

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 7,622 patients
Emergency attendances:² 7,425 patients

Same period last year	Change since one year ago
7,111	7%
6,873	8%

Dubbo Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 878 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,671 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,275 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 562 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
744	
9 minutes	8 minutes
22 minutes	35 minutes
2,388	
20 minutes	20 minutes
89 minutes	99 minutes
3,027	
24 minutes	26 minutes
120 minutes	137 minutes
690	
20 minutes	23 minutes
119 minutes	135 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Percentage of patients who left the ED within four hours 70%

Same period last year	Change since one year ago
7,111	7%
77%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

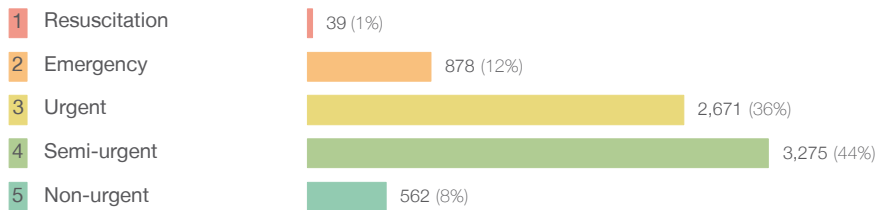
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Dubbo Base Hospital: Patients attending the emergency department January to March 2016

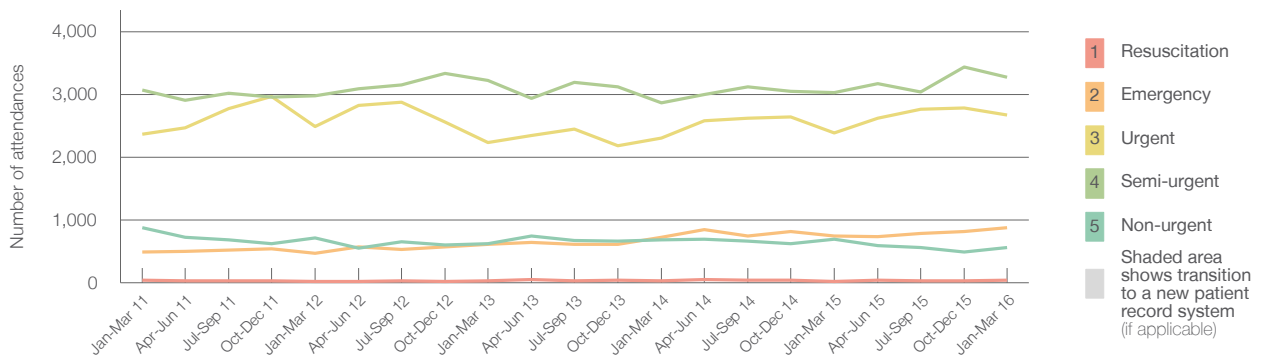
All attendances:¹ 7,622 patients

Emergency attendances² by triage category: 7,425 patients



Same period last year	Change since one year ago
7,111	7%
6,873	8%
24	63%
744	18%
2,388	12%
3,027	8%
690	-19%

Emergency attendances² by quarter, January 2011 to March 2016[†]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	35	23	27	25	24	39
Emergency	490	467	615	724	744	878
Urgent	2,369	2,488	2,229	2,302	2,388	2,671
Semi-urgent	3,068	2,974	3,226	2,869	3,027	3,275
Non-urgent	877	717	620	678	690	562
All emergency attendances	6,839	6,669	6,717	6,598	6,873	7,425

Dubbo Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,446 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
959 **	
10 minutes	3 minutes
30 minutes	23 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Dubbo Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 878

