

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2018


All presentations:¹ 8,480 patients
Emergency presentations:² 8,032 patients

Same period last year	Change since one year ago
9,026	-6%
8,668	-7%



Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 934 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  75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,515 patients

Median time to start treatment⁴  32 minutes
90th percentile time to start treatment⁵  120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 806 patients

Median time to start treatment⁴  26 minutes
90th percentile time to start treatment⁵  131 minutes

Same period last year	NSW (this period)
1,169	
8 minutes	8 minutes
18 minutes	28 minutes
3,163	
21 minutes	21 minutes
58 minutes	72 minutes
3,658	
22 minutes	26 minutes
86 minutes	105 minutes
643	
22 minutes	22 minutes
109 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 8,479 patients

Percentage of patients who spent four hours or less in the ED  69%

Same period last year	Change since one year ago
9,024	-6%
72%	

* 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, January to March 2018*.
- 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.

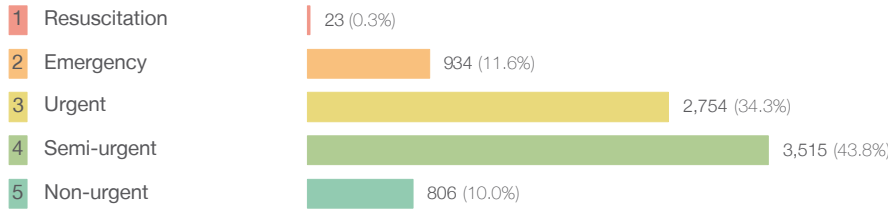
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Dubbo Base Hospital: Patients presenting to the emergency department July to September 2018

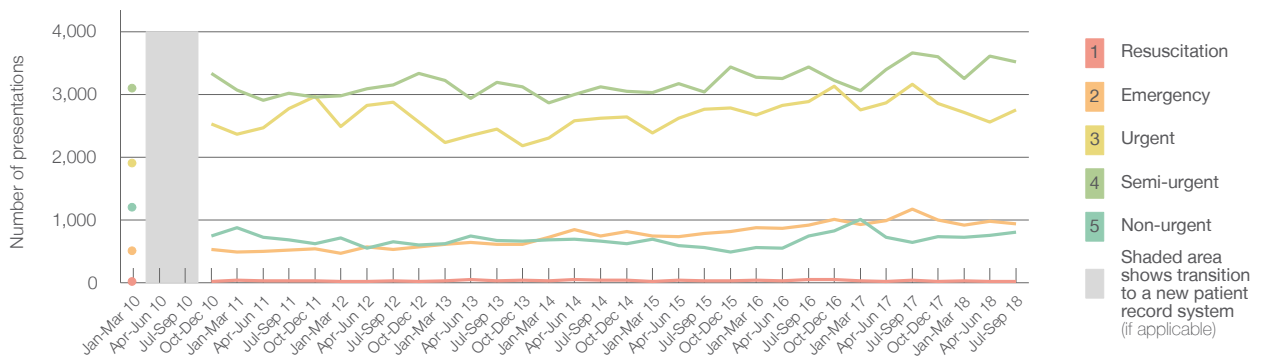
All presentations:¹ 8,480 patients

Emergency presentations² by triage category: 8,032 patients



Same period last year	Change since one year ago
9,026	-6%
8,668	-7%
35	-34.3%
1,169	-20.1%
3,163	-12.9%
3,658	-3.9%
643	25.3%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		32	29	30	39	34	49	35	23
Emergency		522	532	612	745	785	913	1,169	934
Urgent		2,777	2,880	2,451	2,619	2,767	2,885	3,163	2,754
Semi-urgent		3,023	3,155	3,191	3,121	3,035	3,440	3,658	3,515
Non-urgent		680	650	668	661	562	739	643	806
All emergency presentations		7,034	7,246	6,952	7,185	7,183	8,026	8,668	8,032

