

Blacktown Hospital: Emergency department (ED) overview

October to December 2018


All presentations:¹ 13,815 patients
 Emergency presentations:² 13,728 patients

Same period last year	Change since one year ago
12,712	9%
12,636	9%



Blacktown Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,171 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,534 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,893 patients

Median time to start treatment⁴  30 minutes
 90th percentile time to start treatment⁵  79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 938 patients

Median time to start treatment⁴  31 minutes
 90th percentile time to start treatment⁵  111 minutes

Same period last year	NSW (this period)
3,737	
9 minutes	8 minutes
24 minutes	26 minutes
4,392	
26 minutes	20 minutes
92 minutes	72 minutes
3,422	
34 minutes	26 minutes
109 minutes	104 minutes
934	
38 minutes	23 minutes
126 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,815 patients

Percentage of patients who spent four hours or less in the ED  66%

Same period last year	Change since one year ago
12,711	9%
65%	

* 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: October to December 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.

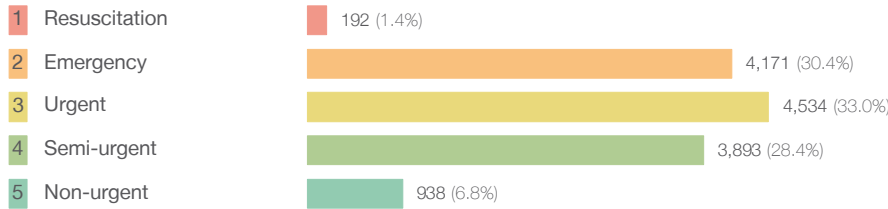
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Blacktown Hospital: Patients presenting to the emergency department October to December 2018

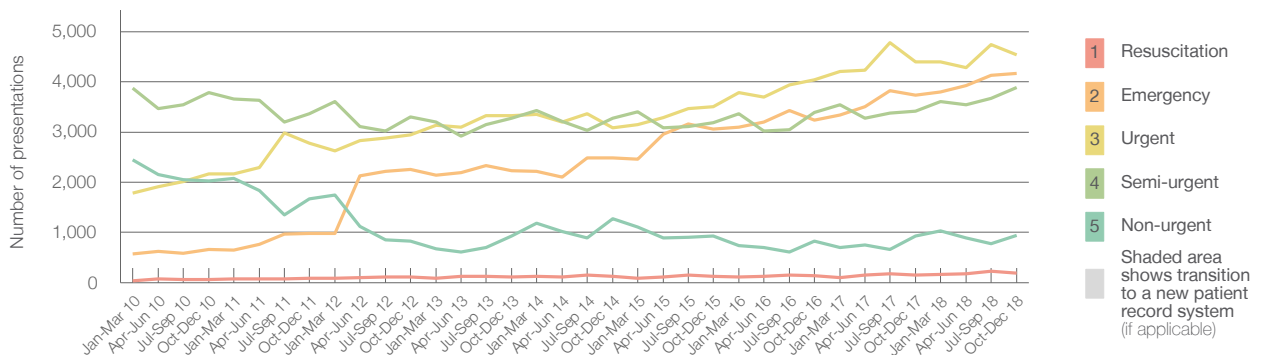
All presentations:¹ 13,815 patients

Emergency presentations² by triage category: 13,728 patients



Same period last year	Change since one year ago
12,712	9%
12,636	9%
151	27.2%
3,737	11.6%
4,392	3.2%
3,422	13.8%
934	0.4%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	63	83	112	114	121	131	139	151	192
Emergency	666	975	2,257	2,225	2,491	3,062	3,239	3,737	4,171
Urgent	2,169	2,772	2,938	3,322	3,078	3,509	4,036	4,392	4,534
Semi-urgent	3,789	3,360	3,305	3,274	3,275	3,190	3,392	3,422	3,893
Non-urgent	2,026	1,667	828	931	1,272	929	833	934	938
All emergency presentations	8,713	8,857	9,440	9,866	10,237	10,821	11,639	12,636	13,728

Blacktown Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,336 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,789	
14 minutes	0 minutes
27 minutes	-1 minute

(†) 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 October to December 2018

