

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

October to December 2017



All presentations:<sup>1</sup> 8,591 patients  
 Emergency presentations:<sup>2</sup> 8,210 patients

Same period last year	Change since one year ago
8,656	-0.8%
8,234	-0.3%



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

October to December 2017


**Triage 2** Emergency (e.g. chest pain, severe burns): 999 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 90th percentile time to start treatment<sup>5</sup>  14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,857 patients

Median time to start treatment<sup>4</sup>  16 minutes  
 90th percentile time to start treatment<sup>5</sup>  52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,603 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  78 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 730 patients

Median time to start treatment<sup>4</sup>  13 minutes  
 90th percentile time to start treatment<sup>5</sup>  91 minutes

Same period last year	NSW (this period)
1,007	
9 minutes	8 minutes
19 minutes	23 minutes
3,132	
22 minutes	20 minutes
65 minutes	65 minutes
3,225	
30 minutes	26 minutes
105 minutes	99 minutes
823	
30 minutes	23 minutes
120 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,590 patients

Percentage of patients who spent four hours or less in the ED  74.6%

Same period last year	Change since one year ago
8,656	-0.8%
73.1%	

\* 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.

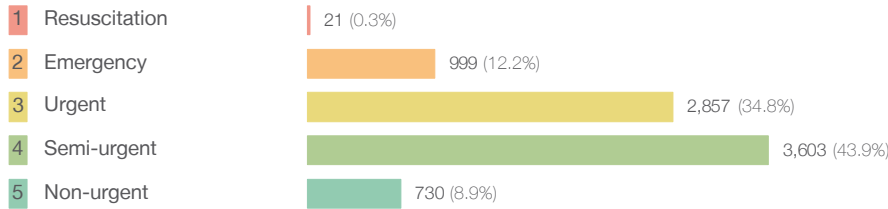
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Dubbo Base Hospital: Patients presenting to the emergency department October to December 2017

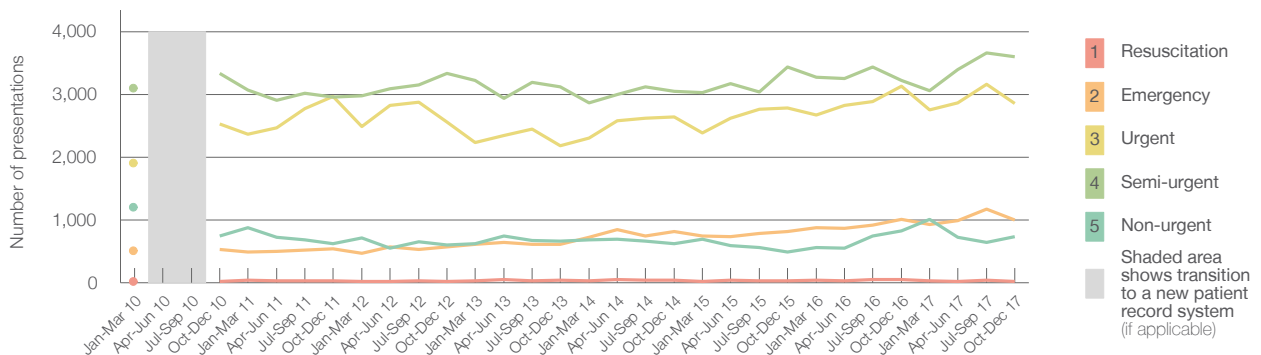
All presentations:<sup>1</sup> 8,591 patients