Dubbo Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,754 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,791	
13 minutes	0 minutes
32 minutes	-2 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 2018

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

Number of triage 2 patients: 934

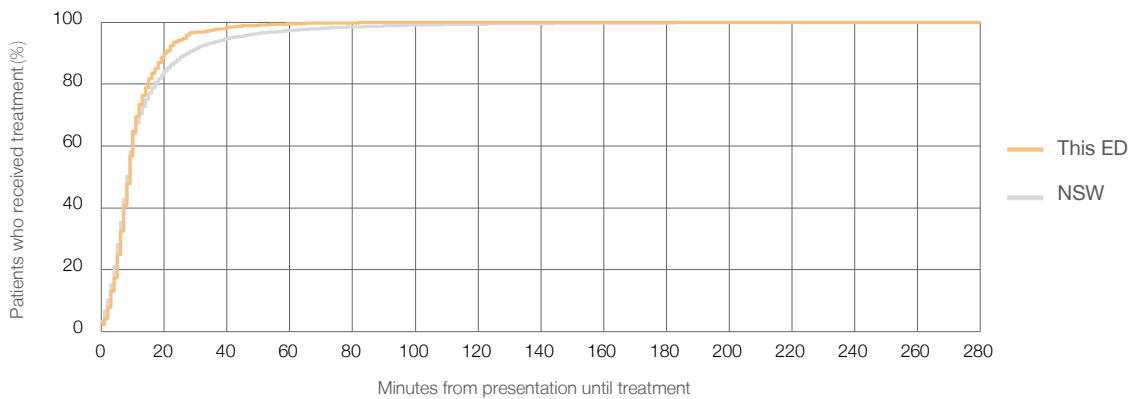
Number of triage 2 patients used to calculate waiting time:³ 924

Median time to start treatment⁴ 9 minutes

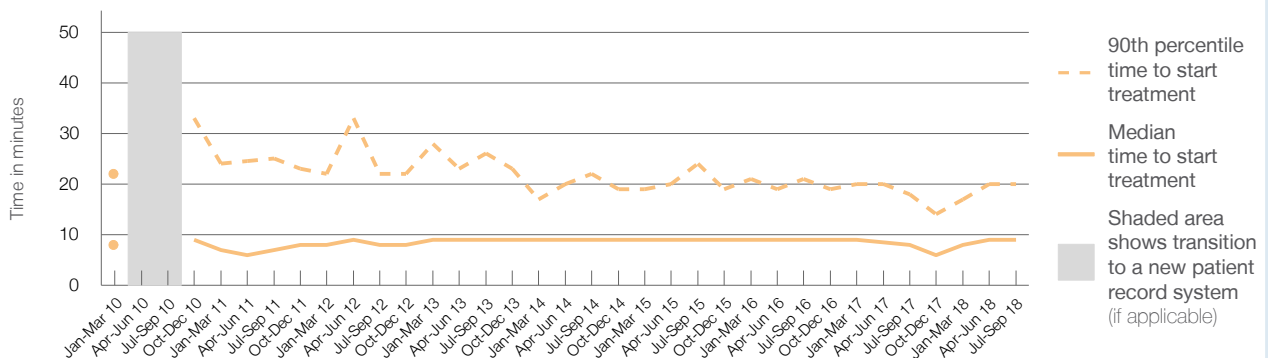
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,169	
1,164	
8 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		7	8	9	9	9	9	8	9
90th percentile time to start treatment ⁵ (minutes)		25	22	26	22	24	21	18	20

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Dubbo Base Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,754