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

Number of triage 2 patients: 4,171

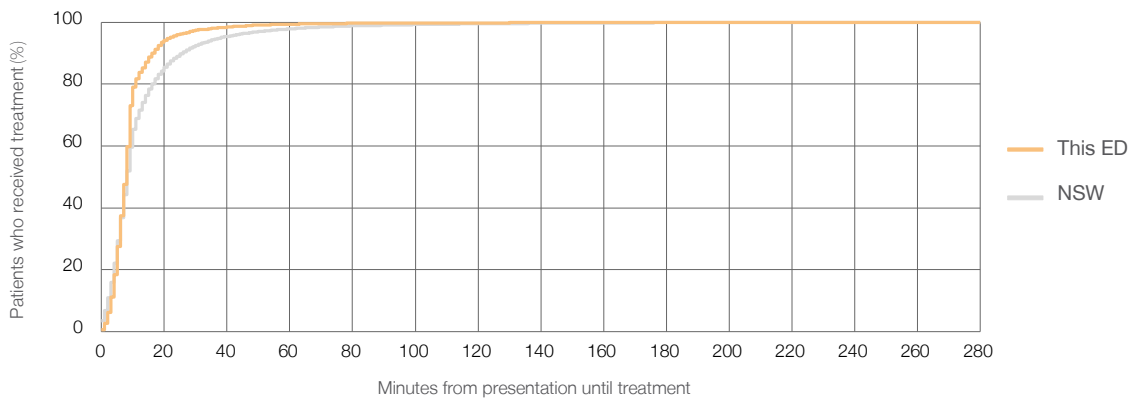
Number of triage 2 patients used to calculate waiting time:³ 4,122

Median time to start treatment⁴ 8 minutes

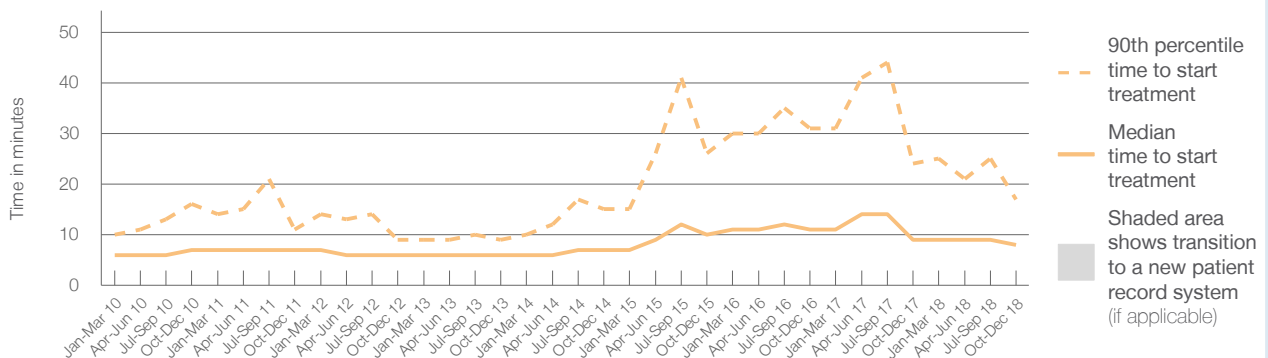
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
3,737	
3,723	
9 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	10	11	9	8
90th percentile time to start treatment ⁵ (minutes)	16	11	9	9	15	26	31	24	17

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Blacktown Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 4,534

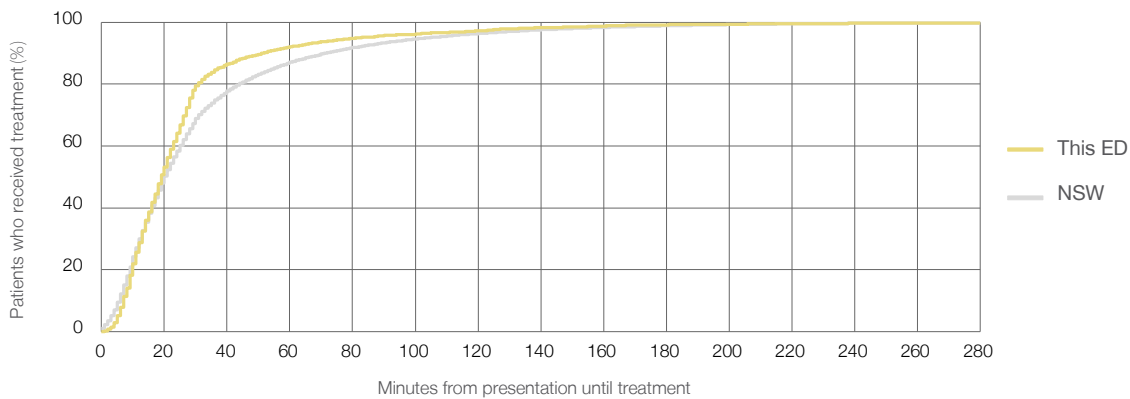
Number of triage 3 patients used to calculate waiting time:³ 4,296

