

## Blacktown Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 12,878 patients

Emergency presentations:<sup>2</sup> 12,806 patients

Same period last year	Change since one year ago
12,002	7%
11,911	8%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,922 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,281 patients

Median time to start treatment<sup>4</sup>  23 minutes  
 90th percentile time to start treatment<sup>5</sup>  73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,544 patients

Median time to start treatment<sup>4</sup>  33 minutes  
 90th percentile time to start treatment<sup>5</sup>  96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 885 patients

Median time to start treatment<sup>4</sup>  33 minutes  
 90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
3,502	
14 minutes	8 minutes
41 minutes	24 minutes
4,225	
42 minutes	19 minutes
144 minutes	63 minutes
3,281	
46 minutes	24 minutes
148 minutes	95 minutes
754	
35 minutes	21 minutes
121 minutes	96 minutes

## Blacktown Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,869 patients

Percentage of patients who spent four hours or less in the ED  71%

Same period last year	Change since one year ago
11,989	7%
53%	

\* 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.

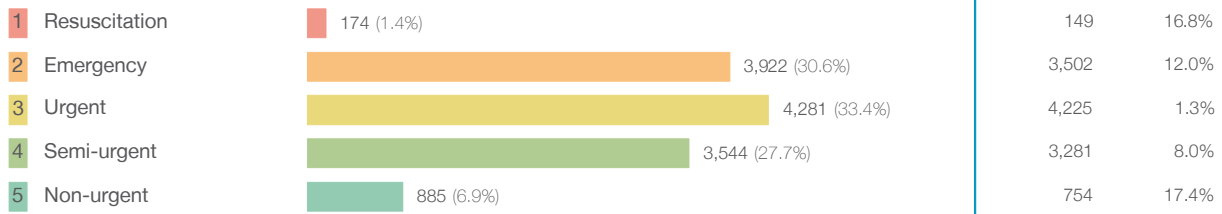
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Blacktown Hospital: Patients presenting to the emergency department

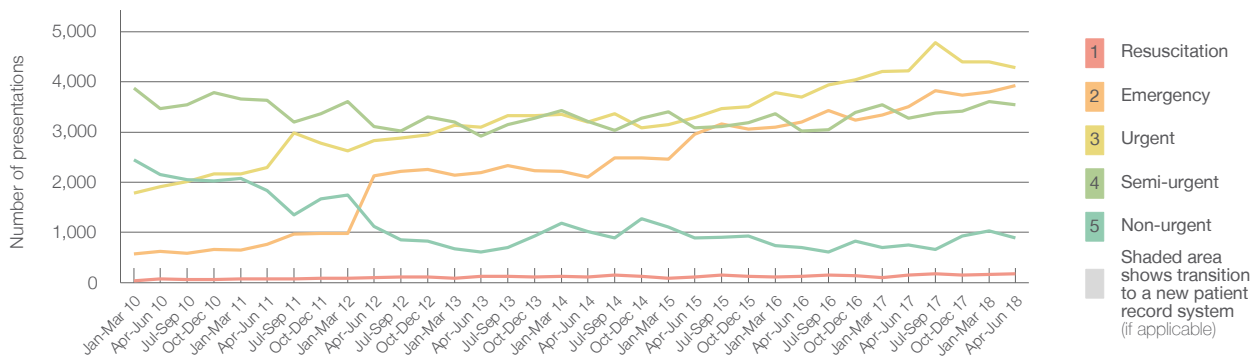
April to June 2018

All presentations:<sup>1</sup> 12,878 patients

Emergency presentations<sup>2</sup> by triage category: 12,806 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	72	80	104	122	115	116	129	149	174
Emergency	619	761	2,131	2,188	2,099	2,953	3,199	3,502	3,922
Urgent	1,911	2,295	2,829	3,095	3,196	3,292	3,698	4,225	4,281
Semi-urgent	3,464	3,633	3,108	2,914	3,210	3,089	3,021	3,281	3,544
Non-urgent	2,153	1,831	1,124	613	1,015	887	700	754	885
All emergency presentations	8,219	8,600	9,296	8,932	9,635	10,337	10,747	11,911	12,806