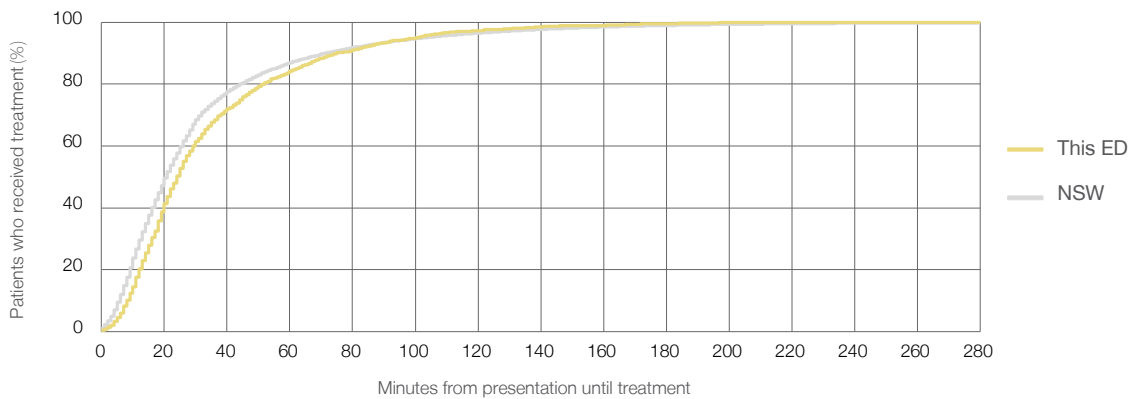
Number of triage 3 patients used to calculate waiting time:³ 2,685

Median time to start treatment⁴ 24 minutes

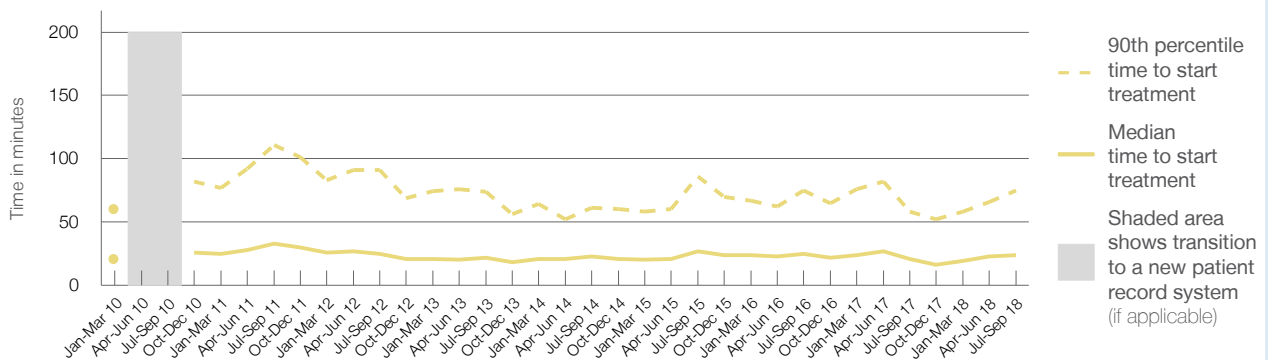
90th percentile time to start treatment⁵ 75 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,163	3,107
Median time to start treatment ⁴	21 minutes	21 minutes
90th percentile time to start treatment ⁵	58 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		33	25	22	23	27	25	21	24
90th percentile time to start treatment ⁵ (minutes)		111	91	74	61	86	75	58	75

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Dubbo Base Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,515