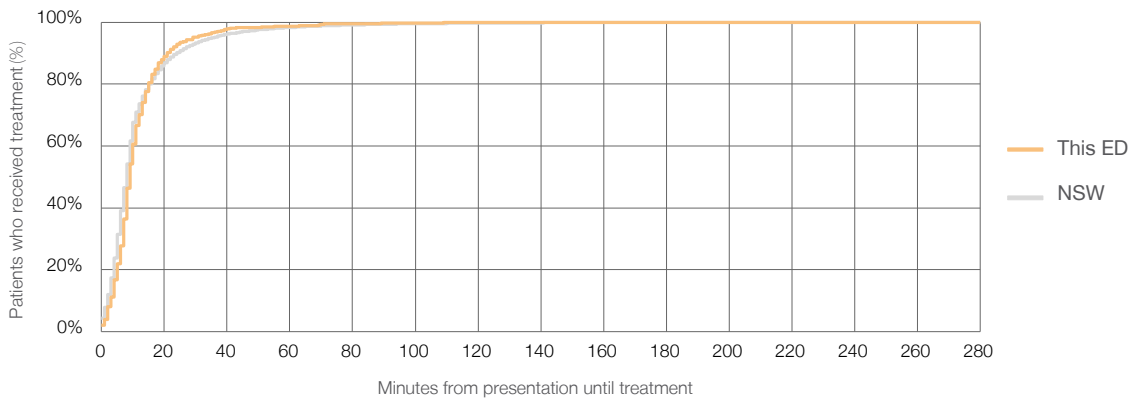
Number of triage 2 patients used to calculate waiting time:³ 873

Median time to start treatment⁴ 9 minutes

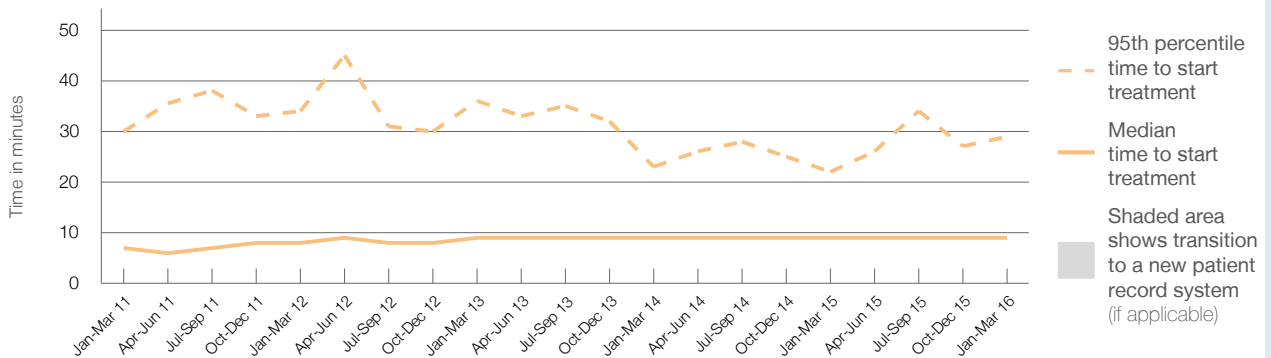
95th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
744	
743	
9 minutes	8 minutes
22 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	30	34	36	23	22	29

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Dubbo Base Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 2,671

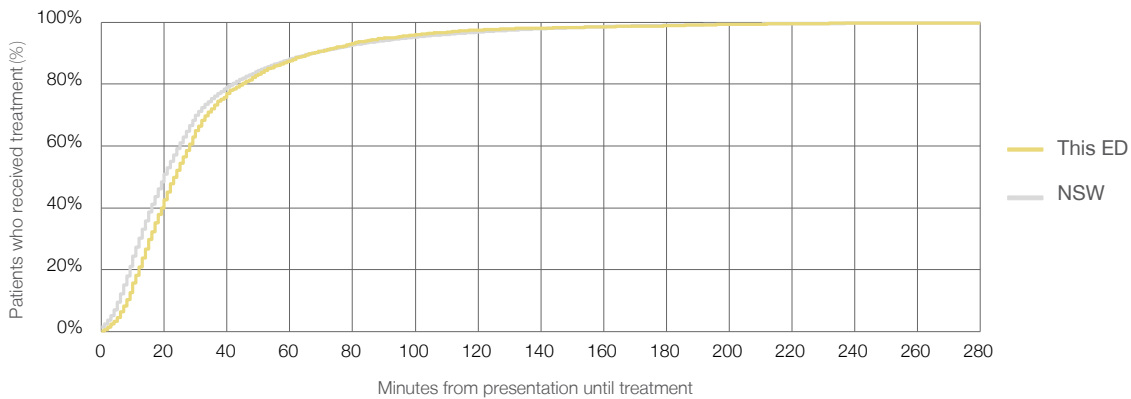
Number of triage 3 patients used to calculate waiting time:³ 2,604