Median time to start treatment⁴ 19 minutes

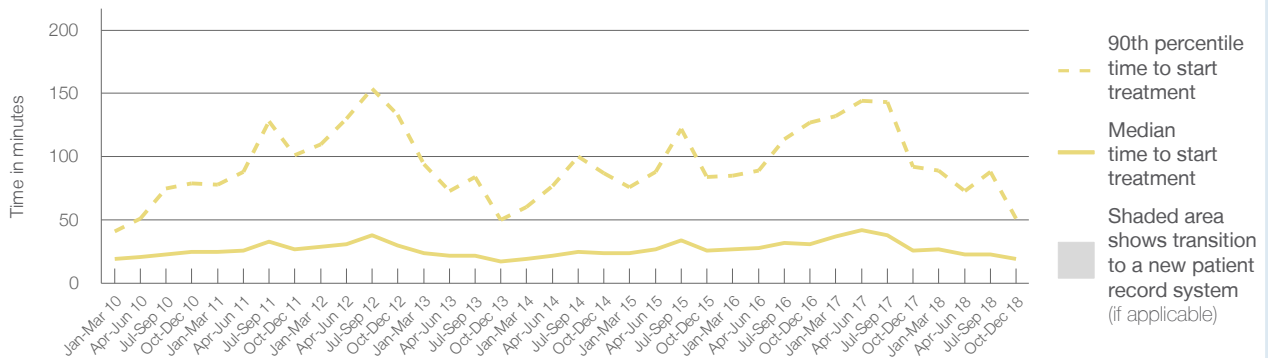
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
4,392	4,235
26 minutes	20 minutes
92 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	27	30	17	24	26	31	26	19
90th percentile time to start treatment ⁵ (minutes)	79	101	133	50	87	84	127	92	51

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Blacktown Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,893

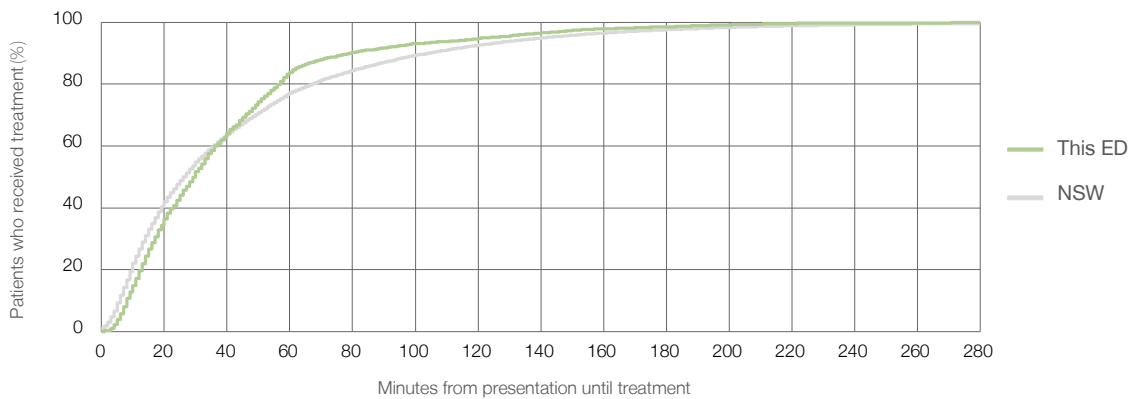
Number of triage 4 patients used to calculate waiting time:³ 3,640

