%	99.2%	99.8%	99.8%
Transferred to another hospital	0.7%	3.7%	10.4%	24.4%	44.4%	56.3%	62.2%	68.9%
All presentations	12.6%	36.7%	56.8%	72.6%	83.7%	89.6%	92.5%	94.3%

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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 2017

All presentations at the emergency department:¹ 9,026 patients

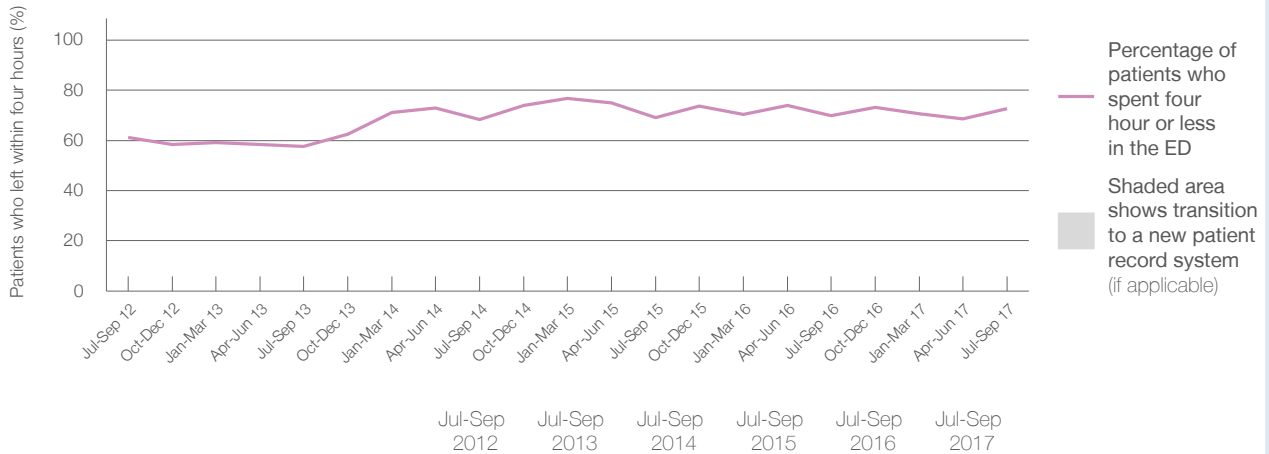
Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

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	8,286	8.9%
Presentations used to calculate time to leaving the ED	8,285	8.7%
Percentage of patients who spent four hours or less in the ED	69.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	61.2%	57.6%	68.3%	69.0%	69.8%	72.6%

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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*.

- 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.
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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).