Emergency presentations<sup>2</sup> by triage category: 8,210 patients



	Same period last year	Change since one year ago
All presentations	8,656	-0.8%
Emergency presentations	8,234	-0.3%
1 Resuscitation	47	-55.3%
2 Emergency	1,007	-0.8%
3 Urgent	3,132	-8.8%
4 Semi-urgent	3,225	11.7%
5 Non-urgent	823	-11.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	16	32	22	37	35	32	47	21
Emergency	527	543	566	610	813	811	1,007	999
Urgent	2,526	2,965	2,559	2,179	2,637	2,779	3,132	2,857
Semi-urgent	3,331	2,957	3,333	3,124	3,048	3,438	3,225	3,603
Non-urgent	748	617	596	666	624	485	823	730
All emergency presentations	7,148	7,114	7,076	6,616	7,157	7,545	8,234	8,210

## Dubbo Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,730 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,706	
ED Transfer of care time		
Median time	12 minutes	-1 minute
90th percentile time	28 minutes	-4 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 October to December 2017

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

Number of triage 2 patients: 999

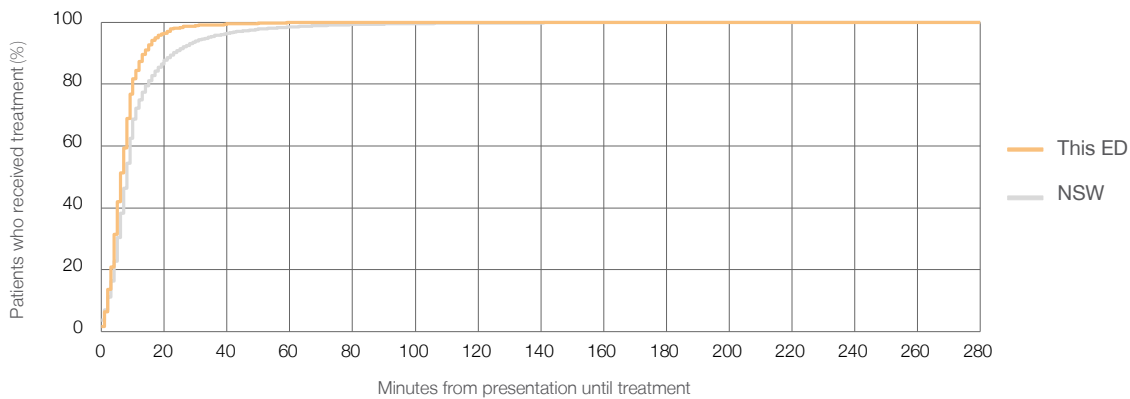
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 990

Median time to start treatment<sup>4</sup>  6 minutes

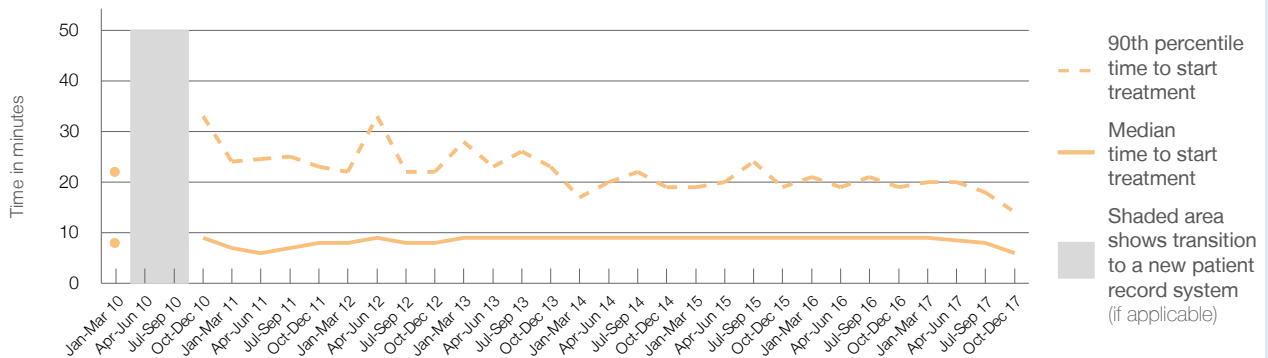
90th percentile time to start treatment<sup>5</sup>  14 minutes

