

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

October to December 2016

All presentations:¹ 8,659 patients
Emergency presentations:² 8,232 patients

Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,008 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,131 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,222 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 824 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
811	
9 minutes	8 minutes
19 minutes	26 minutes
2,779	
24 minutes	20 minutes
70 minutes	67 minutes
3,438	
31 minutes	25 minutes
107 minutes	97 minutes
485	
31 minutes	24 minutes
120 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,656 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,787	11.2%
73.7%	

* 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 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.

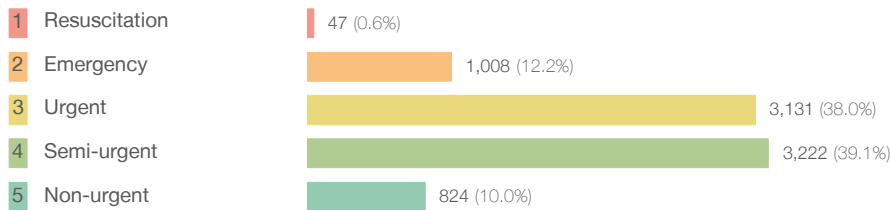
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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 October to December 2016

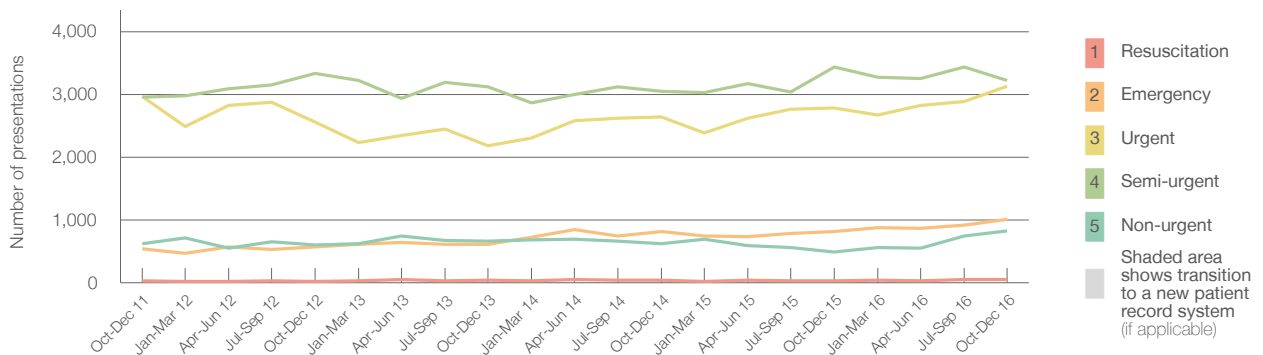
All presentations:¹ 8,659 patients

Emergency presentations² by triage category: 8,232 patients



Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%
32	46.9%
811	24.3%
2,779	12.7%
3,438	-6.3%
485	69.9%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	32	22	37	35	32	47
Emergency	543	566	610	813	811	1,008
Urgent	2,965	2,559	2,179	2,637	2,779	3,131
Semi-urgent	2,957	3,333	3,124	3,048	3,438	3,222
Non-urgent	617	596	666	624	485	824
All emergency presentations	7,114	7,076	6,616	7,157	7,545	8,232

Dubbo Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,706 patients

ED Transfer of care time



Same period last year	Change since one year ago
914	
13 minutes	-1 minute
31 minutes	-3 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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 October to December 2016

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

Number of triage 2 patients: 1,008

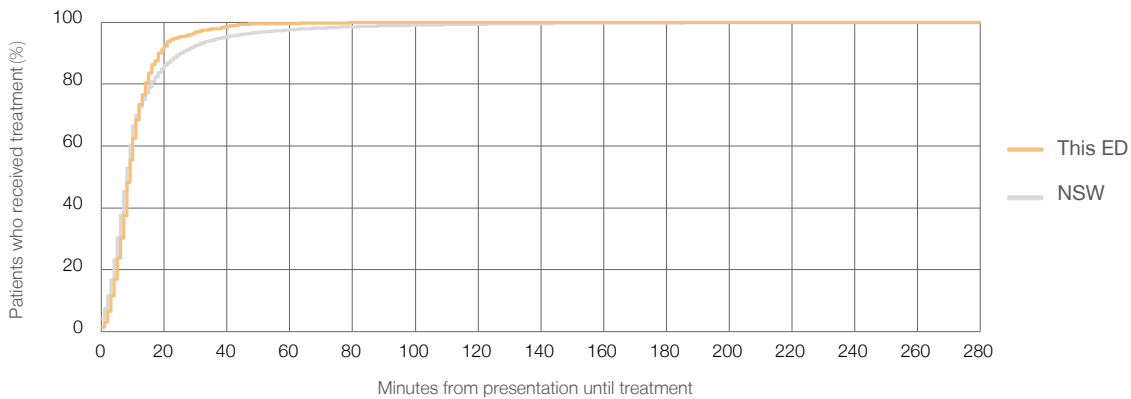
Number of triage 2 patients used to calculate waiting time:³ 1,004