## Blacktown Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,990 patients

ED Transfer of care time



(†) 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 3,922

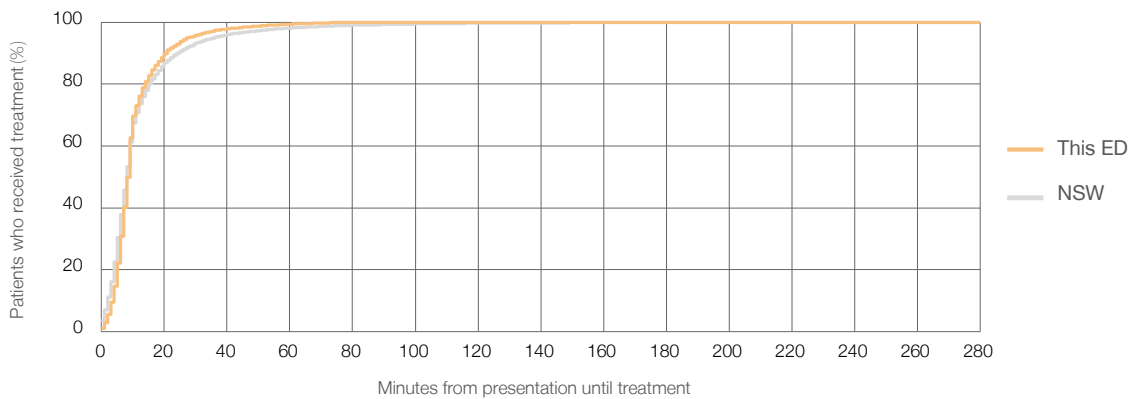
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,886

Median time to start treatment<sup>4</sup>  9 minutes

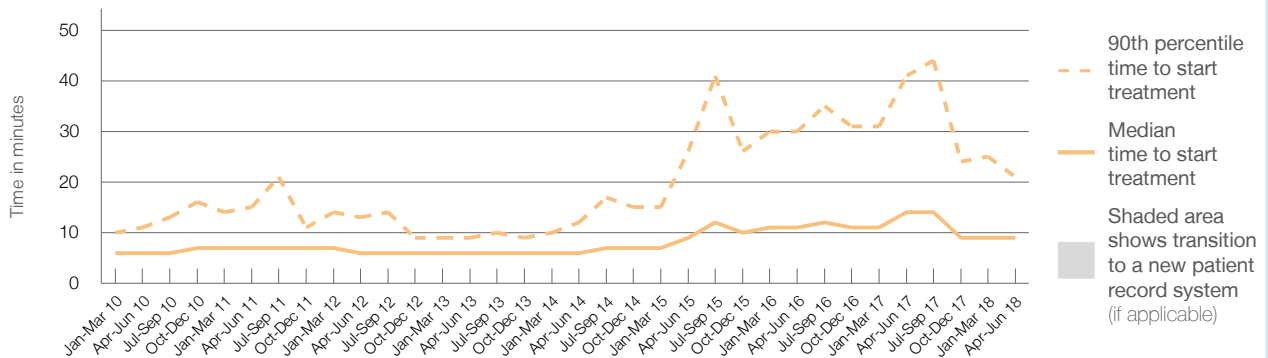
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
3,502	
3,468	
14 minutes	8 minutes
41 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	6	6	6	9	11	14	9
90th percentile time to start treatment <sup>5</sup> (minutes)	11	15	13	9	12	26	30	41	21

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## Blacktown Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 4,281

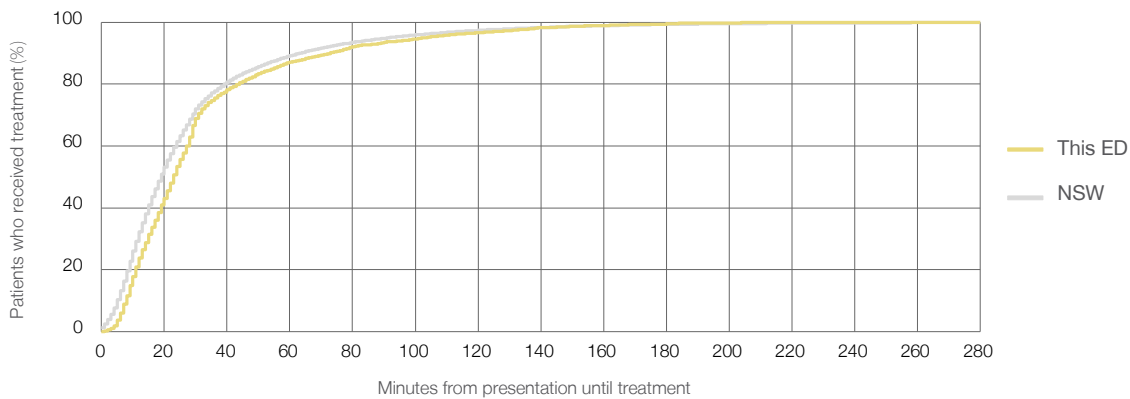
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,149