Same period last year	NSW (this period)
1,007	
1,004	
9 minutes	8 minutes
19 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	8	9	9	9	9	6
90th percentile time to start treatment <sup>5</sup> (minutes)	33	23	22	23	19	19	19	14

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## Dubbo Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,857

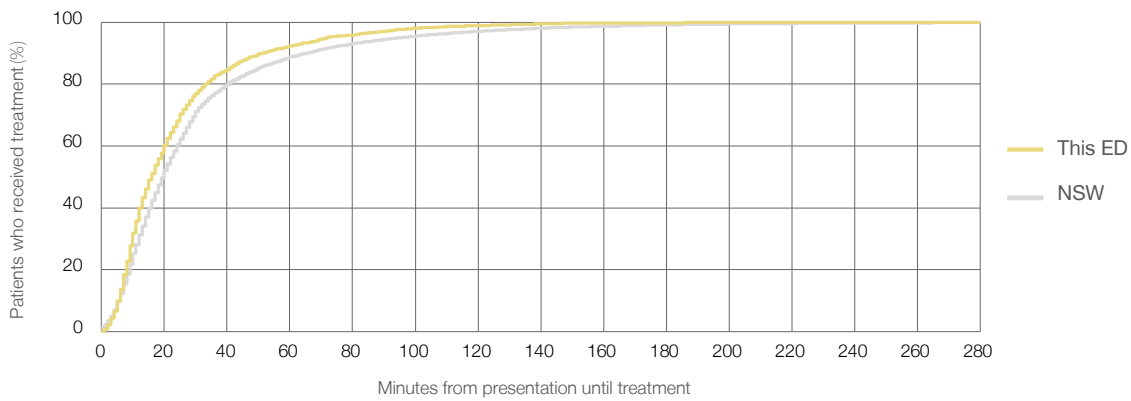
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,814

Median time to start treatment<sup>4</sup> 16 minutes

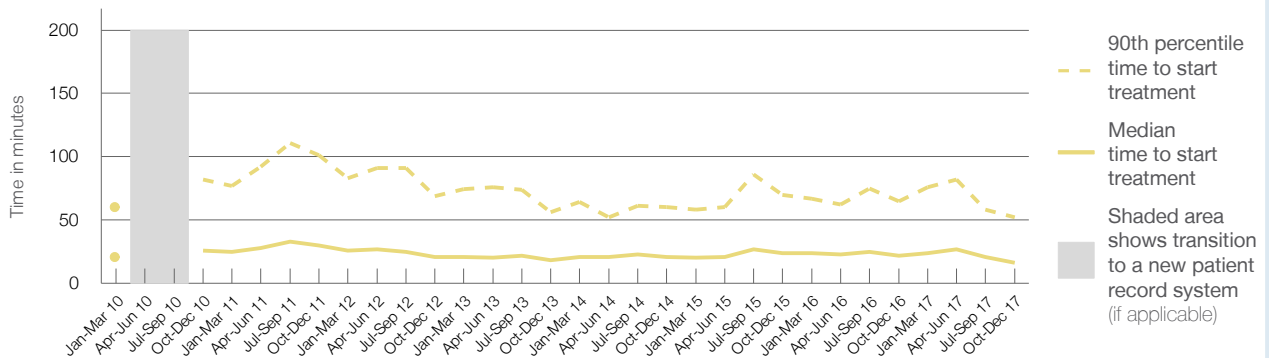
90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
3,132	3,075
22 minutes	20 minutes
65 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	26	30	21	18	21	24	22	16
90th percentile time to start treatment <sup>5</sup> (minutes)	82	101	69	56	60	70	65	52

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## Dubbo Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,603