Median time to start treatment⁴ 9 minutes

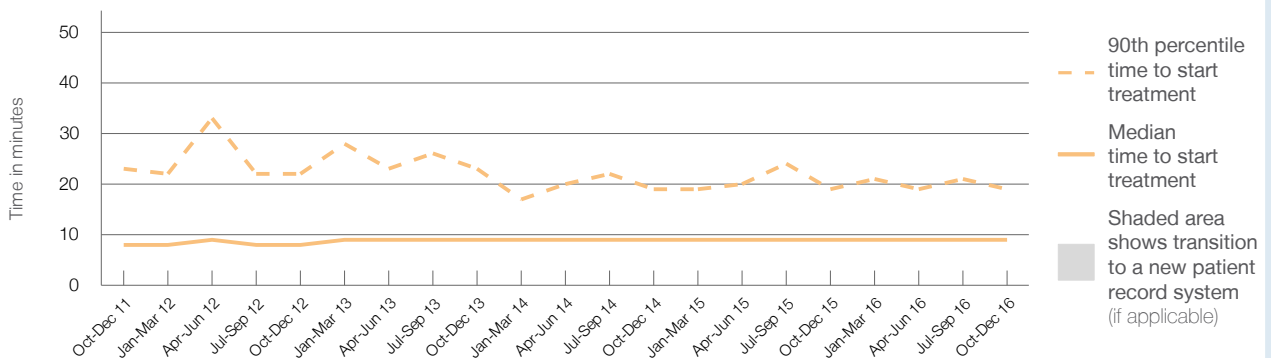
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
811	
808	
9 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	23	22	23	19	19	19

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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 October to December 2016

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

Number of triage 3 patients: 3,131

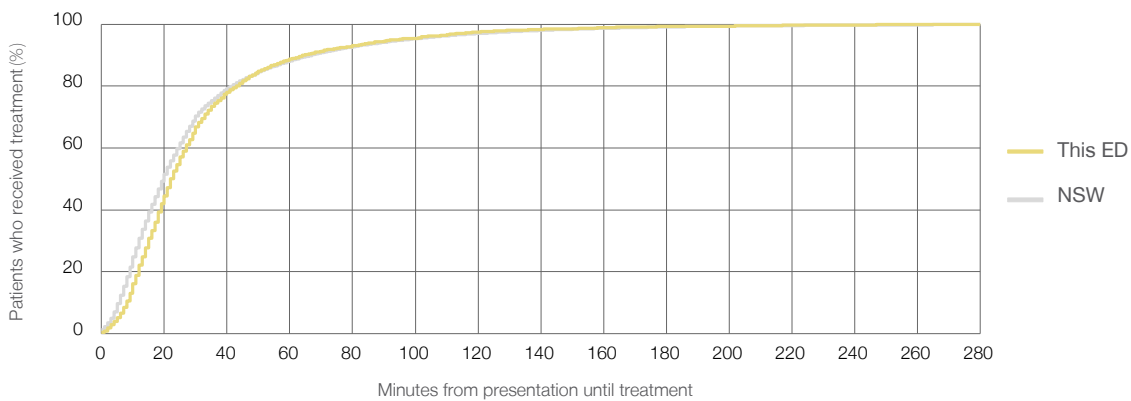
Number of triage 3 patients used to calculate waiting time:³ 3,072

