

## Blacktown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 11,262 patients

Emergency presentations:<sup>2</sup> 11,170 patients

Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,434 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 95th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,936 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 151 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,043 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 95th percentile time to start treatment<sup>5</sup> 155 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
3,155	
12 minutes	8 minutes
55 minutes	41 minutes
3,465	
34 minutes	21 minutes
161 minutes	103 minutes
3,108	
41 minutes	27 minutes
163 minutes	139 minutes
902	
34 minutes	24 minutes
174 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,241 patients

Percentage of patients who spent four hours or less in the ED 49.7%

Same period last year	Change since one year ago
10,893	3.2%
49.8%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

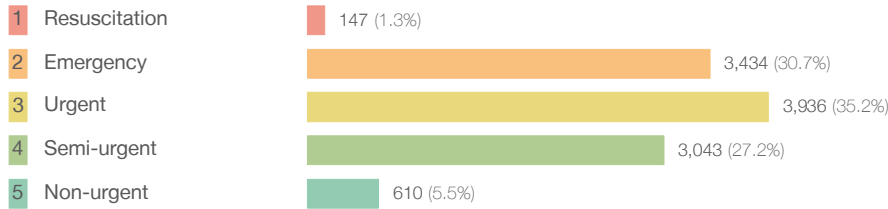
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Blacktown Hospital: Patients presenting to the emergency department July to September 2016

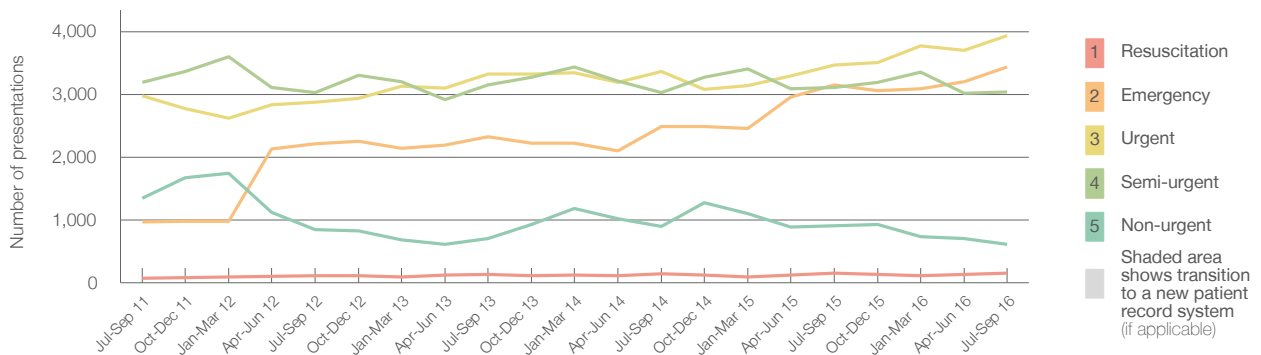
All presentations:<sup>1</sup> 11,262 patients

Emergency presentations<sup>2</sup> by triage category: 11,170 patients



Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%
147	0.0%
3,155	8.8%
3,465	13.6%
3,108	-2.1%
902	-32.4%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	71	111	131	145	147	147
Emergency	968	2,216	2,327	2,487	3,155	3,434
Urgent	2,979	2,878	3,327	3,365	3,465	3,936
Semi-urgent	3,194	3,024	3,154	3,029	3,108	3,043
Non-urgent	1,346	850	700	896	902	610
All emergency presentations	8,558	9,079	9,639	9,922	10,777	11,170

## Blacktown Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,381 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,331	
20 minutes	-2 minutes
124 minutes	-46 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.