Median time to start treatment<sup>4</sup> 23 minutes

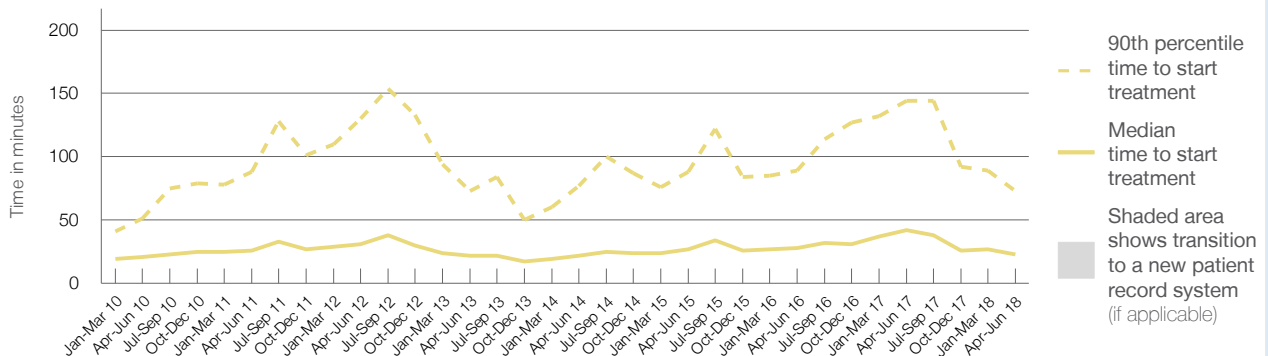
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
4,225	4,011
42 minutes	19 minutes
144 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	21	26	31	22	22	27	28	42	23
90th percentile time to start treatment <sup>5</sup> (minutes)	51	88	130	73	77	88	89	144	73

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## Blacktown Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,544

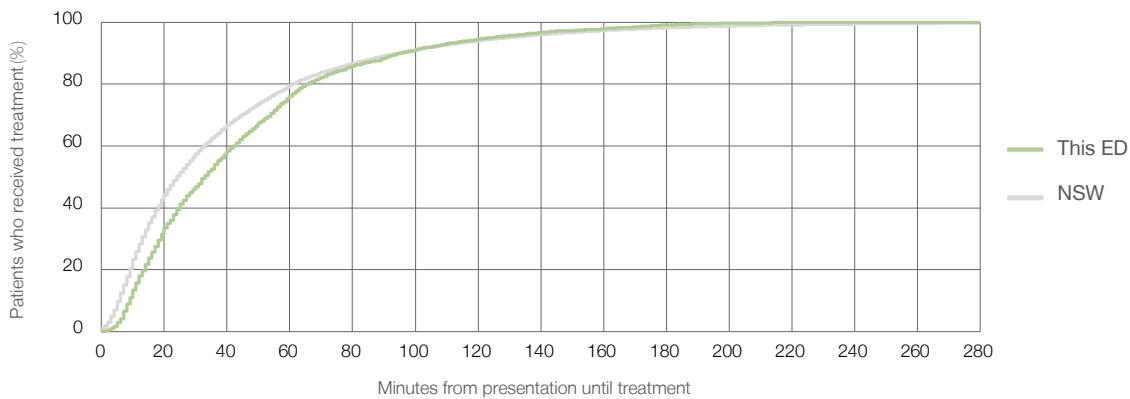
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,392