Median time to start treatment⁴ 22 minutes

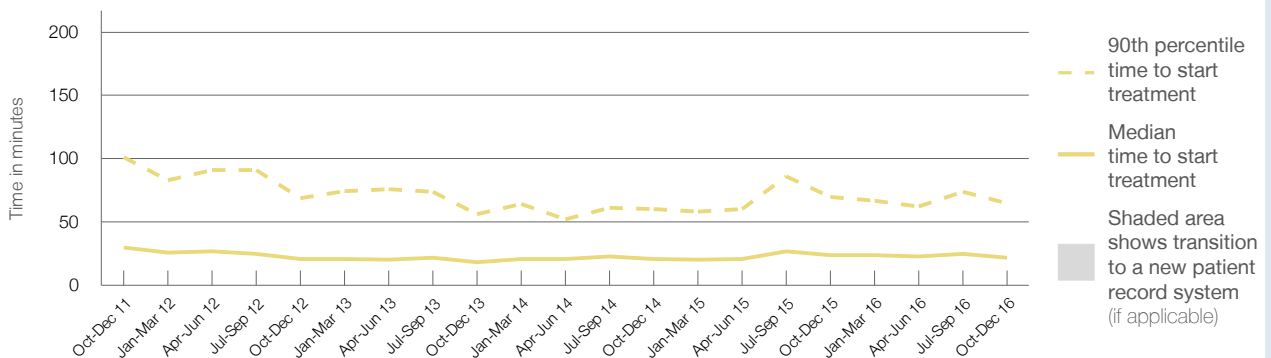
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,779	2,723
24 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	21	18	21	24	22
90th percentile time to start treatment ⁵ (minutes)	101	69	56	60	70	65

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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 October to December 2016

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

Number of triage 4 patients: 3,222

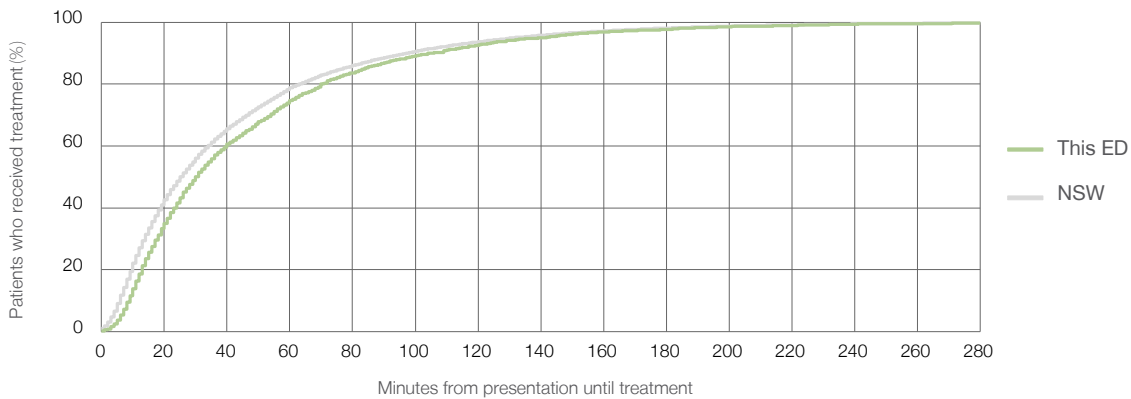
Number of triage 4 patients used to calculate waiting time:³ 2,999

Median time to start treatment⁴ 31 minutes

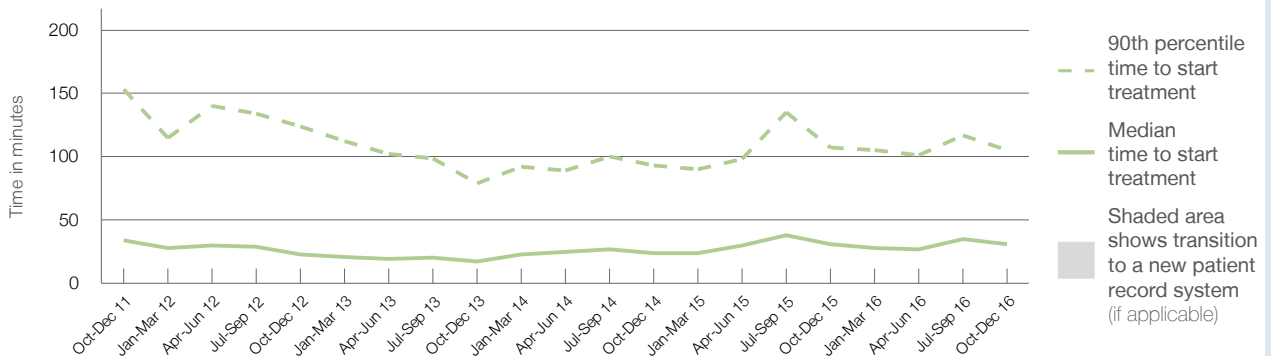
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
3,438	3,143
31 minutes	25 minutes
107 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	23	17	24	31	31
90th percentile time to start treatment ⁵ (minutes)	153	124	79	93	107	105