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

July to September 2016

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

Number of triage 2 patients: 3,434

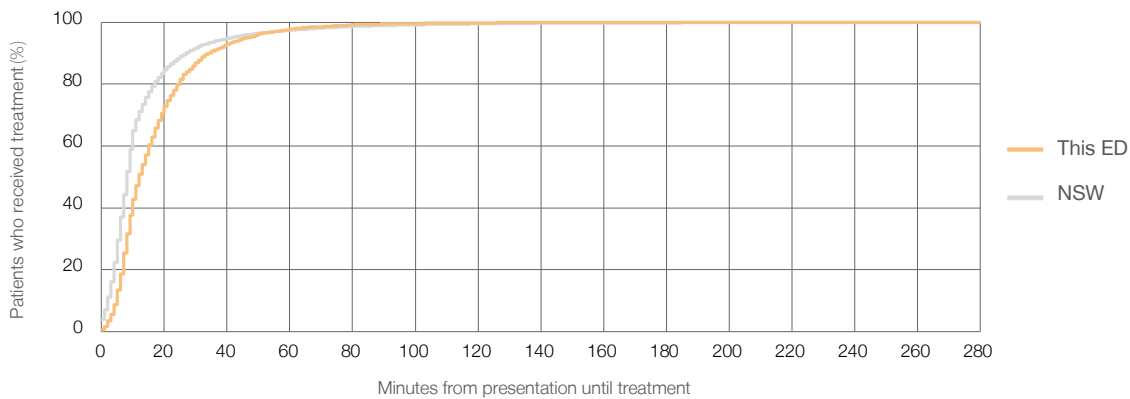
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,243

Median time to start treatment<sup>4</sup>  12 minutes

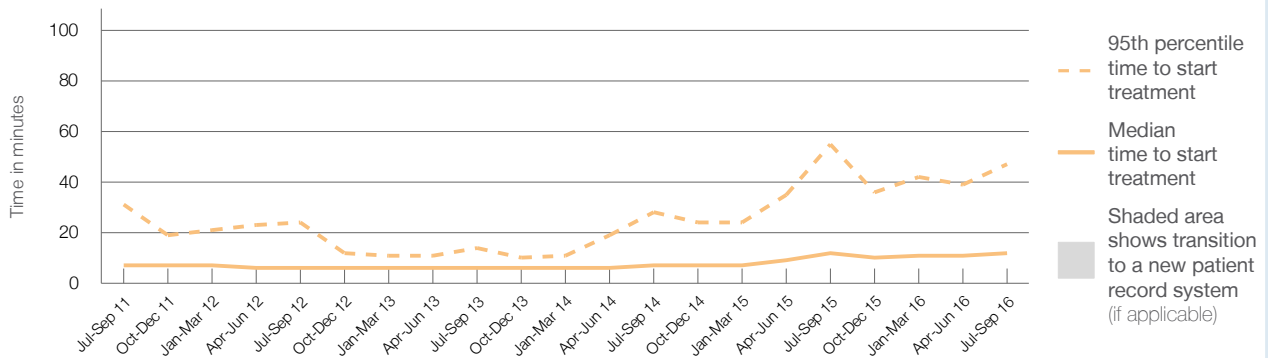
95th percentile time to start treatment<sup>5</sup>  47 minutes

Same period last year	NSW (this period)
3,155	3,057
12 minutes	8 minutes
55 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	7	12	12
95th percentile time to start treatment <sup>5</sup> (minutes)	31	24	14	28	55	47

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

July to September 2016

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

Number of triage 3 patients: 3,936

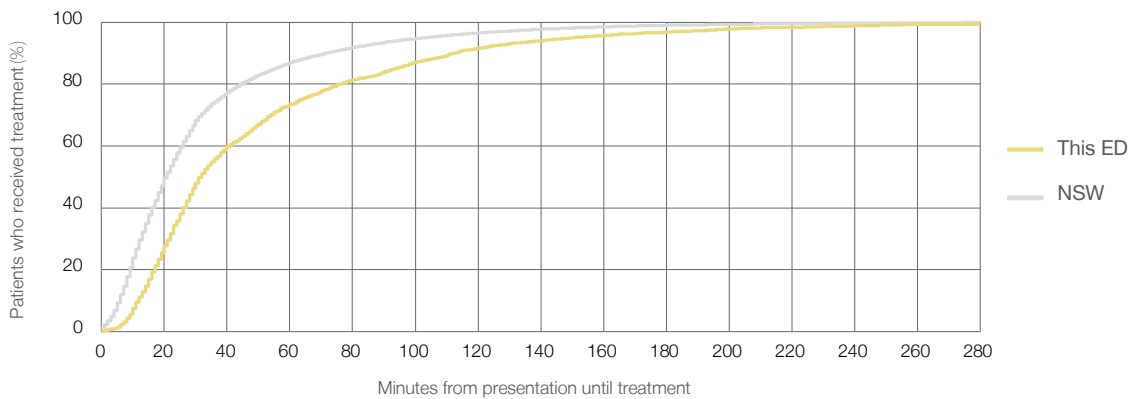
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,538

