

## Blacktown Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 11,176 patients  
 Emergency attendances:<sup>2</sup> 11,072 patients

Same period last year	Change since one year ago
10,255	9%
10,198	9%

## Blacktown Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,088 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 95th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,777 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 95th percentile time to start treatment<sup>5</sup> 116 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,358 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 95th percentile time to start treatment<sup>5</sup> 142 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 737 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 95th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
2,457	
7 minutes	8 minutes
24 minutes	35 minutes
3,142	
24 minutes	20 minutes
110 minutes	99 minutes
3,405	
31 minutes	26 minutes
127 minutes	137 minutes
1,103	
29 minutes	23 minutes
135 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Percentage of patients who left the ED within four hours 63%

Same period last year	Change since one year ago
10,255	9%
56%	

\* 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 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 attendances that have a departure time.

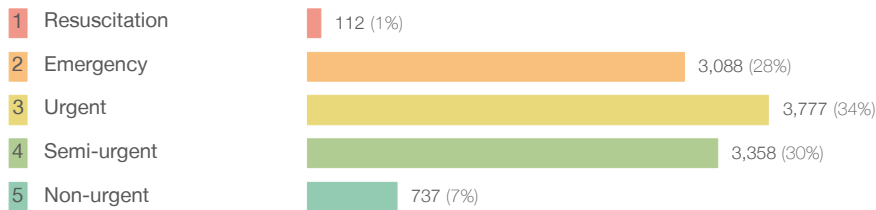
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Blacktown Hospital: Patients attending the emergency department January to March 2016

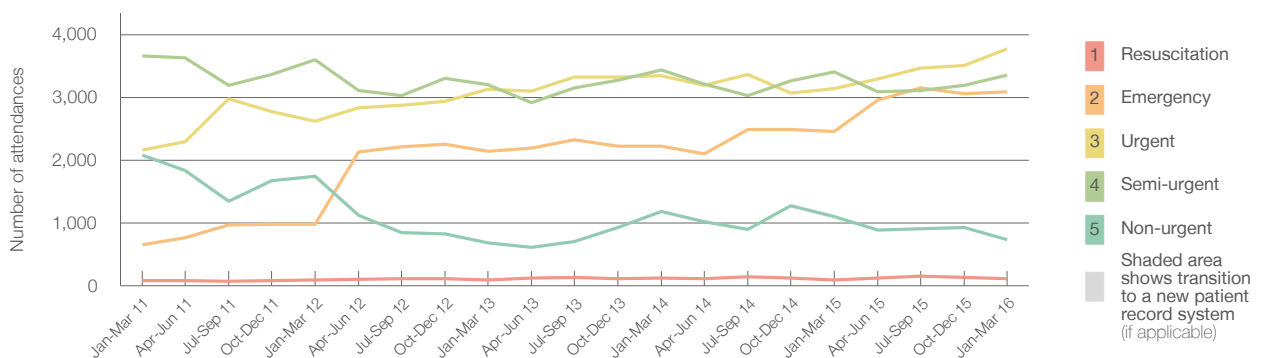
All attendances:<sup>1</sup> 11,176 patients

Emergency attendances<sup>2</sup> by triage category: 11,072 patients



Same period last year	Change since one year ago
10,255	9%
10,198	9%
91	23%
2,457	26%
3,142	20%
3,405	-1%
1,103	-33%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	79	92	93	121	91	112
Emergency	653	976	2,138	2,218	2,457	3,088
Urgent	2,163	2,618	3,130	3,347	3,142	3,777
Semi-urgent	3,661	3,602	3,199	3,433	3,405	3,358
Non-urgent	2,076	1,741	677	1,185	1,103	737
All emergency attendances	8,632	9,029	9,237	10,304	10,198	11,072

## Blacktown Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,287 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
3,001	
18 minutes	-2 minutes
74 minutes	-28 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Blacktown Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 3,088