Median time to start treatment<sup>4</sup> 33 minutes

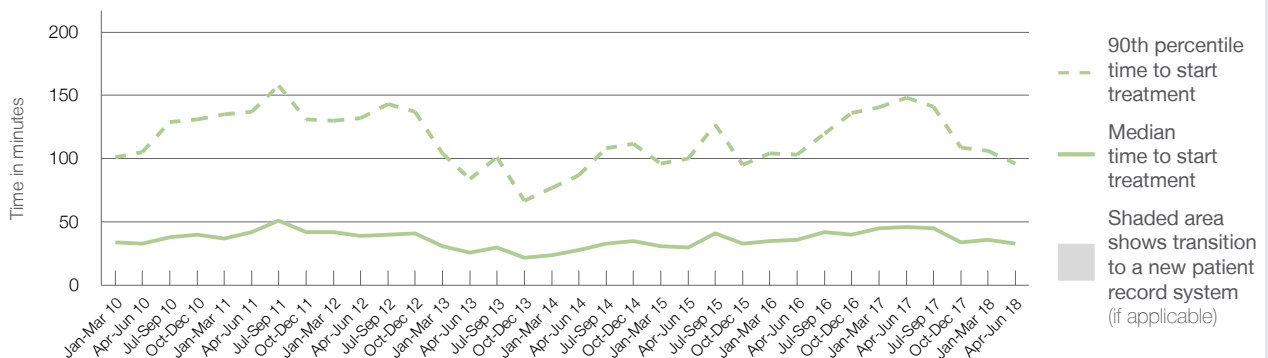
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
3,281	
3,065	
46 minutes	24 minutes
148 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	33	42	39	26	28	30	36	46	33
90th percentile time to start treatment <sup>5</sup> (minutes)	105	137	132	84	87	100	103	148	96

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## Blacktown Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 885

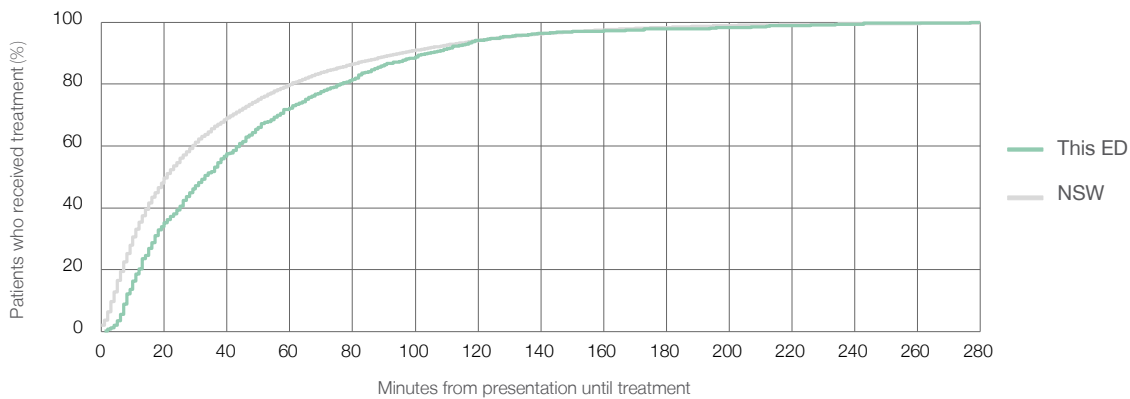
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 770

Median time to start treatment<sup>4</sup>  33 minutes

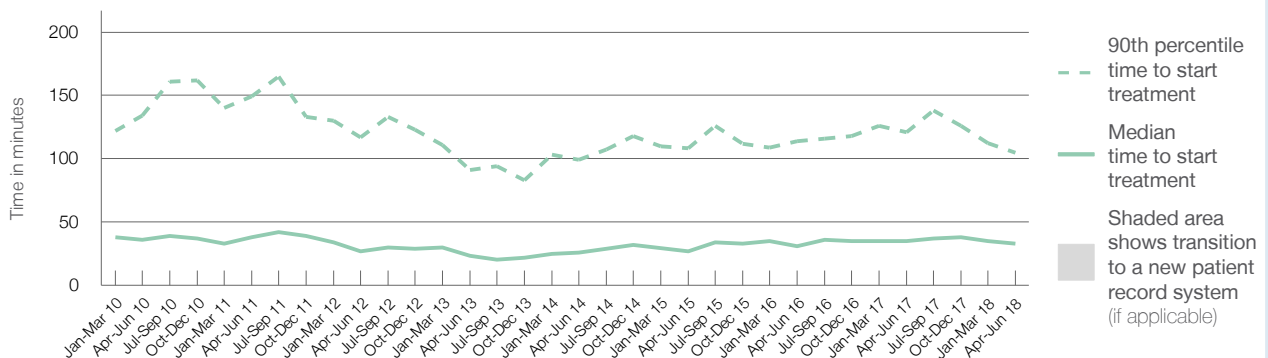
90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
754	605
35 minutes	21 minutes
121 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	36	38	27	24	26	27	31	35	33
90th percentile time to start treatment <sup>5</sup> (minutes)	134	149	117	91	99	108	114	121	105

