

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,968 patients

Emergency presentations:² 11,884 patients

Same period last year	Change since one year ago
11,183	7.0%
11,079	7.3%

Blacktown Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,342 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,201 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,538 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 700 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
3,089	
11 minutes	8 minutes
30 minutes	26 minutes
3,781	
27 minutes	20 minutes
85 minutes	69 minutes
3,359	
35 minutes	26 minutes
103 minutes	101 minutes
738	
35 minutes	23 minutes
109 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

Same period last year	Change since one year ago
11,182	6.9%
63.4%	

* 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 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.

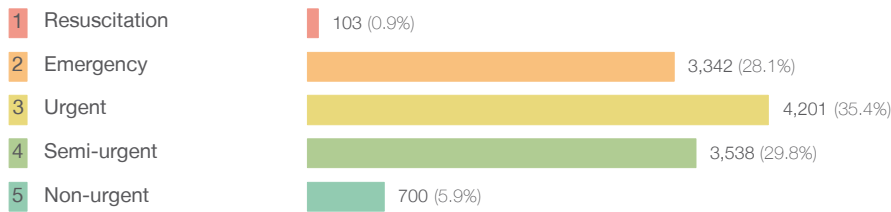
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Patients presenting to the emergency department January to March 2017

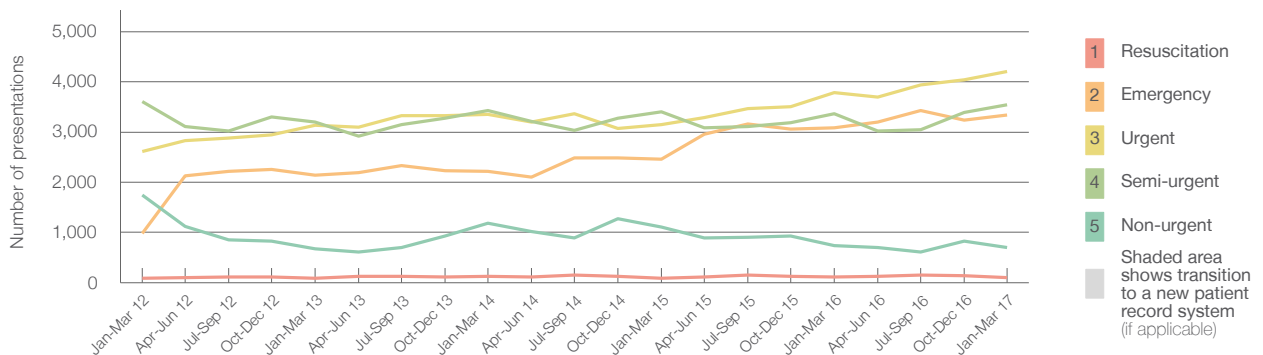
All presentations:¹ 11,968 patients

Emergency presentations² by triage category: 11,884 patients



Same period last year	Change since one year ago
11,183	7.0%
11,079	7.3%
112	-8.0%
3,089	8.2%
3,781	11.1%
3,359	5.3%
738	-5.1%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	92	93	121	91	112	103
Emergency	976	2,138	2,218	2,457	3,089	3,342
Urgent	2,618	3,130	3,347	3,142	3,781	4,201
Semi-urgent	3,602	3,199	3,433	3,405	3,359	3,538
Non-urgent	1,741	677	1,185	1,103	738	700
All emergency presentations	9,029	9,237	10,304	10,198	11,079	11,884

Blacktown Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,585 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,287	
16 minutes	-1 minute
34 minutes	-2 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 2 patients: 3,342