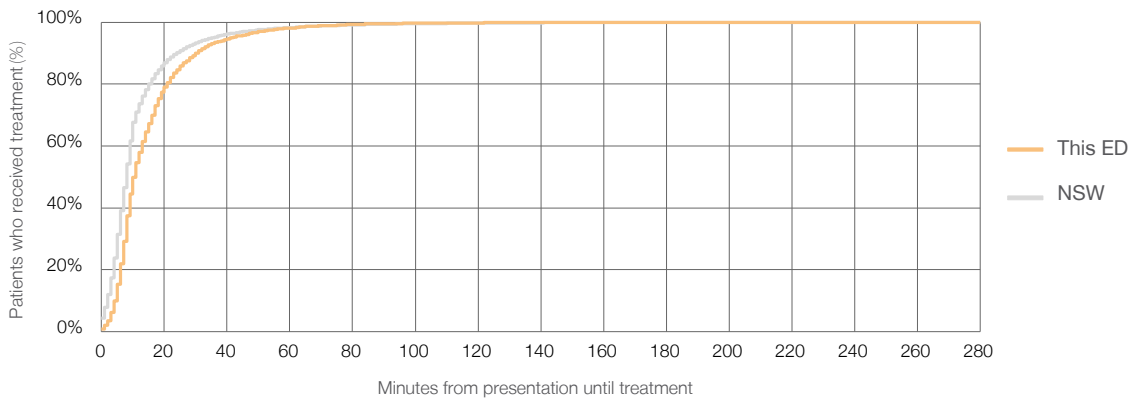
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,027

Median time to start treatment<sup>4</sup>  11 minutes

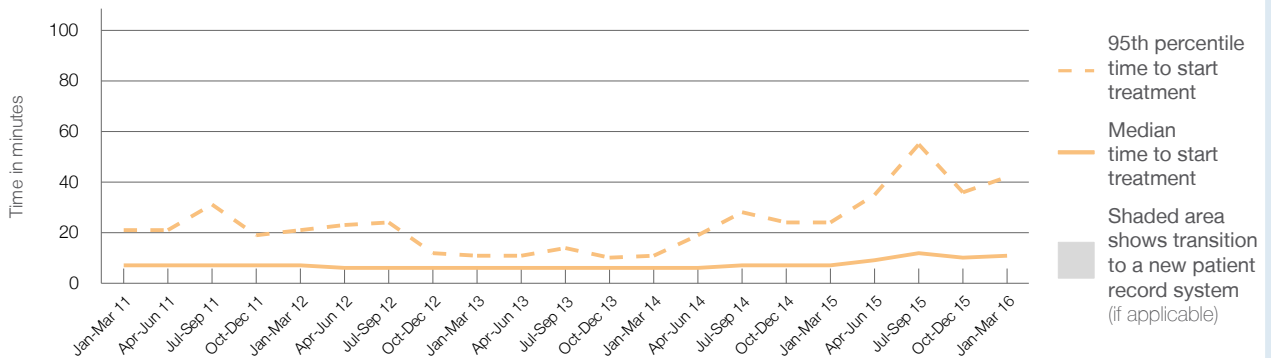
95th percentile time to start treatment<sup>5</sup>  42 minutes

Same period last year	NSW (this period)
2,457	
2,396	
7 minutes	8 minutes
24 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	6	6	7	11
95th percentile time to start treatment <sup>5</sup> (minutes)	21	21	11	11	24	42

(†) 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 from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,777

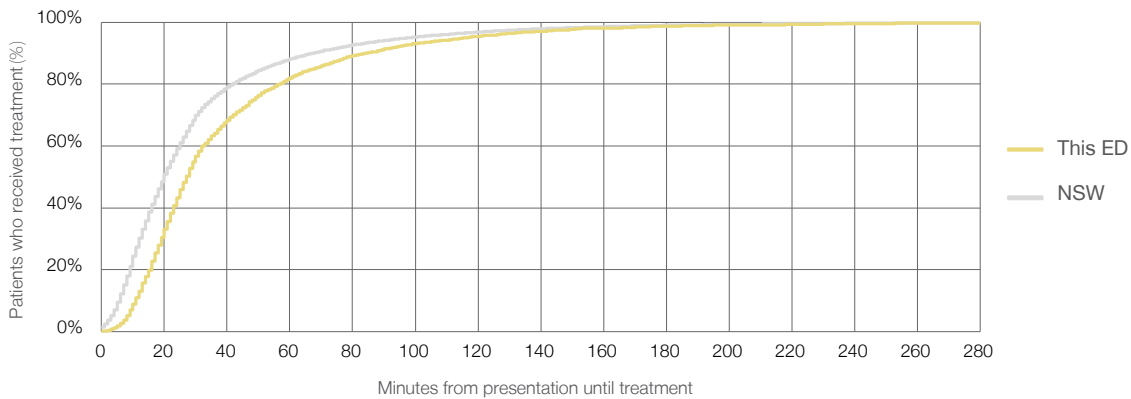
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,569