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## Blacktown Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 12,878 patients

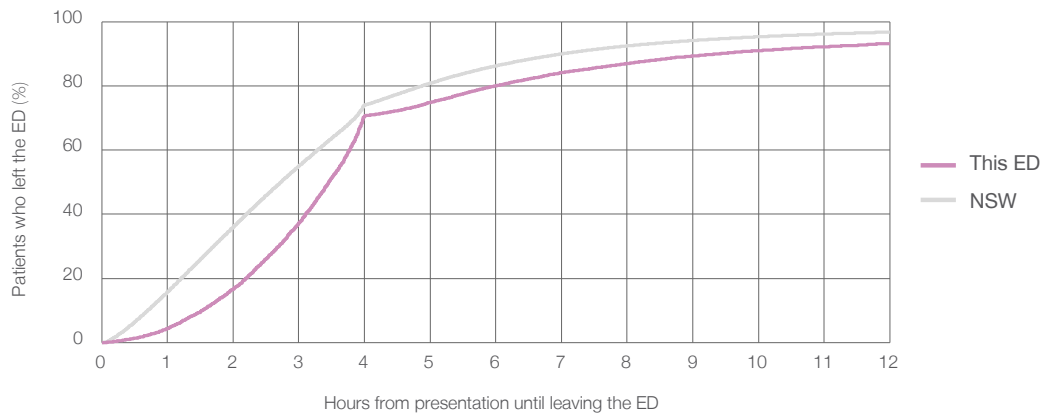
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,869 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

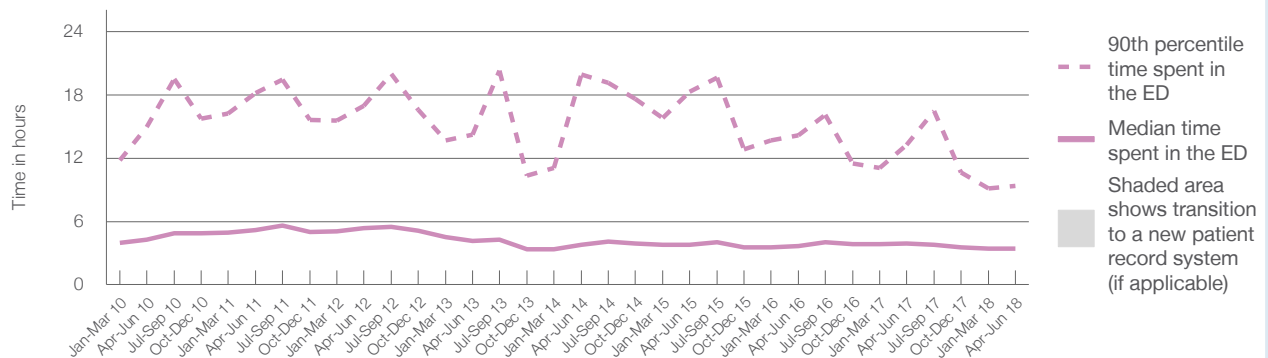
90th percentile time spent in the ED<sup>9</sup> 9 hours and 24 minutes

Same period last year	NSW (this period)
12,002	
11,989	
3 hours and 53 minutes	2 hours and 44 minutes
13 hours and 15 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 15m	5h 10m	5h 22m	4h 11m	3h 46m	3h 49m	3h 40m	3h 53m	3h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	14h 58m	18h 10m	16h 57m	14h 12m	19h 55m	18h 17m	14h 10m	13h 15m	9h 24m

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**Blacktown Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