Median time to start treatment<sup>4</sup> 32 minutes

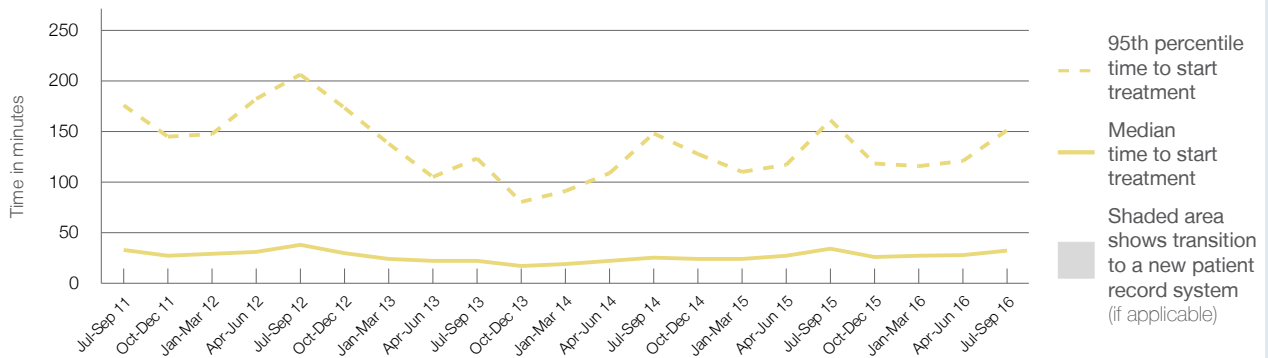
95th percentile time to start treatment<sup>5</sup> 151 minutes

Same period last year	NSW (this period)
3,465	
3,242	
34 minutes	21 minutes
161 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	33	38	22	25	34	32
95th percentile time to start treatment <sup>5</sup> (minutes)	176	206	123	148	161	151

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## Blacktown Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,043

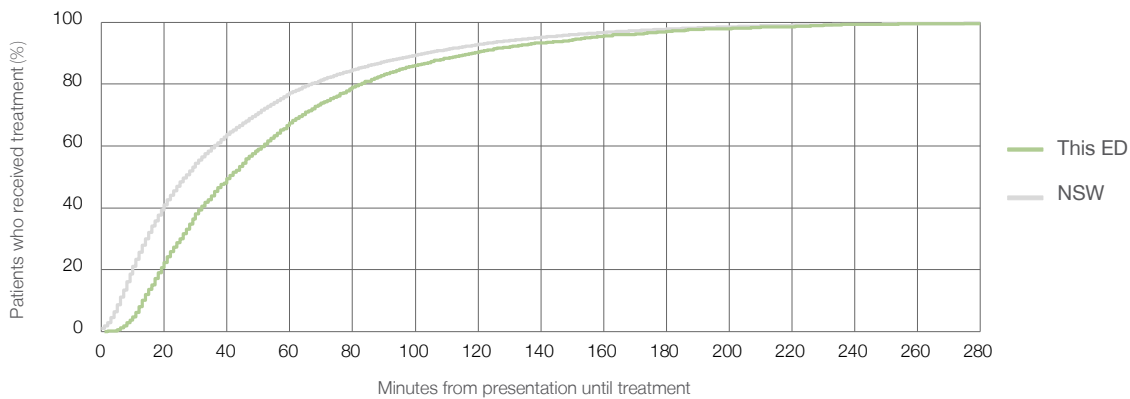
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,756

Median time to start treatment<sup>4</sup> 41 minutes

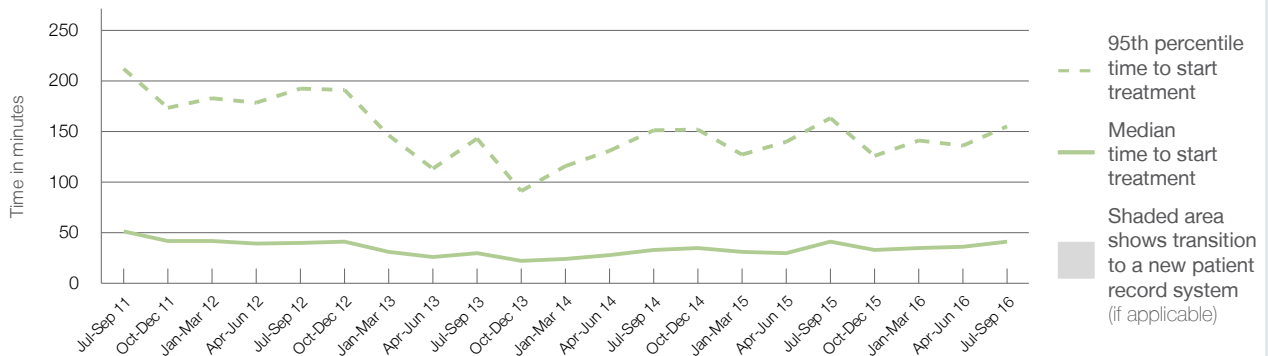
95th percentile time to start treatment<sup>5</sup> 155 minutes