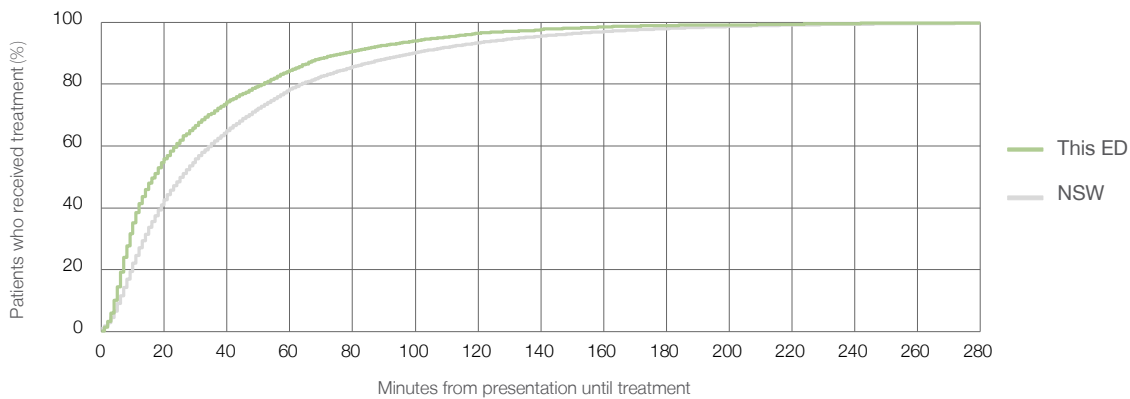
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,450

Median time to start treatment<sup>4</sup>  17 minutes

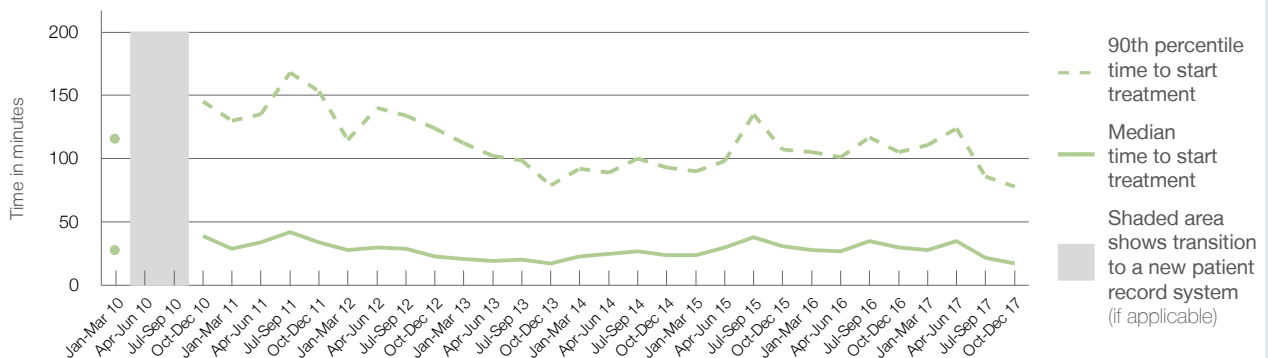
90th percentile time to start treatment<sup>5</sup>  78 minutes

Same period last year	NSW (this period)
3,225	3,001
30 minutes	26 minutes
105 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	39	34	23	17	24	31	30	17
90th percentile time to start treatment <sup>5</sup> (minutes)	145	153	124	79	93	107	105	78

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## Dubbo Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 730