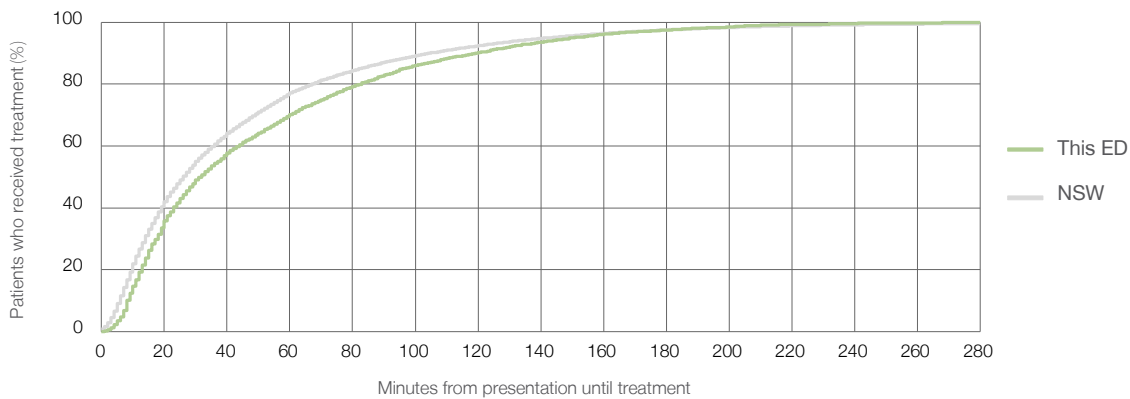
Number of triage 4 patients used to calculate waiting time:³ 3,283

Median time to start treatment⁴ 32 minutes

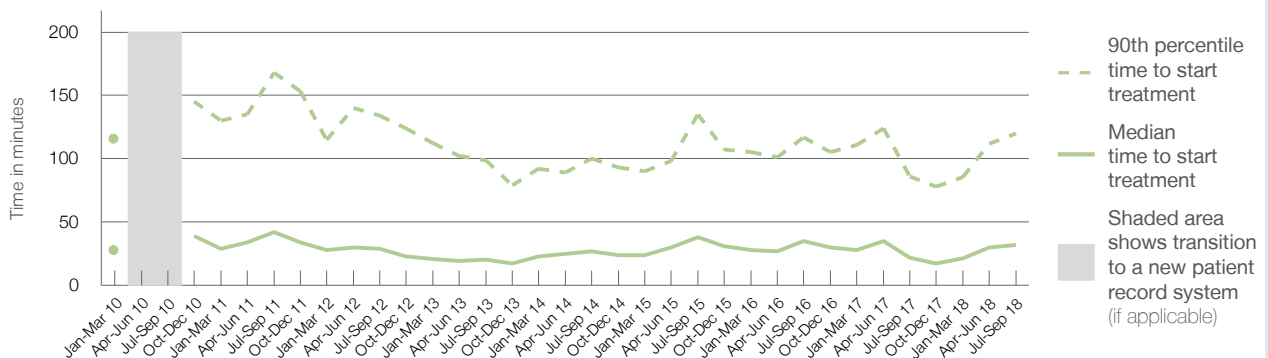
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,658	3,456
22 minutes	26 minutes
86 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		42	29	20	27	38	35	22	32
90th percentile time to start treatment ⁵ (minutes)		168	134	99	100	135	117	86	120

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Dubbo Base Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 806

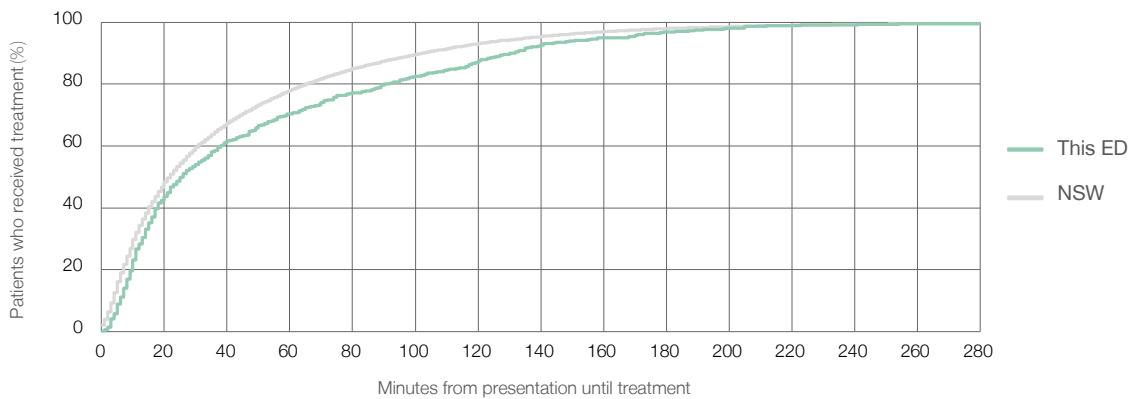
Number of triage 5 patients used to calculate waiting time:³ 703