Same period last year	NSW (this period)
3,108	2,827
41 minutes	27 minutes
163 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	51	40	30	33	41	41
95th percentile time to start treatment <sup>5</sup> (minutes)	212	192	143	151	163	155

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

July to September 2016

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

Number of triage 5 patients: 610

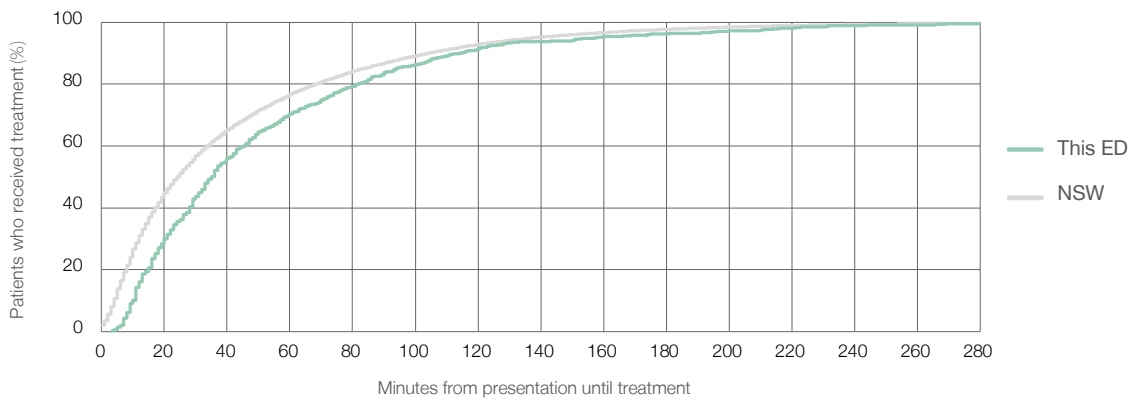
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 493

Median time to start treatment<sup>4</sup> 35 minutes

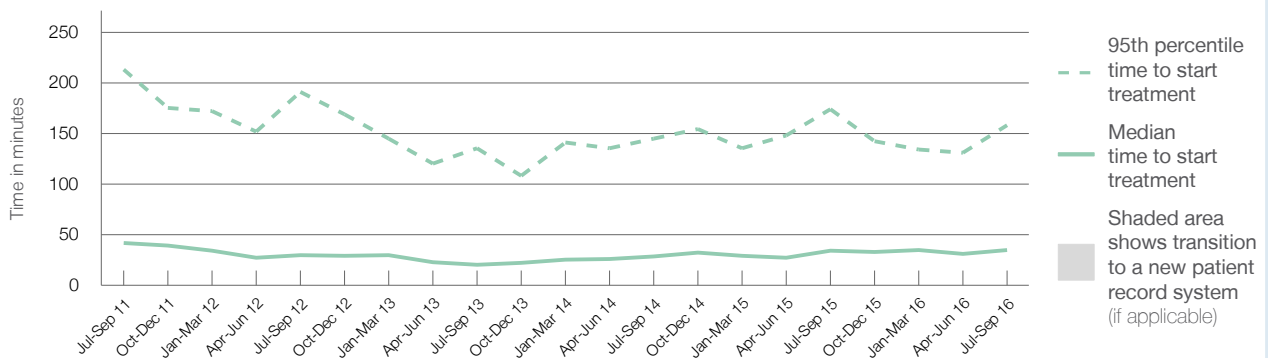
95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
902	686
34 minutes	24 minutes
174 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	42	30	20	29	34	35
95th percentile time to start treatment <sup>5</sup> (minutes)	213	191	135	145	174	158

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## Blacktown Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 11,262 patients