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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 October to December 2016

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

Number of triage 5 patients: 824

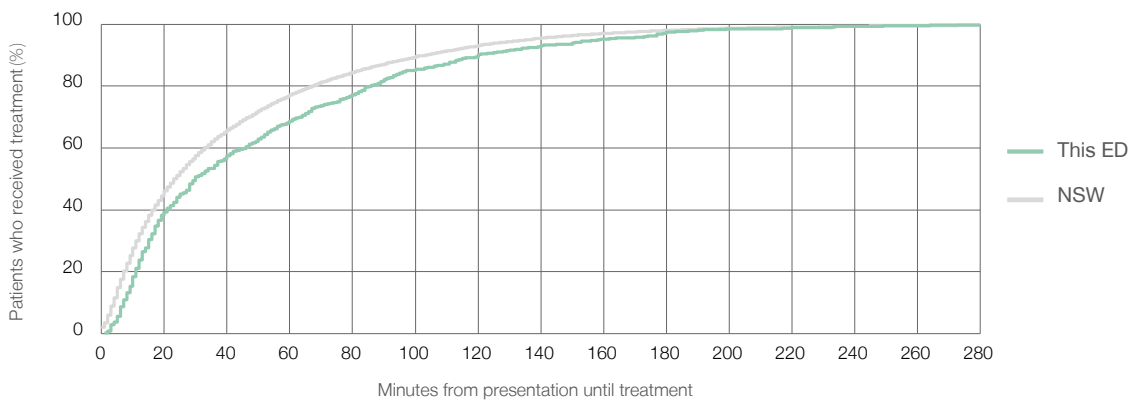
Number of triage 5 patients used to calculate waiting time:³ 670

Median time to start treatment⁴ 30 minutes

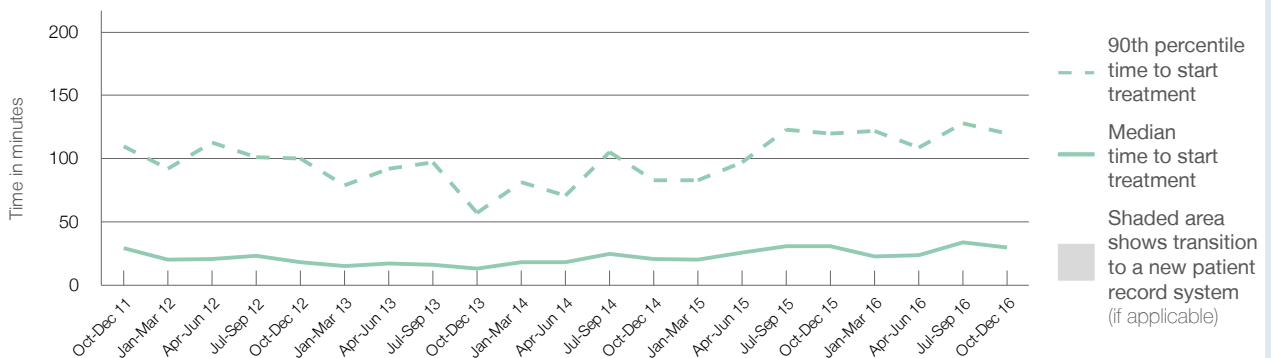
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
485	
359	
31 minutes	24 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	18	13	21	31	30
90th percentile time to start treatment ⁵ (minutes)	110	100	57	83	120	120

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Dubbo Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,659 patients