Median time to start treatment⁴ 30 minutes

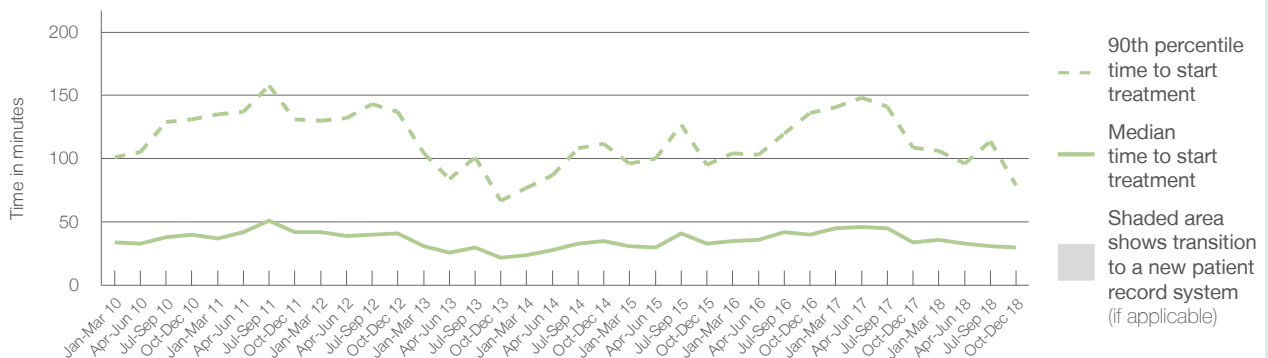
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
3,422	
3,271	
34 minutes	26 minutes
109 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	42	41	22	35	33	40	34	30
90th percentile time to start treatment ⁵ (minutes)	131	131	137	67	112	95	136	109	79

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Blacktown Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 938

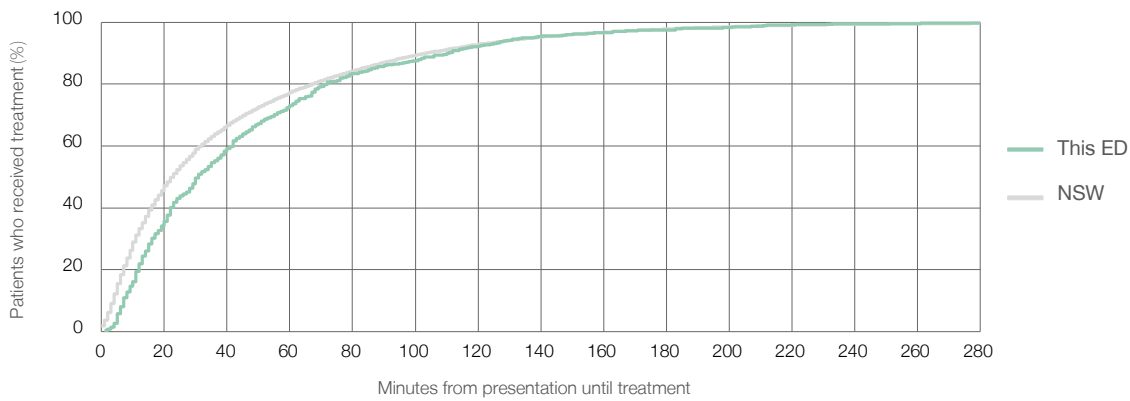
Number of triage 5 patients used to calculate waiting time:³ 803

Median time to start treatment⁴ 31 minutes

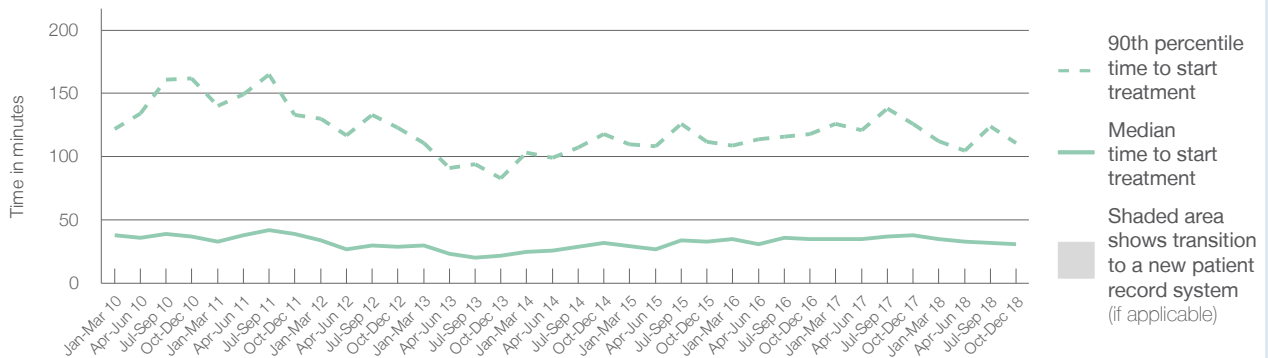
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
934	
762	
38 minutes	23 minutes
126 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	39	29	22	32	33	35	38	31
90th percentile time to start treatment ⁵ (minutes)	162	133	123	83	118	112	118	126	111