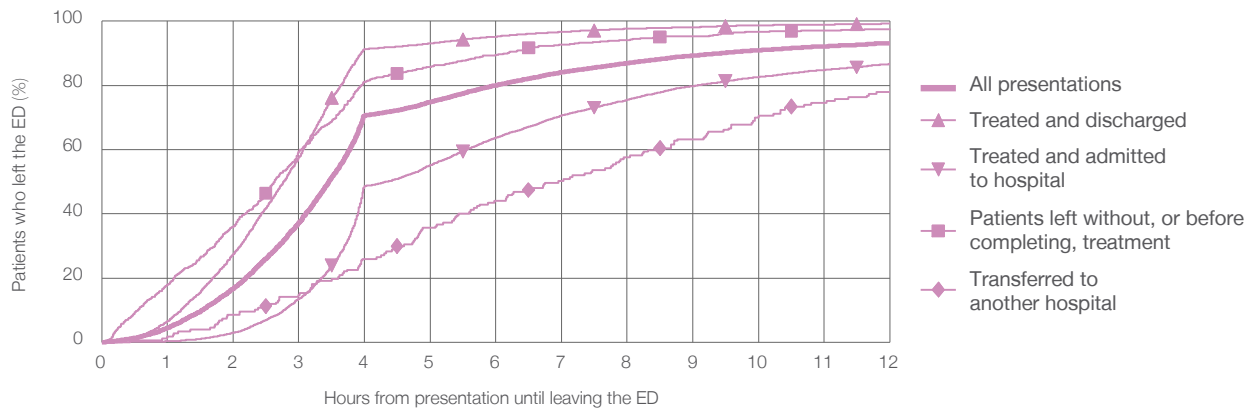
All presentations:<sup>1</sup> 12,878 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,869 patients

Treated and discharged	6,171 (47.9%)
Treated and admitted to hospital	5,793 (45.0%)
Patient left without, or before completing, treatment	671 (5.2%)
Transferred to another hospital	177 (1.4%)
Other	66 (0.5%)

Same period last year	Change since one year ago
11,989	7%
6,055	1.9%
4,828	20.0%
812	-17.4%
237	-25.3%
70	-5.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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	6.6%	27.5%	57.7%	91.2%	95.2%	97.6%	98.7%	99.3%
Treated and admitted to hospital	0.3%	3.0%	13.5%	48.5%	63.7%	75.5%	82.6%	86.7%
Patient left without, or before completing, treatment	17.9%	36.0%	59.3%	81.2%	89.5%	94.2%	96.7%	97.6%
Transferred to another hospital	1.7%	8.5%	14.7%	26.0%	44.1%	57.6%	70.6%	78.0%
All presentations	4.5%	16.8%	37.3%	70.6%	80.0%	86.9%	91.0%	93.2%

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## Blacktown Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 12,878 patients

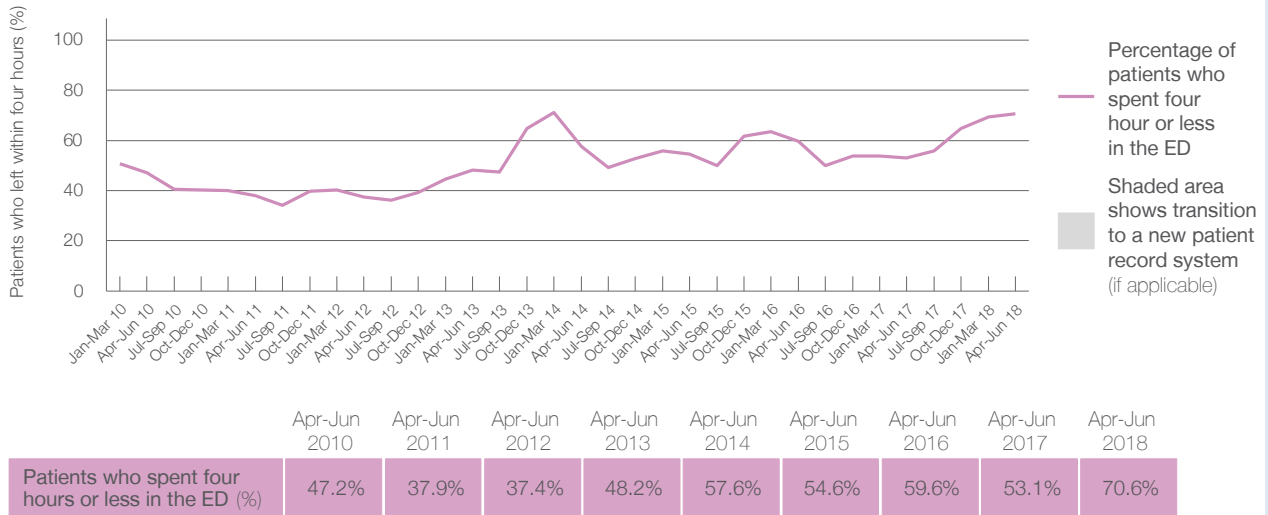
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,869 patients

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



Same period last year	Change since one year ago
12,002	7%
11,989	7%
53.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, 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 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).