Median time to start treatment<sup>4</sup> 27 minutes

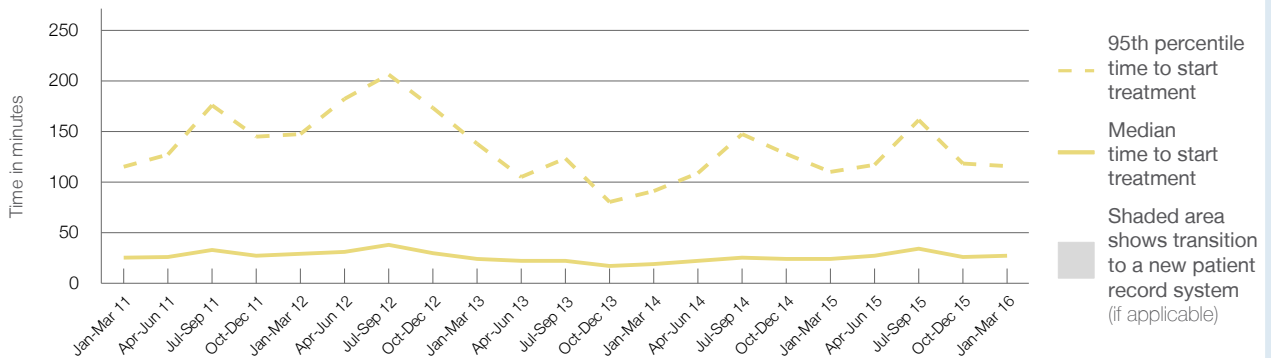
95th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
3,142	
2,977	
24 minutes	20 minutes
110 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	25	29	24	19	24	27
95th percentile time to start treatment <sup>5</sup> (minutes)	115	147	138	91	110	116

(†) 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 from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 3,358

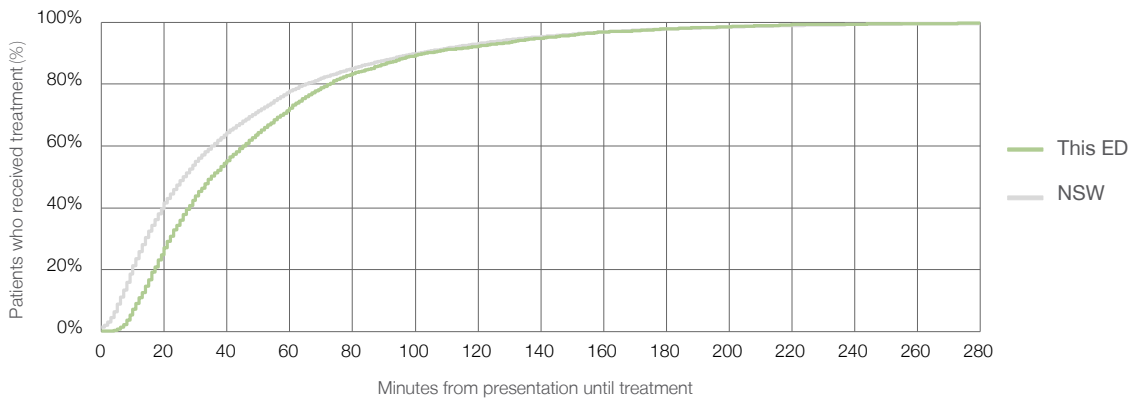
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,120