Median time to start treatment⁴ 24 minutes

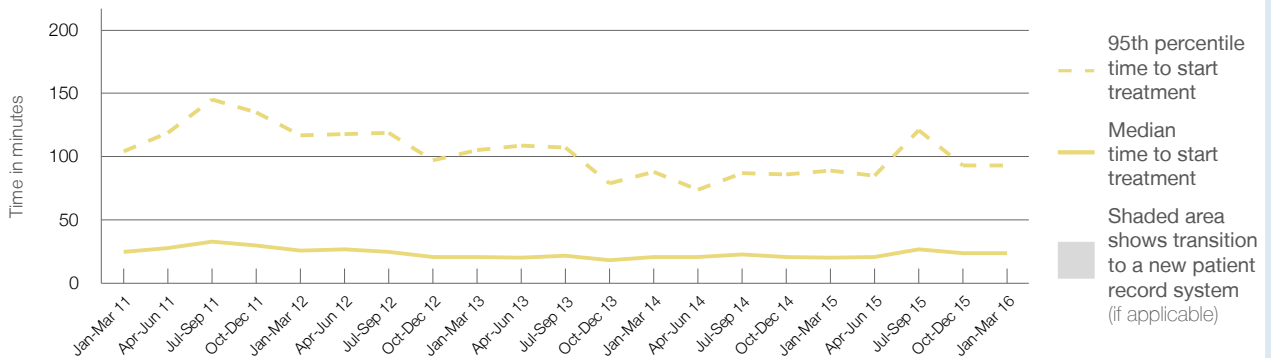
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,388	
2,348	
20 minutes	20 minutes
89 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	25	26	21	21	20	24
95th percentile time to start treatment ⁵ (minutes)	104	117	105	88	89	93

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Dubbo Base Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,275

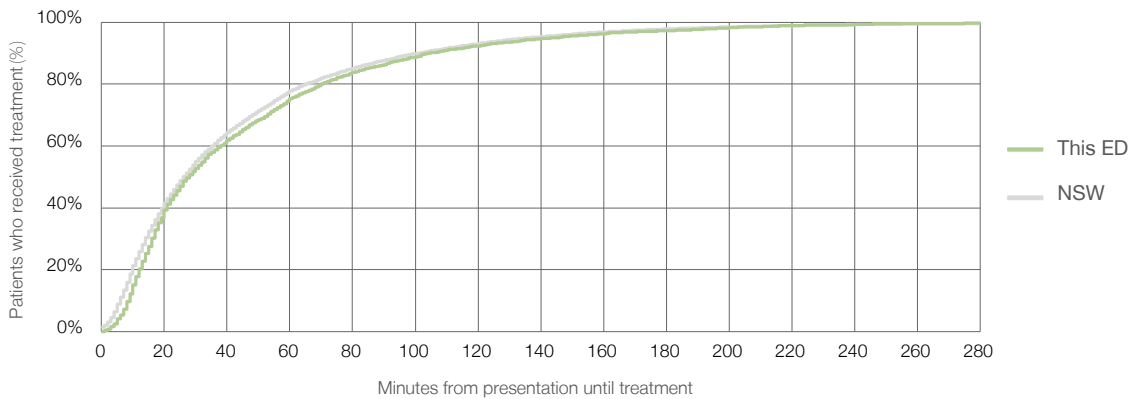
Number of triage 4 patients used to calculate waiting time:³ 3,002