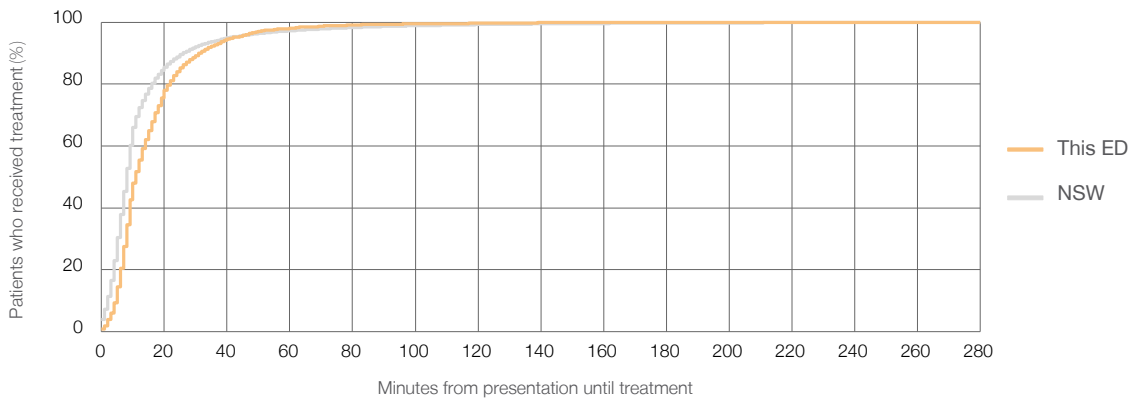
Number of triage 2 patients used to calculate waiting time:³ 3,306

Median time to start treatment⁴ 11 minutes

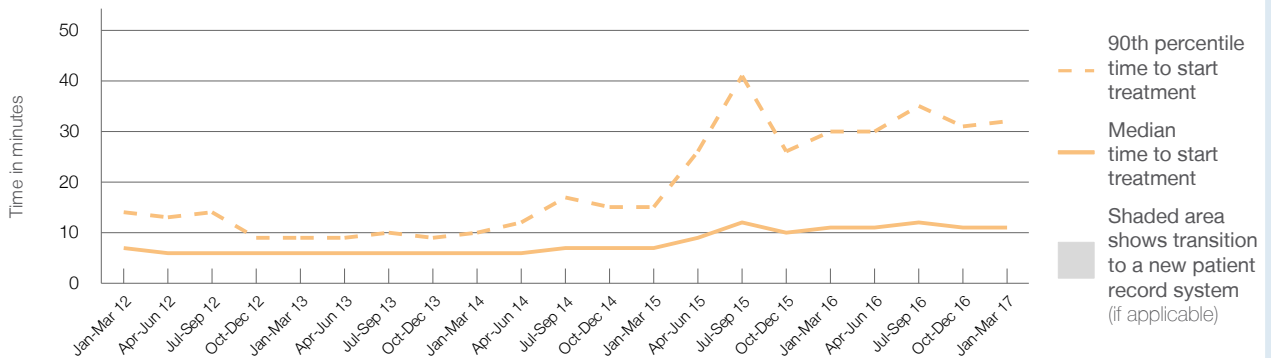
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
3,089	
3,041	
11 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	6	7	11	11
90th percentile time to start treatment ⁵ (minutes)	14	9	10	15	30	32

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 4,201

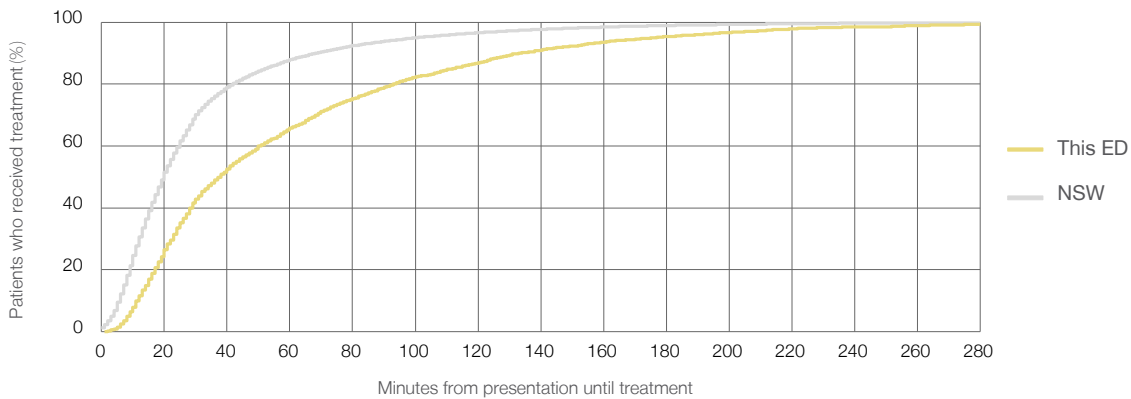
Number of triage 3 patients used to calculate waiting time:³ 3,956