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

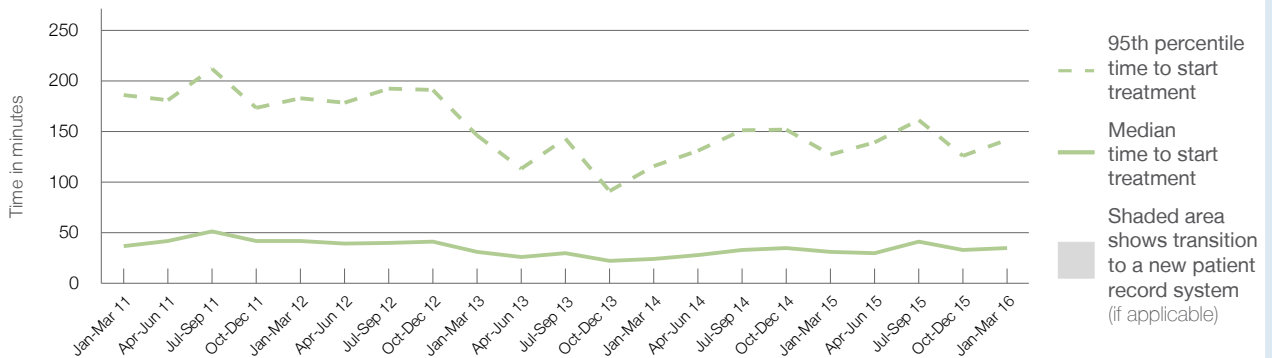
95th percentile time to start treatment<sup>5</sup> 142 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,405	3,144
Median time to start treatment <sup>4</sup>	31 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	127 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	37	42	31	24	31	35
95th percentile time to start treatment <sup>5</sup> (minutes)	186	183	146	116	127	142

(†) 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 from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 737

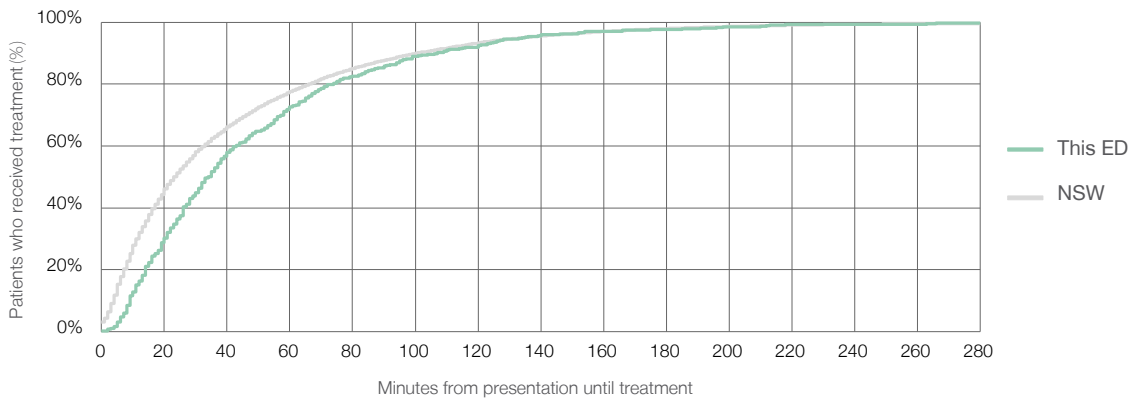
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 620

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

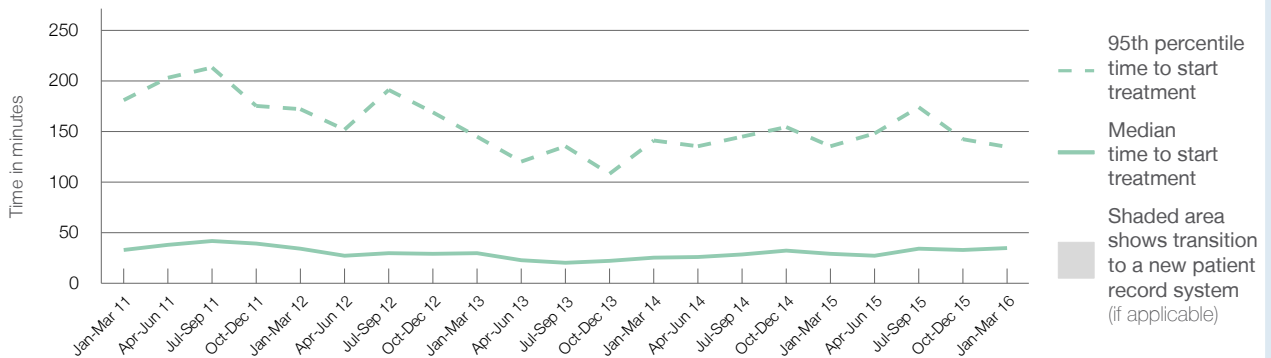
95th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
1,103	
864	
29 minutes	23 minutes
135 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	33	34	30	25	29	35
95th percentile time to start treatment <sup>5</sup> (minutes)	181	172	145	141	135	135