Median time to start treatment⁴ 26 minutes

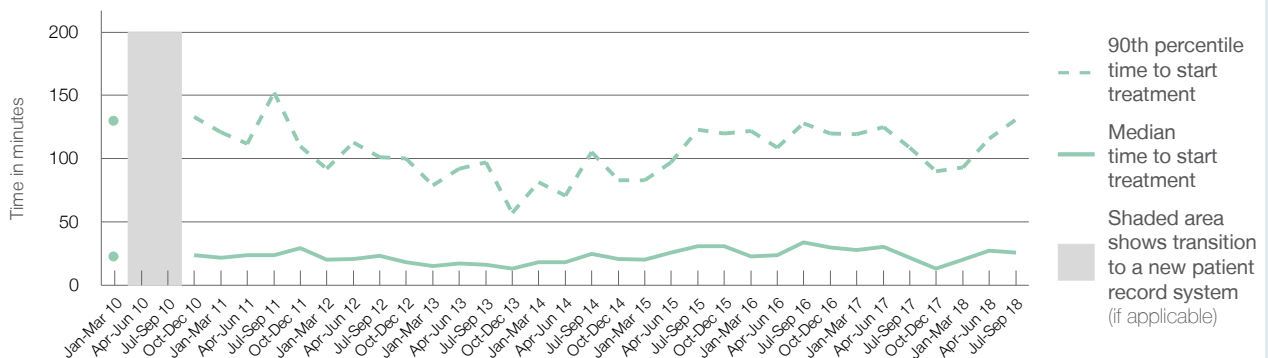
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
643	
569	
22 minutes	22 minutes
109 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		24	24	16	25	31	34	22	26
90th percentile time to start treatment ⁵ (minutes)		152	101	97	105	123	128	109	131

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Dubbo Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 8,480 patients

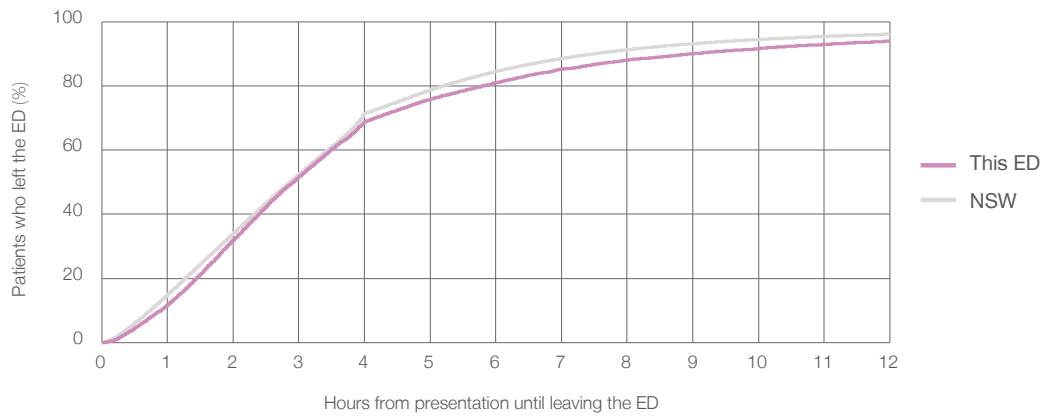
Presentations used to calculate time to leaving the ED:⁶ 8,479 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