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Blacktown Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,815 patients

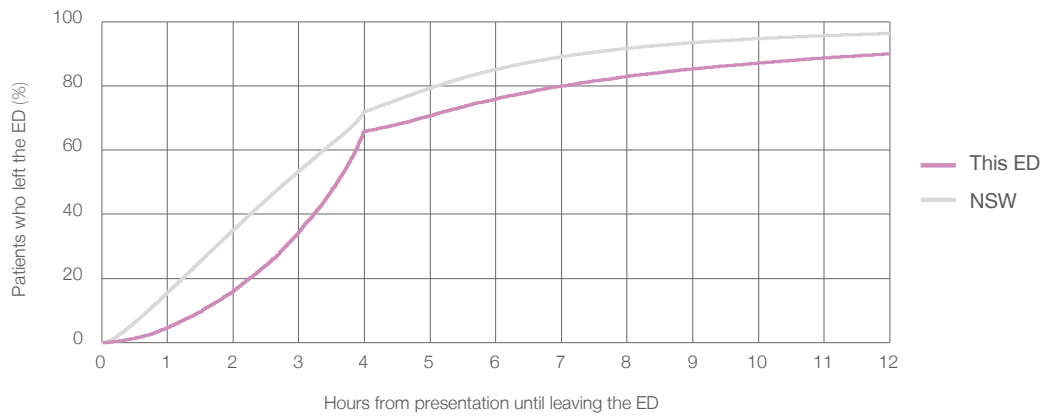
Presentations used to calculate time to leaving the ED:⁶ 13,815 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

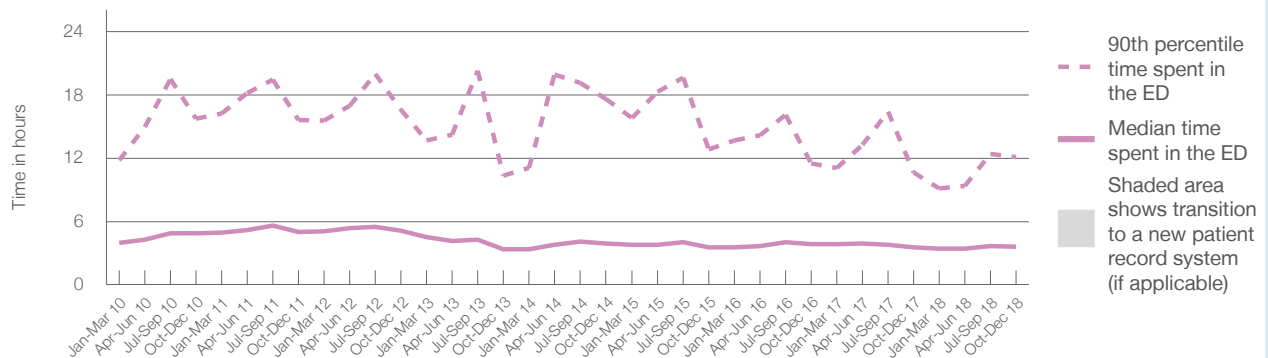
90th percentile time spent in the ED⁹ 12 hours and 6 minutes

Same period last year	NSW (this period)
12,712	
12,711	
3 hours and 33 minutes	2 hours and 49 minutes
10 hours and 38 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 53m	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m	3h 33m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	15h 44m	15h 36m	16h 37m	10h 22m	17h 37m	12h 50m	11h 29m	10h 38m	12h 6m

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Blacktown Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