Median time to start treatment⁴ 28 minutes

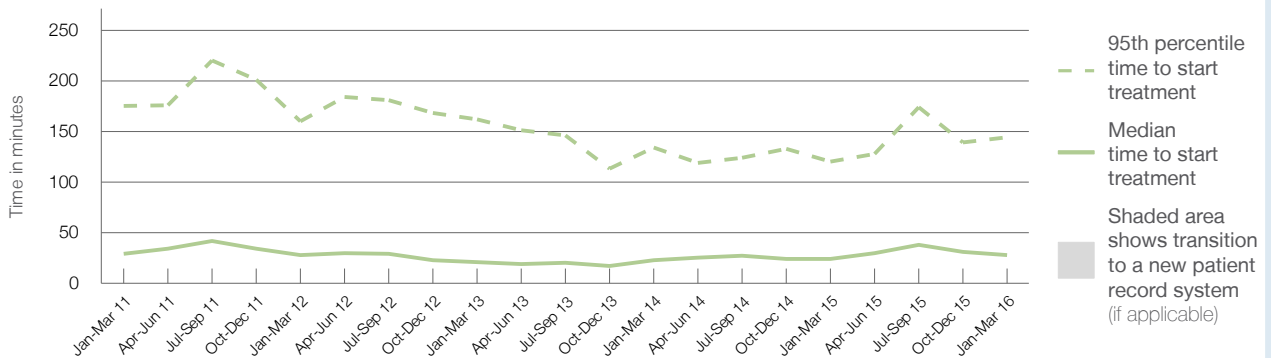
95th percentile time to start treatment⁵ 144 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,027	
Number of triage 4 patients used to calculate waiting time ³	2,848	
Median time to start treatment ⁴	24 minutes	26 minutes
95th percentile time to start treatment ⁵	120 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	28	21	23	24	28
95th percentile time to start treatment ⁵ (minutes)	175	160	162	134	120	144

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Dubbo Base Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 562

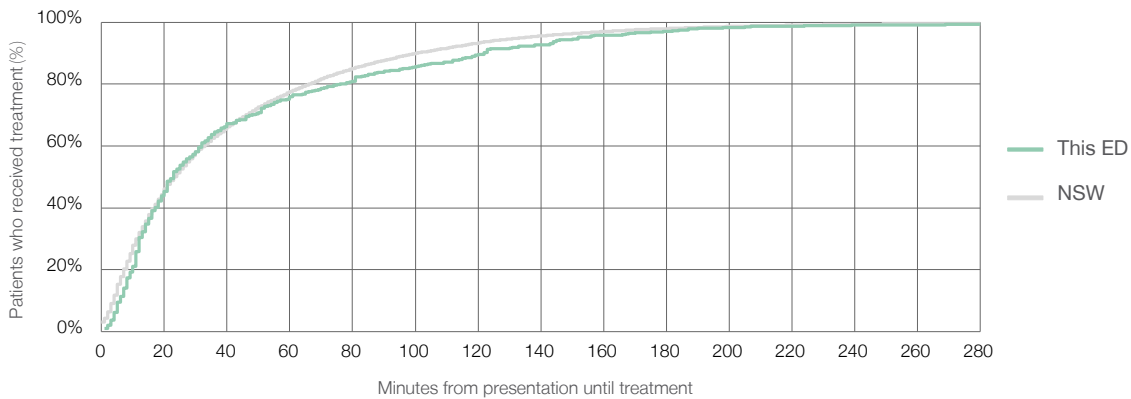
Number of triage 5 patients used to calculate waiting time:³ 445