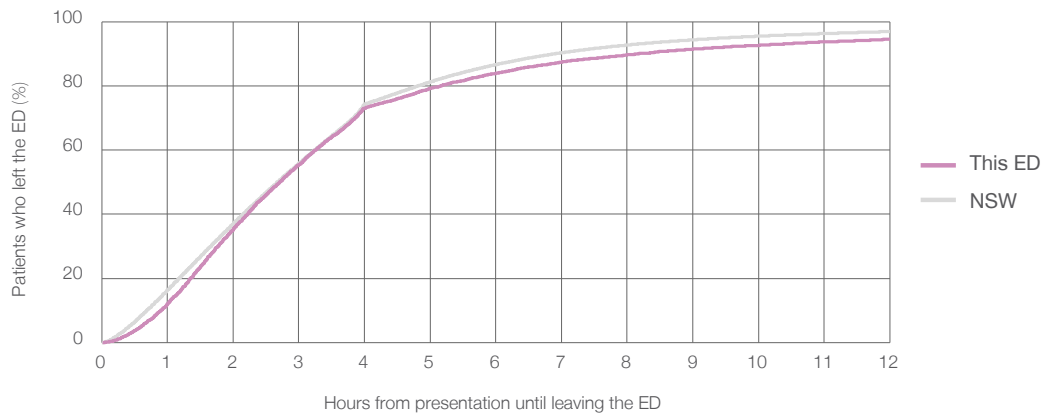
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

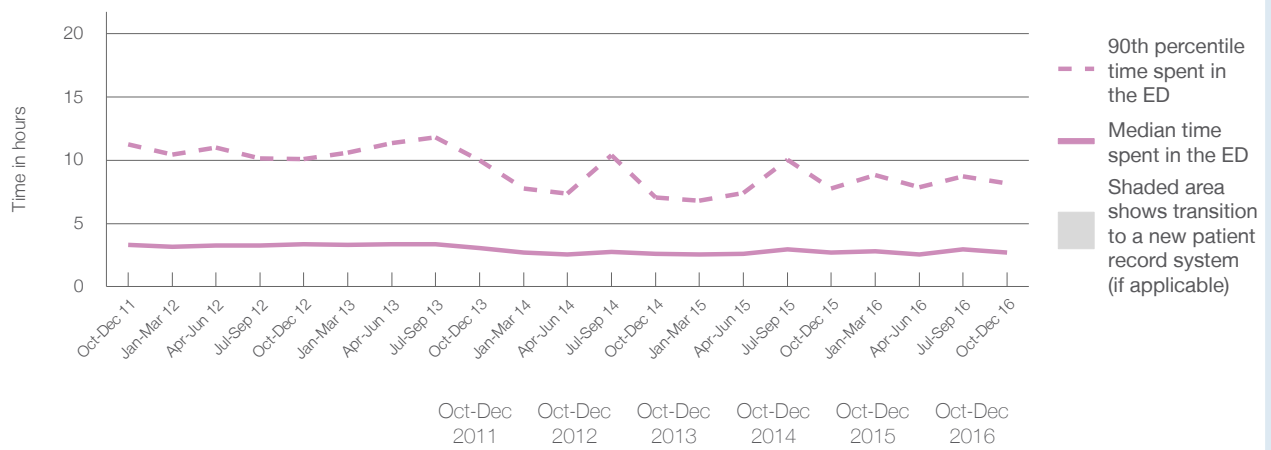
90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
7,789	7,787
2 hours and 41 minutes	2 hours and 41 minutes
7 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