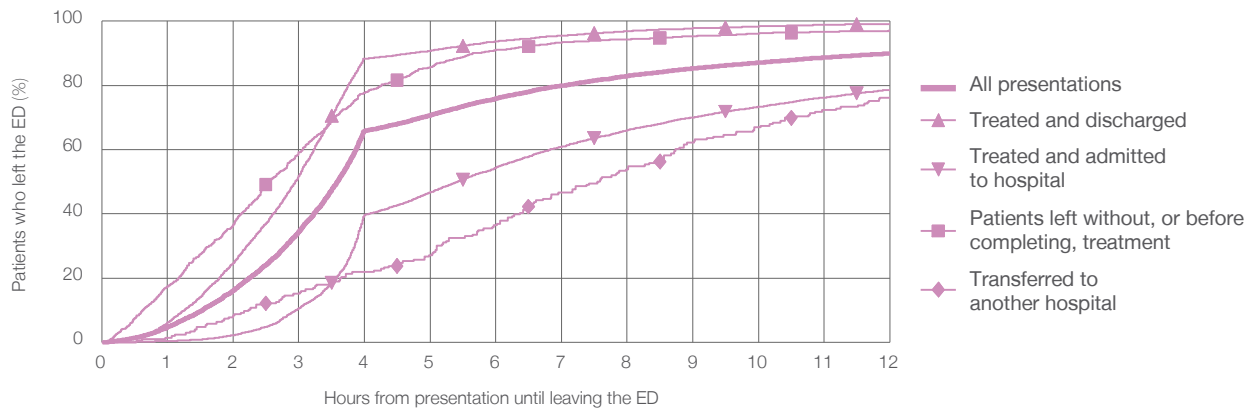
All presentations:¹ 13,815 patients

Presentations used to calculate time to leaving the ED:⁶ 13,815 patients

Treated and discharged	6,559 (47.5%)
Treated and admitted to hospital	5,869 (42.5%)
Patient left without, or before completing, treatment	1,125 (8.1%)
Transferred to another hospital	206 (1.5%)
Other	56 (0.4%)

Same period last year	Change since one year ago
12,711	9%
6,023	8.9%
5,733	2.4%
725	55.2%
195	5.6%
36	55.6%

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



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

Treated and discharged	6.1%	24.8%	51.9%	88.4%	93.7%	96.9%	98.4%	99.2%
Treated and admitted to hospital	0.3%	2.2%	10.6%	39.7%	54.4%	66.1%	73.3%	78.6%
Patient left without, or before completing, treatment	17.2%	36.7%	59.2%	77.8%	91.1%	94.3%	96.1%	97.2%
Transferred to another hospital	1.5%	8.3%	15.0%	21.8%	36.4%	53.9%	67.0%	76.2%
All presentations	4.7%	16.1%	34.5%	65.8%	76.0%	82.9%	87.1%	89.9%

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Blacktown Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 13,815 patients

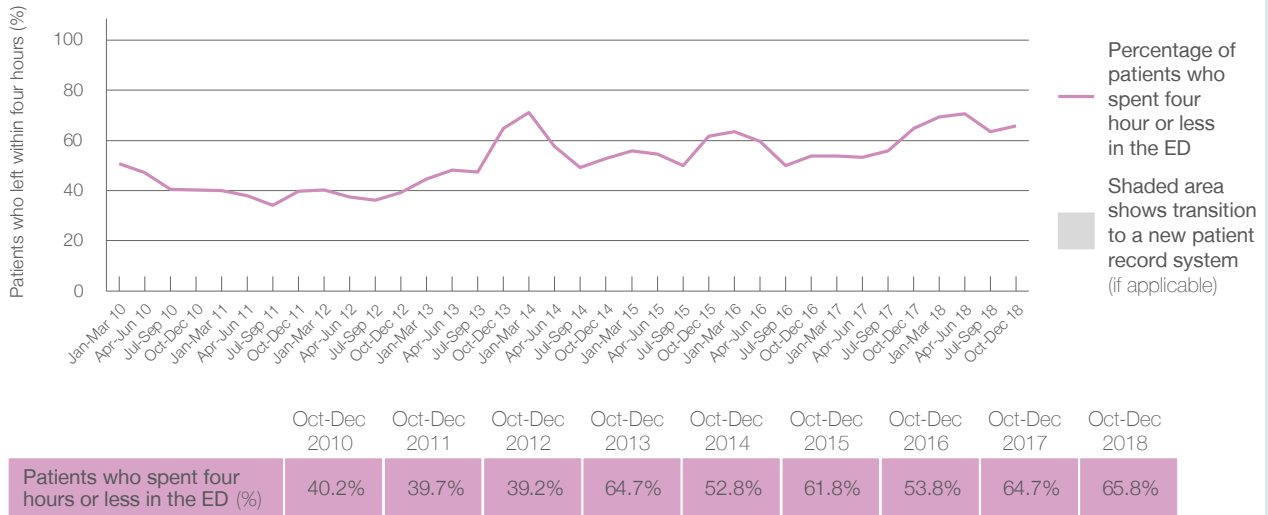
Presentations used to calculate time to leaving the ED: ⁶ 13,815 patients

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



Same period last year	Change since one year ago
12,712	9%
12,711	9%
64.7%	

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



* 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).