Median time to start treatment⁴ 23 minutes

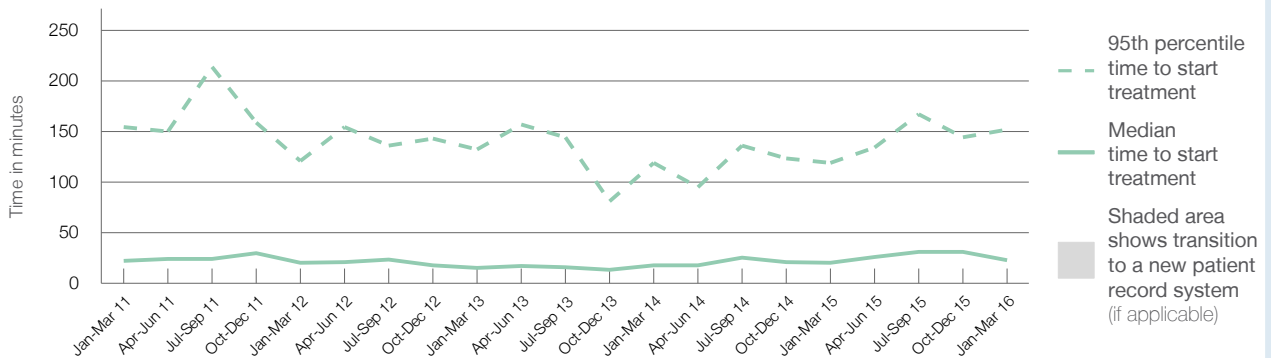
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
690	547
20 minutes	23 minutes
119 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	22	20	15	18	20	23
95th percentile time to start treatment ⁵ (minutes)	155	121	132	119	119	152

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Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,622 patients

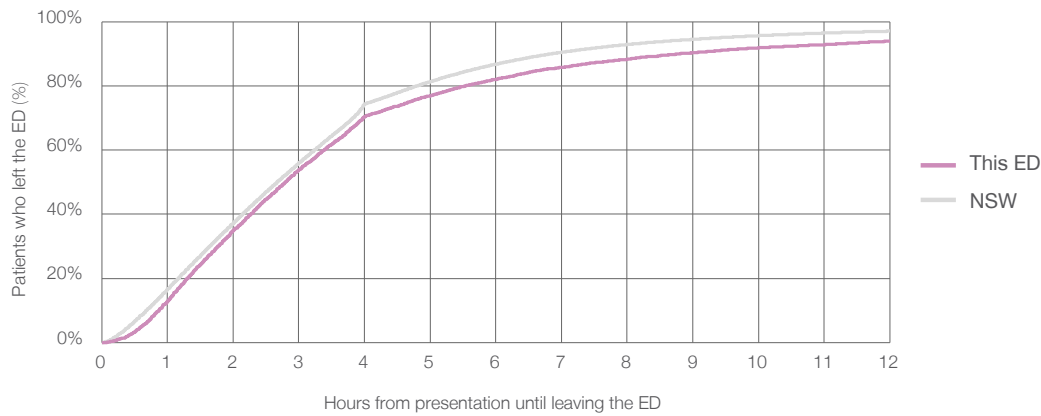
Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Median time to leaving the ED⁸ 2 hours and 48 minutes

95th percentile time to leaving the ED⁹ 13 hours and 41 minutes

Same period last year	NSW (this period)
7,111	7,111
2 hours and 33 minutes	2 hours and 40 minutes
9 hours and 52 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 8m	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 4m	15h 14m	15h 57m	10h 56m	9h 52m	13h 41m

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Dubbo Base Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