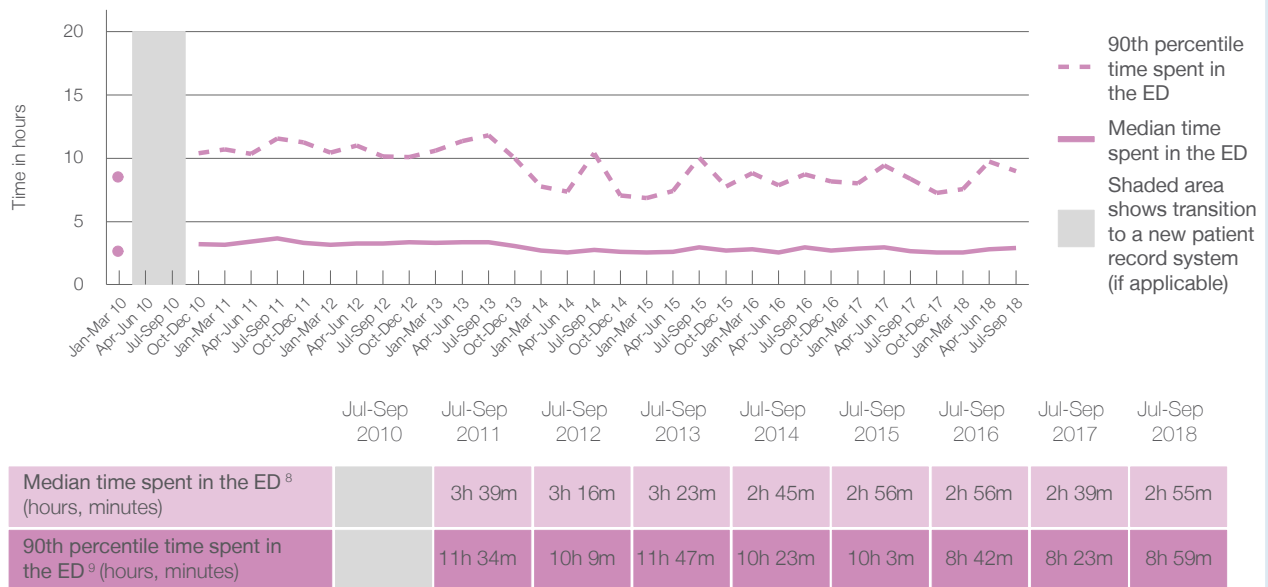
90th percentile time spent in the ED⁹ 8 hours and 59 minutes

Same period last year	NSW (this period)
9,026	
9,024	
2 hours and 39 minutes	2 hours and 52 minutes
8 hours and 23 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