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 11,176 patients

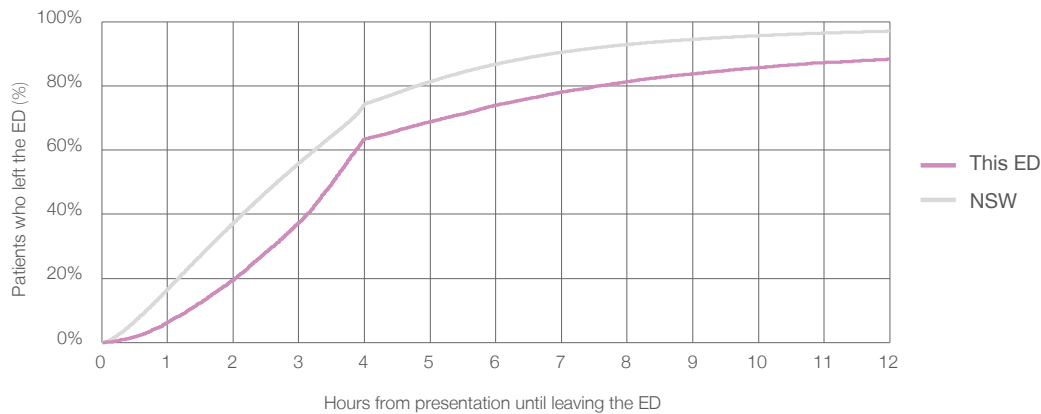
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 31 minutes

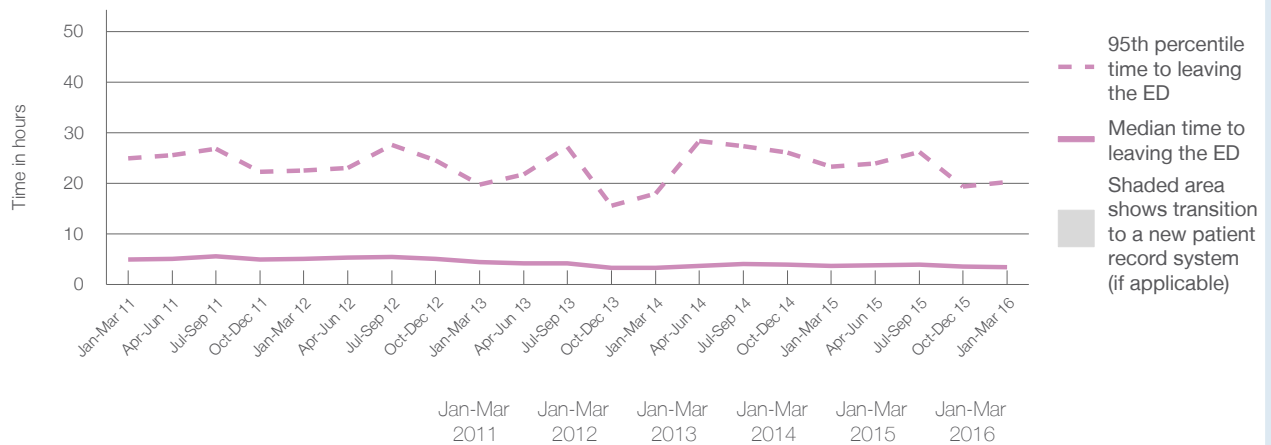
95th percentile time to leaving the ED<sup>9</sup> 20 hours and 17 minutes

Same period last year	NSW (this period)
10,255	10,255
3 hours and 47 minutes	2 hours and 40 minutes
23 hours and 21 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 56m	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	24h 57m	22h 32m	19h 49m	18h 2m	23h 21m	20h 17m

(†) 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 from presentation until leaving the ED**  
By mode of separation  
January to March 2016