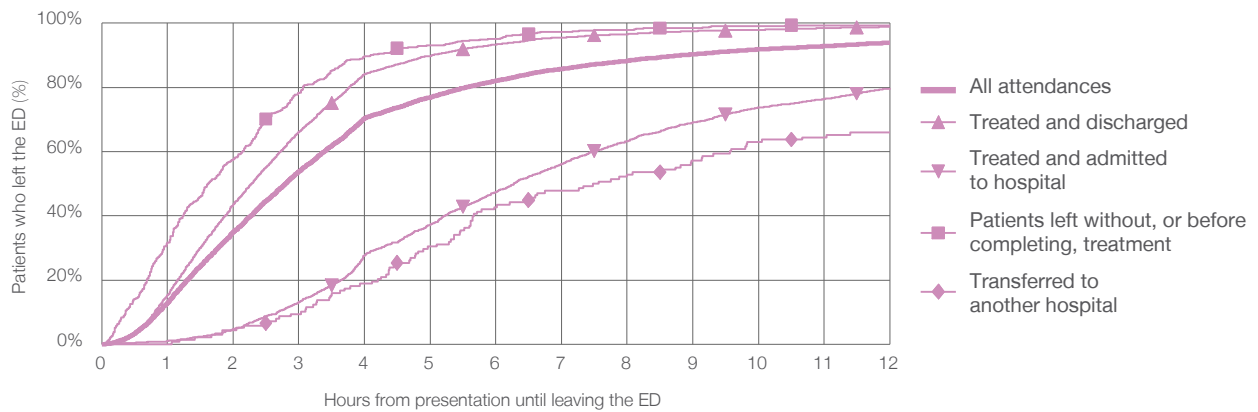
All attendances:¹ 7,622 patients

Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Treated and discharged	5,242 (69%)
Treated and admitted to hospital	1,738 (23%)
Patient left without, or before completing, treatment	477 (6%)
Transferred to another hospital	138 (2%)
Other	27 (0%)

Same period last year	Change since one year ago
7,111	7%
5,150	2%
1,527	14%
283	69%
135	2%
16	69%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



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	15%	44%	66%	84%	93%	97%	98%	99%
Treated and admitted to hospital	1%	5%	13%	28%	47%	63%	74%	80%
Patient left without, or before completing, treatment	32%	58%	78%	90%	95%	98%	99%	99%
Transferred to another hospital	0%	4%	9%	19%	43%	53%	63%	66%
All attendances	13%	35%	54%	70%	82%	88%	92%	94%

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Dubbo Base Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 7,622 patients

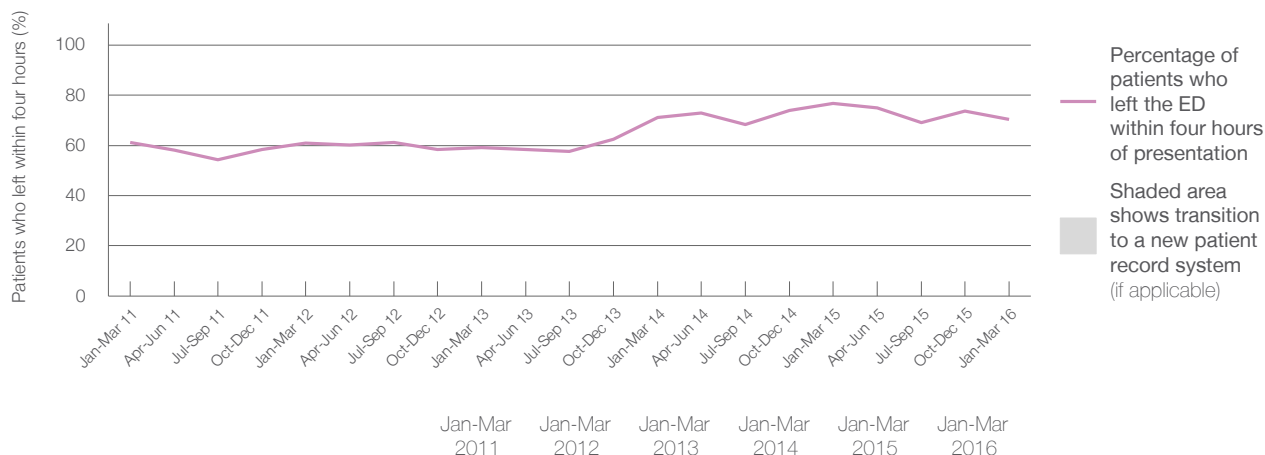
Attendances used to calculate time to leaving the ED: ⁶ 7,619 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,111	7%
Attendances used to calculate time to leaving the ED	7,111	7%
Percentage of patients who left the ED within four hours	77%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	61%	61%	59%	71%	77%	70%

* 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.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).