Median time to start treatment⁴ 38 minutes

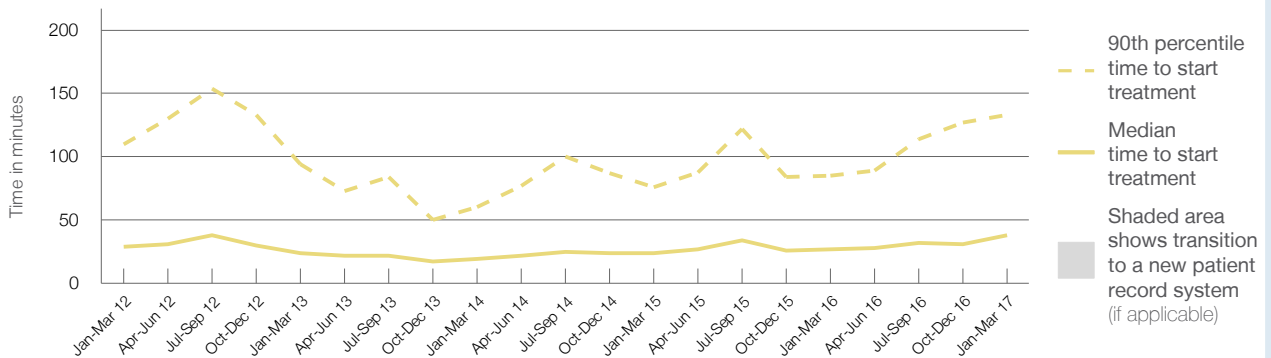
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
3,781	
3,596	
27 minutes	20 minutes
85 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	24	19	24	27	38
90th percentile time to start treatment ⁵ (minutes)	110	94	60	76	85	133

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,538

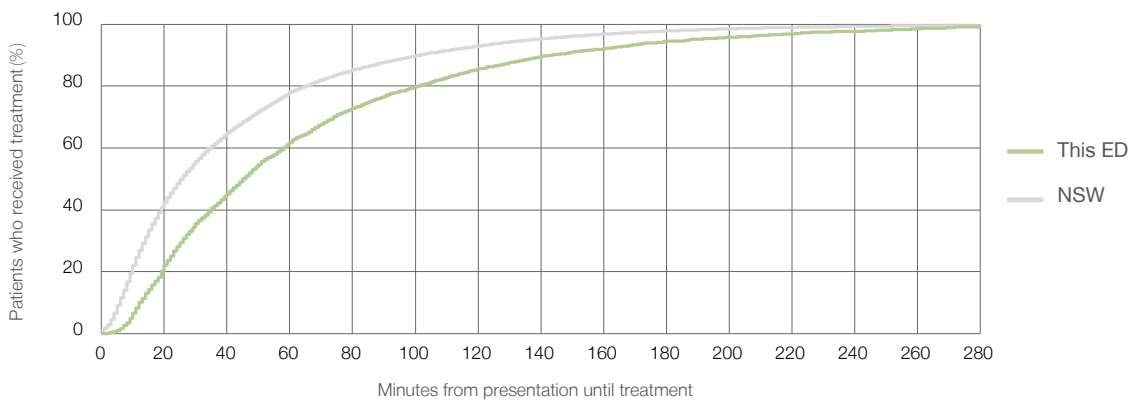
Number of triage 4 patients used to calculate waiting time:³ 3,266

Median time to start treatment⁴ 46 minutes

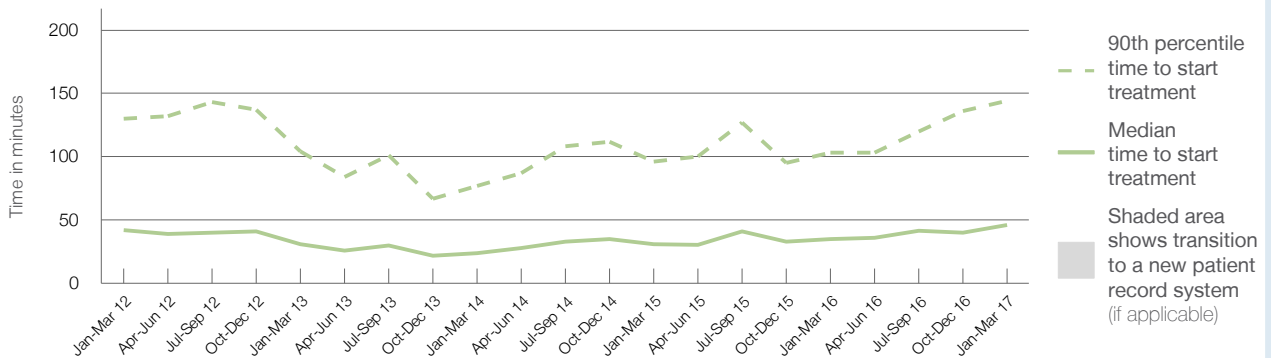
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
3,359	
3,135	
35 minutes	26 minutes
103 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	31	24	31	35	46
90th percentile time to start treatment ⁵ (minutes)	130	104	77	96	103	144