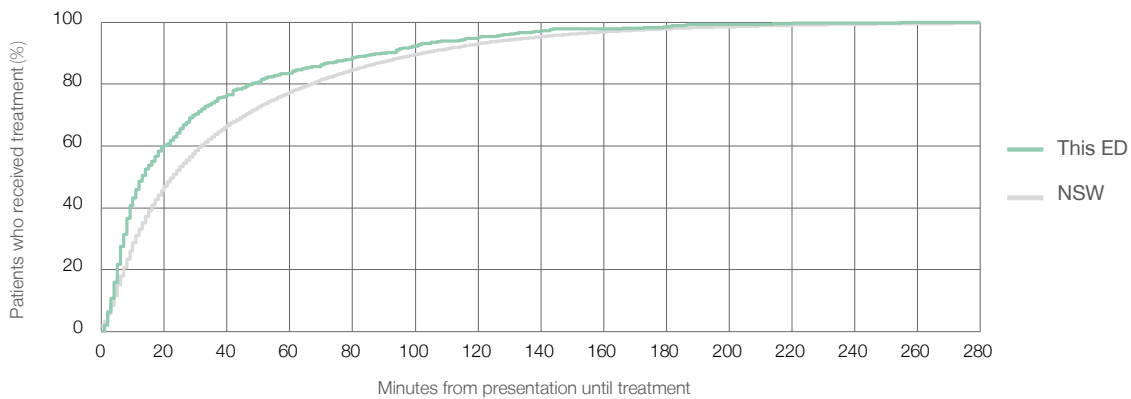
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 659

Median time to start treatment<sup>4</sup> 13 minutes

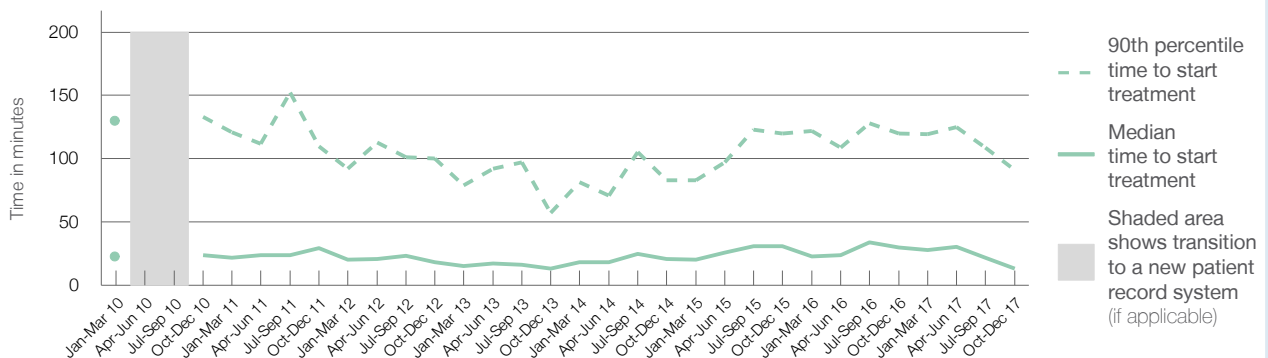
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
823	670
30 minutes	23 minutes
120 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	24	30	18	13	21	31	30	13
90th percentile time to start treatment <sup>5</sup> (minutes)	133	110	100	57	83	120	120	91

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

October to December 2017

All presentations:<sup>1</sup> 8,591 patients

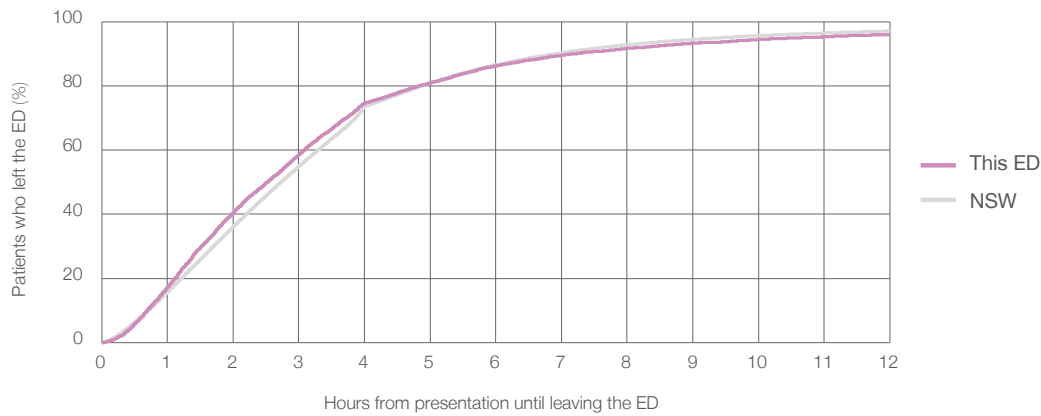
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,590 patients