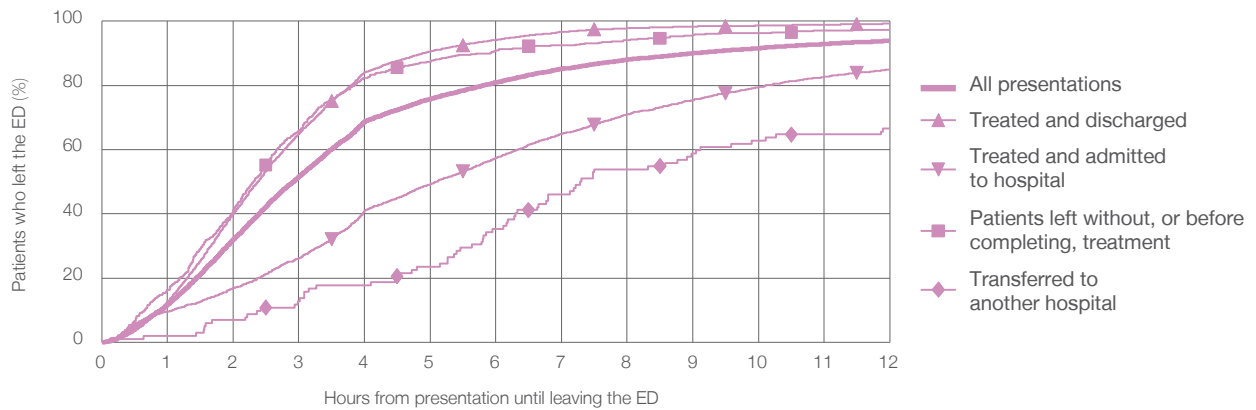
All presentations:¹ 8,480 patients

Presentations used to calculate time to leaving the ED:⁶ 8,479 patients

Treated and discharged	4,927 (58.1%)
Treated and admitted to hospital	2,790 (32.9%)
Patient left without, or before completing, treatment	628 (7.4%)
Transferred to another hospital	102 (1.2%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,024	-6%
6,034	-18.3%
2,340	19.2%
491	27.9%
136	-25.0%
25	32.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	12.7%	40.0%	65.1%	84.0%	94.2%	97.8%	98.6%	99.2%
Treated and admitted to hospital	9.6%	16.9%	26.2%	41.0%	57.4%	71.0%	79.5%	84.9%
Patient left without, or before completing, treatment	16.4%	41.2%	66.1%	82.3%	90.9%	94.1%	96.3%	97.3%
Transferred to another hospital	2.0%	6.9%	12.7%	17.6%	35.3%	53.9%	62.7%	66.7%
All presentations	11.8%	32.0%	51.6%	68.8%	81.0%	88.0%	91.6%	93.9%

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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 2018

All presentations at the emergency department: ¹ 8,480 patients

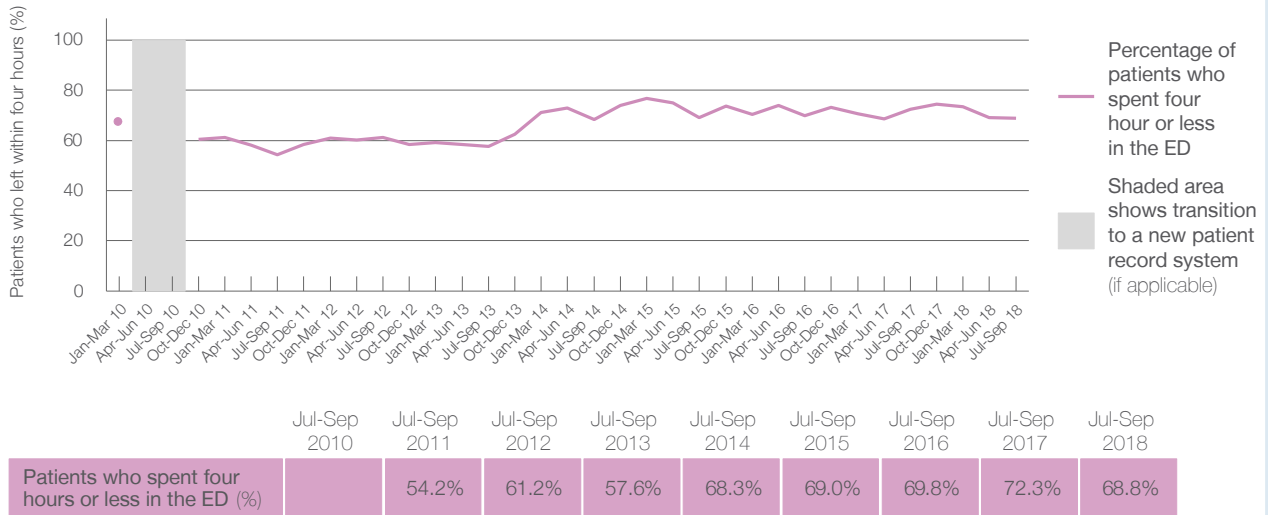
Presentations used to calculate time to leaving the ED: ⁶ 8,479 patients

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	9,026	-6%
Presentations used to calculate time to leaving the ED	9,024	-6%
Percentage of patients who spent four hours or less in the ED	72.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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.
- 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*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).