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 5 patients: 700

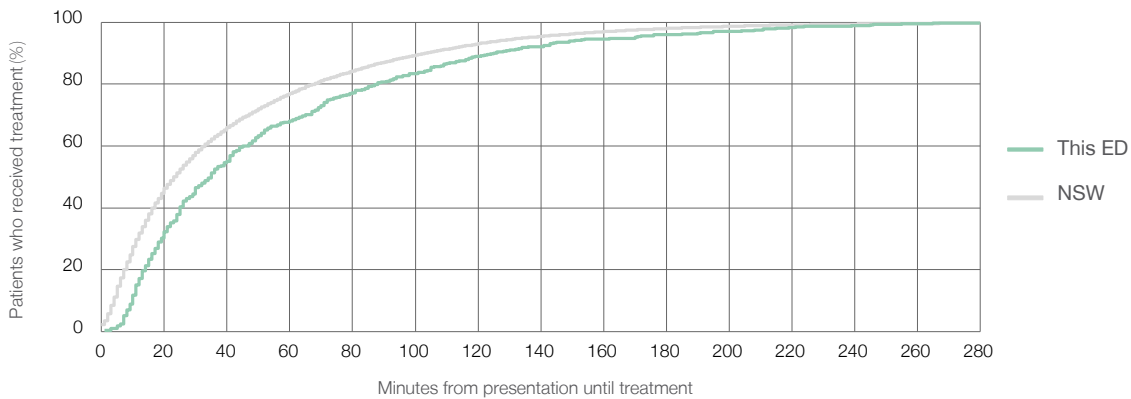
Number of triage 5 patients used to calculate waiting time:³ 561

Median time to start treatment⁴ 35 minutes

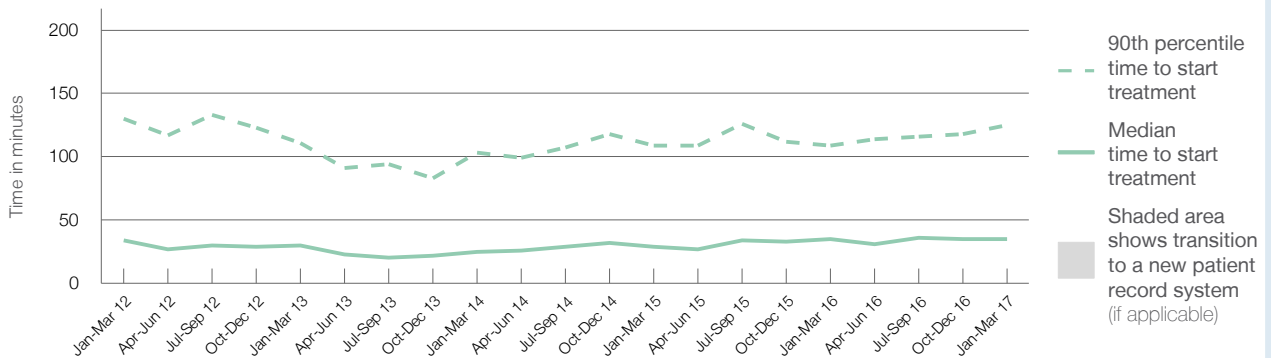
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
738	
626	
35 minutes	23 minutes
109 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	30	25	29	35	35
90th percentile time to start treatment ⁵ (minutes)	130	111	103	109	109	125