Median time spent in the ED<sup>8</sup>  2 hours and 32 minutes

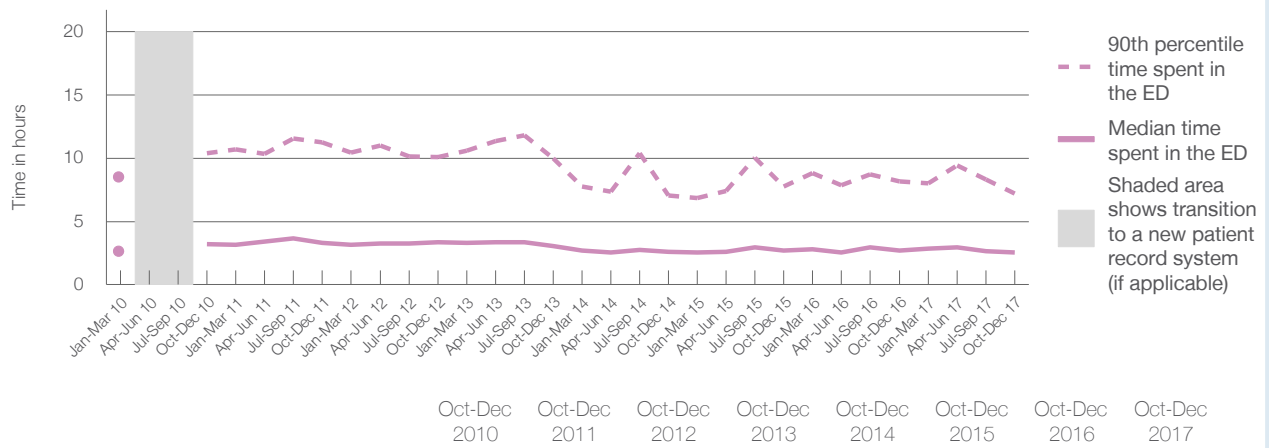
90th percentile time spent in the ED<sup>9</sup>  7 hours and 12 minutes

Same period last year	NSW (this period)
8,656	8,656
2 hours and 43 minutes	2 hours and 44 minutes
8 hours and 10 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 14m	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m	2h 32m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 22m	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m	7h 12m

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

### By mode of separation

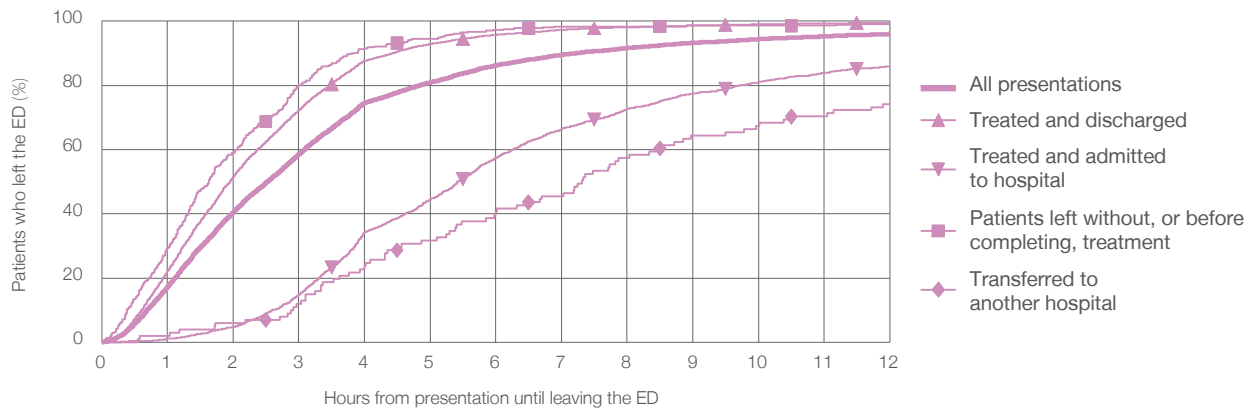
October to December 2017

All presentations:<sup>1</sup> 8,591 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,590 patients