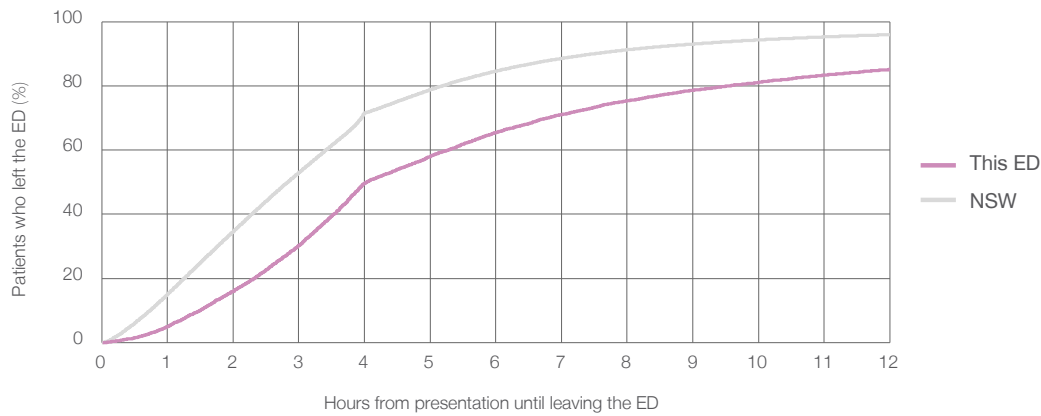
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,241 patients

Median time spent in the ED<sup>8</sup> 4 hours and 2 minutes

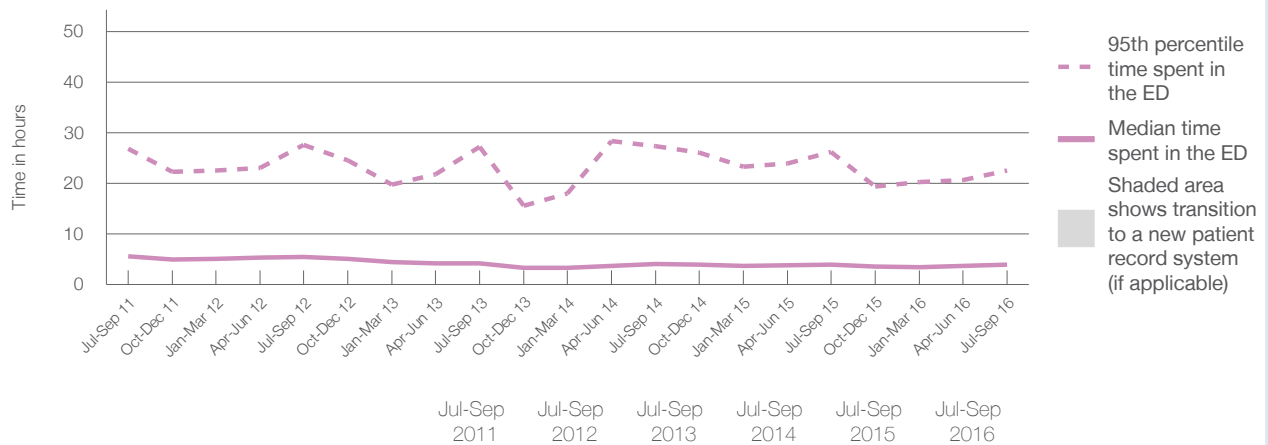
95th percentile time spent in the ED<sup>9</sup> 22 hours and 31 minutes

Same period last year	NSW (this period)
10,894	10,893
4 hours and 2 minutes	2 hours and 50 minutes
26 hours and 14 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 37m	5h 29m	4h 16m	4h 5m	4h 2m	4h 2m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	26h 51m	27h 40m	27h 15m	27h 22m	26h 14m	22h 31m

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**Blacktown Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