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,968 patients

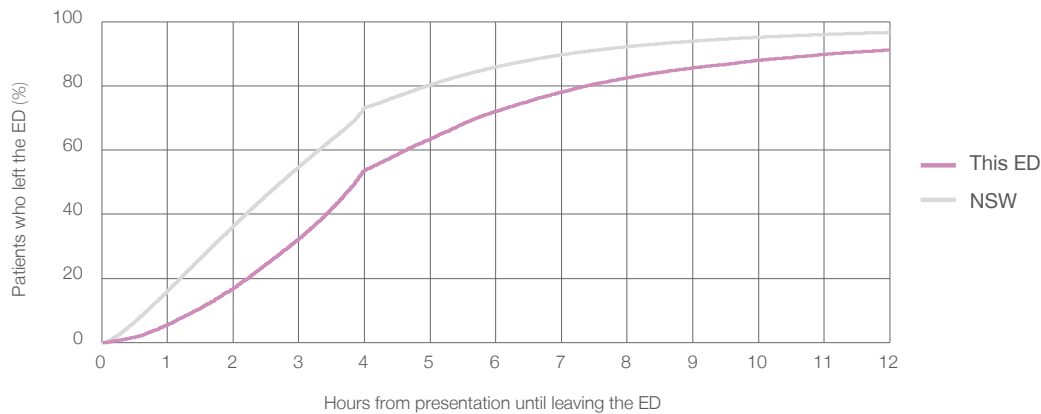
Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

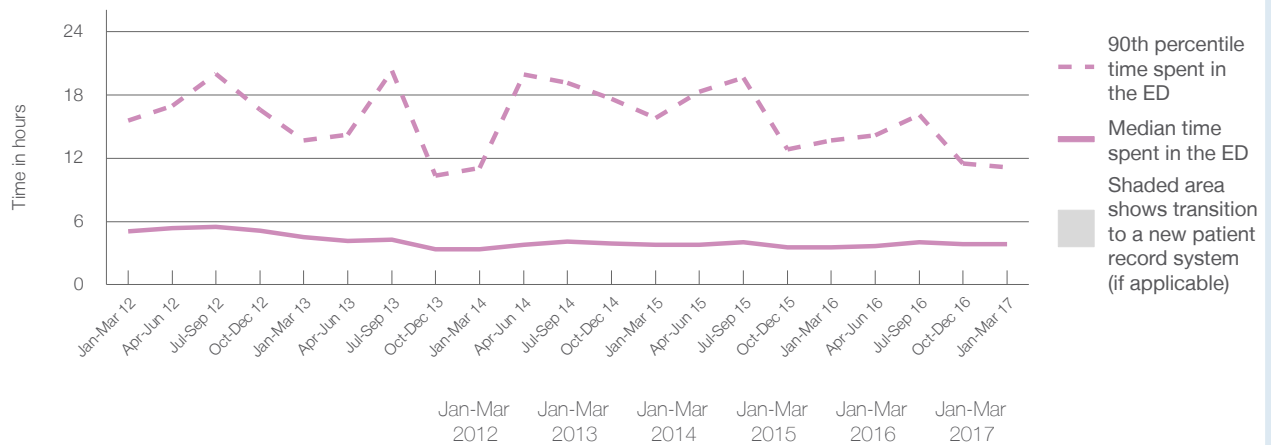
90th percentile time spent in the ED⁹ 11 hours and 7 minutes

Same period last year	NSW (this period)
11,183	
11,182	
3 hours and 31 minutes	2 hours and 44 minutes
13 hours and 40 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m	3h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 33m	13h 41m	11h 5m	15h 50m	13h 40m	11h 7m

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Blacktown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