		Same period last year	Change since one year ago
Treated and discharged	6,118 (71.2%)	5,978	2.3%
Treated and admitted to hospital	1,958 (22.8%)	2,011	-2.6%
Patient left without, or before completing, treatment	368 (4.3%)	526	-30.0%
Transferred to another hospital	101 (1.2%)	118	-14.4%
Other	46 (0.5%)	23	100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	22.2%	51.6%	72.3%	87.6%	95.8%	98.1%	99.1%	99.6%
Treated and admitted to hospital	1.1%	4.7%	14.8%	34.2%	57.5%	72.8%	81.1%	86.0%
Patient left without, or before completing, treatment	29.3%	59.0%	80.2%	91.6%	97.3%	98.4%	98.6%	99.2%
Transferred to another hospital	2.0%	5.9%	11.9%	23.8%	40.6%	57.4%	67.3%	74.3%
All presentations	17.4%	40.5%	58.6%	74.6%	86.3%	91.7%	94.4%	96.0%

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**Dubbo Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 8,591 patients

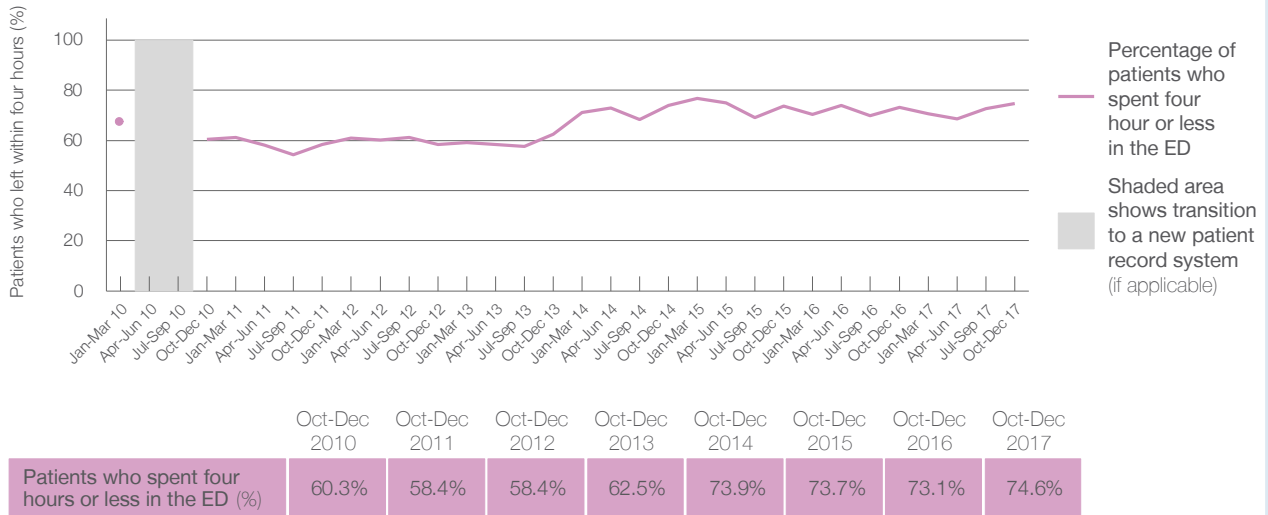
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,590 patients

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	8,656	-0.8%
Presentations used to calculate time to leaving the ED	8,656	-0.8%
Percentage of patients who spent four hours or less in the ED	73.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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*.

- 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).