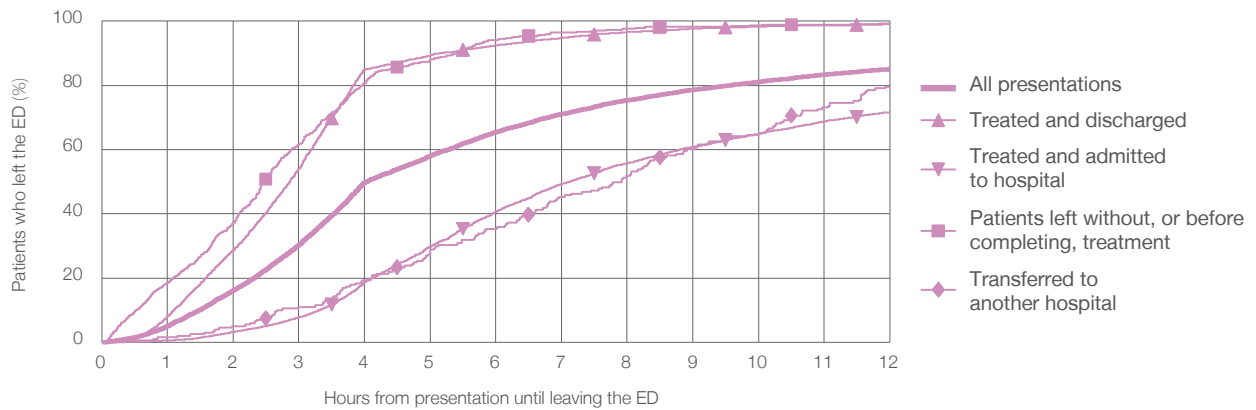
All presentations:<sup>1</sup> 11,262 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,241 patients

Treated and discharged	4,537 (40.3%)
Treated and admitted to hospital	5,314 (47.2%)
Patient left without, or before completing, treatment	678 (6.0%)
Transferred to another hospital	201 (1.8%)
Other	532 (4.7%)

Same period last year	Change since one year ago
10,893	3.2%
5,710	-20.5%
4,087	30.0%
798	-15.0%
254	-20.9%
45	1082.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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

Treated and discharged	8.1%	28.7%	54.1%	84.9%	92.5%	96.6%	98.3%	99.0%
Treated and admitted to hospital	0.5%	3.2%	7.7%	18.6%	40.7%	55.8%	64.9%	71.7%
Patient left without, or before completing, treatment	18.5%	37.3%	61.5%	80.8%	94.2%	97.6%	98.7%	99.3%
Transferred to another hospital	1.5%	5.0%	10.9%	19.4%	35.3%	51.7%	65.2%	79.6%
All presentations	5.0%	16.0%	30.3%	49.7%	65.5%	75.3%	81.1%	85.1%

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**Blacktown Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

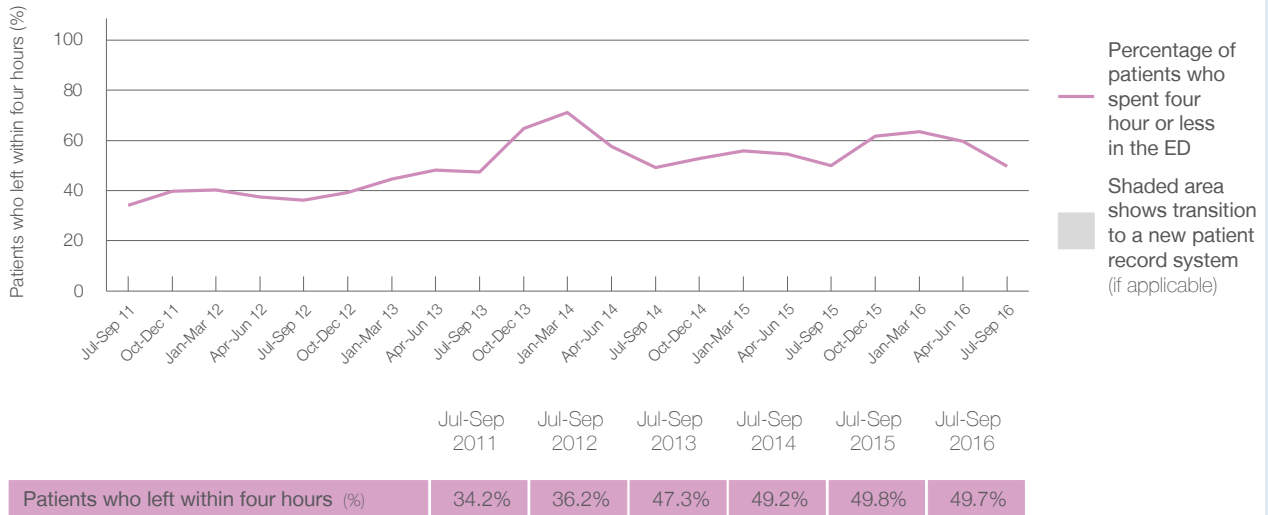
All presentations at the emergency department: <sup>1</sup> 11,262 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,241 patients

Percentage of patients who spent four hours or less in the ED 49.7%

Same period last year	Change since one year ago
10,894	3.4%
10,893	3.2%
49.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <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.

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- 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).