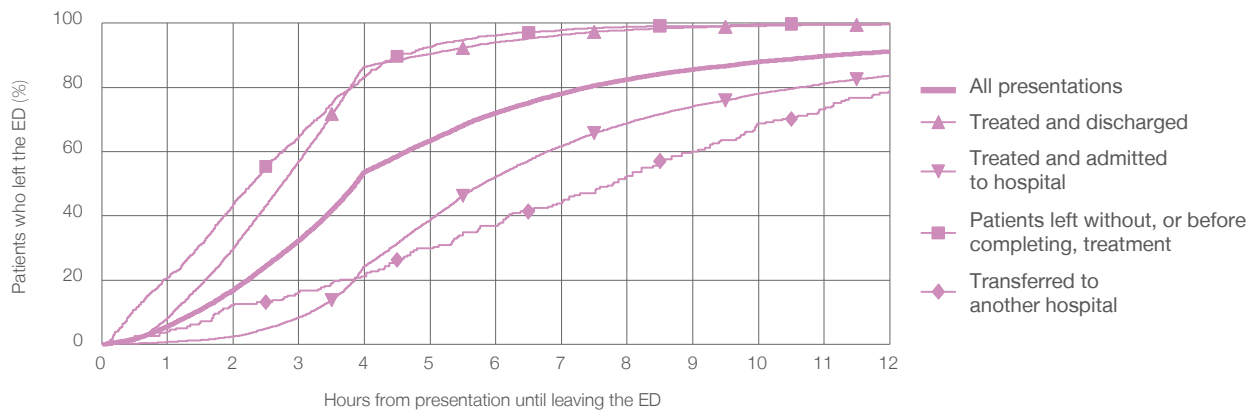
All presentations:¹ 11,968 patients

Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Treated and discharged	4,762 (39.8%)
Treated and admitted to hospital	6,069 (50.7%)
Patient left without, or before completing, treatment	868 (7.3%)
Transferred to another hospital	198 (1.7%)
Other	71 (0.6%)

Same period last year	Change since one year ago
11,182	6.9%
5,042	-5.6%
5,224	16.2%
635	36.7%
226	-12.4%
56	26.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	8.2%	29.8%	57.0%	86.4%	94.1%	97.9%	99.1%	99.6%
Treated and admitted to hospital	0.7%	2.5%	8.4%	24.4%	52.1%	68.9%	78.1%	83.6%
Patient left without, or before completing, treatment	20.8%	43.6%	64.5%	83.4%	96.2%	98.8%	99.7%	99.8%
Transferred to another hospital	4.0%	12.1%	16.2%	21.2%	36.9%	52.5%	68.7%	78.8%
All presentations	5.6%	16.9%	32.4%	53.7%	72.0%	82.5%	88.0%	91.2%

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Blacktown Hospital: Time spent in the ED

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

January to March 2017

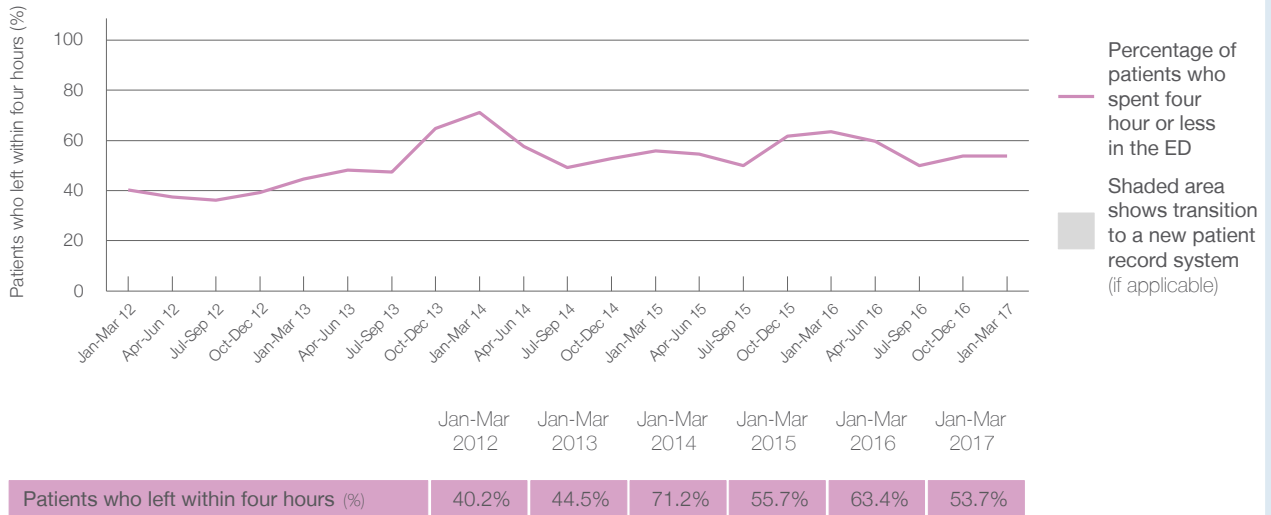
All presentations at the emergency department:¹ 11,968 patients

Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

Same period last year	Change since one year ago
11,183	7.0%
11,182	6.9%
63.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).