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

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation

October to December 2016

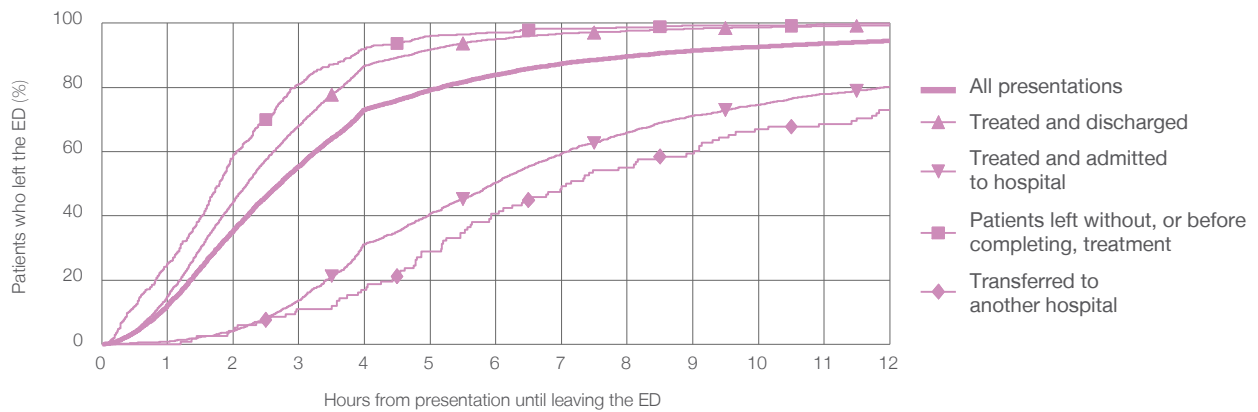
All presentations:¹ 8,659 patients

Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Treated and discharged	5,974 (69.0%)
Treated and admitted to hospital	2,011 (23.2%)
Patient left without, or before completing, treatment	526 (6.1%)
Transferred to another hospital	118 (1.4%)
Other	30 (0.3%)

Same period last year	Change since one year ago
7,787	11.2%
5,496	8.7%
1,644	22.3%
488	7.8%
132	-10.6%
29	3.4%

Percentage of patients who left the ED by time and mode of separation, October to December 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	14.9%	44.4%	68.2%	86.7%	95.0%	97.6%	98.7%	99.3%
Treated and admitted to hospital	0.7%	4.1%	13.7%	31.2%	50.4%	66.0%	74.5%	80.2%
Patient left without, or before completing, treatment	25.1%	58.9%	81.0%	92.0%	97.1%	98.7%	99.2%	99.8%
Transferred to another hospital	0%	4.2%	11.0%	16.9%	40.7%	55.1%	66.9%	72.9%
All presentations	12.1%	35.4%	55.4%	73.1%	83.9%	89.7%	92.6%	94.5%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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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 2016

All presentations at the emergency department:¹ 8,659 patients

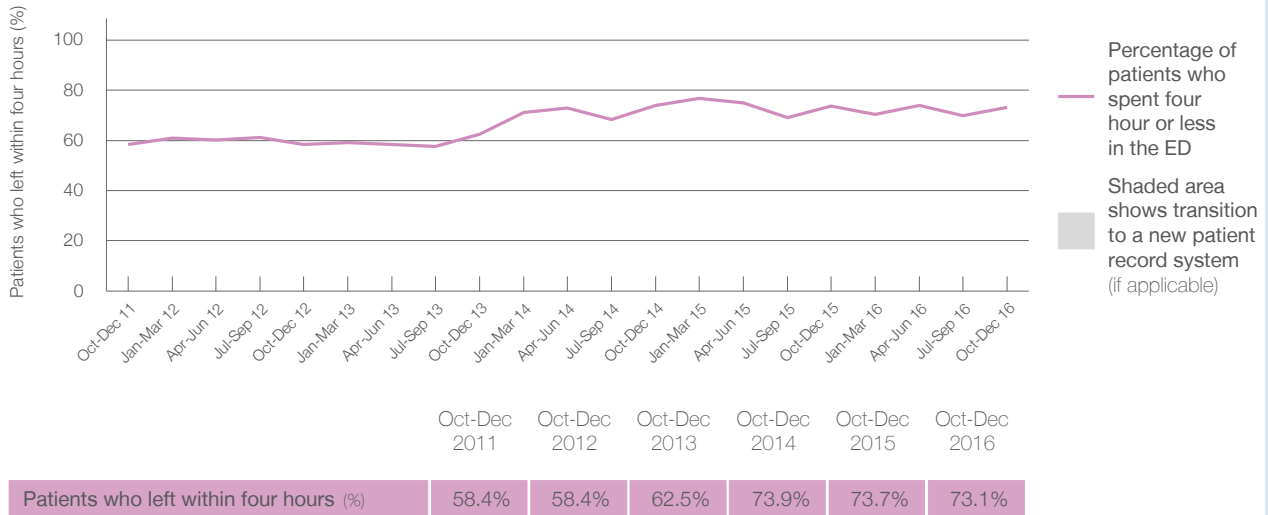
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

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: ¹ 8,659 patients	7,789	11.2%
Presentations used to calculate time to leaving the ED: ⁶ 8,656 patients	7,787	11.2%
Percentage of patients who spent four hours or less in the ED	73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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, 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).