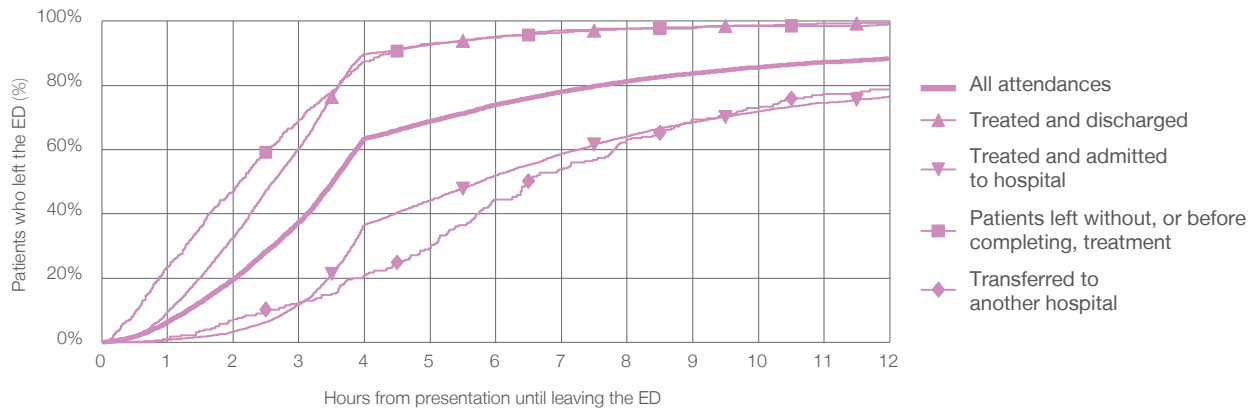
All attendances:<sup>1</sup> 11,176 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Treated and discharged	5,036 (45%)
Treated and admitted to hospital	5,222 (47%)
Patient left without, or before completing, treatment	635 (6%)
Transferred to another hospital	225 (2%)
Other	58 (1%)

Same period last year	Change since one year ago
10,255	9%
5,380	-6%
4,025	30%
620	2%
203	11%
27	115%

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



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

Treated and discharged	10%	33%	61%	90%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	37%	52%	64%	72%	77%
Patient left without, or before completing, treatment	23%	47%	69%	88%	95%	98%	99%	99%
Transferred to another hospital	1%	7%	12%	21%	44%	63%	73%	79%
All attendances	6%	20%	37%	63%	74%	81%	86%	88%

(†) 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 from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:<sup>1</sup> 11,176 patients

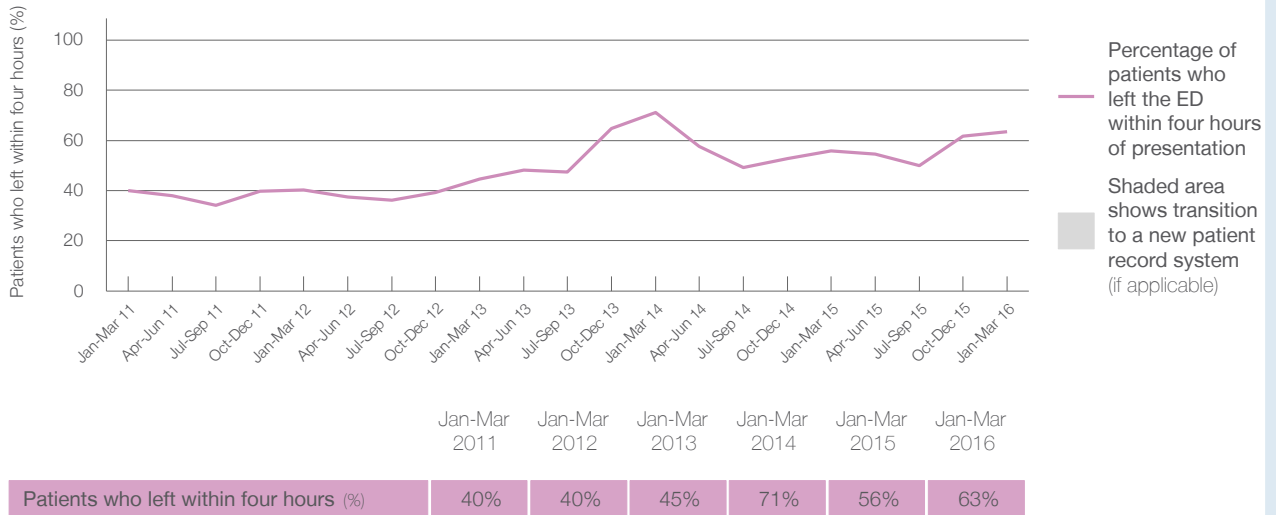
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	10,255	9%
Attendances used to calculate time to leaving the ED	10,255	9%
Percentage of patients who left the ED within four hours	56%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 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.

‡ 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 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 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 attendances 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).