

Blacktown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,900 patients

Emergency presentations:² 12,821 patients

Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%

Blacktown Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,819 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,783 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 143 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,383 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 665 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
3,434	
12 minutes	9 minutes
35 minutes	29 minutes
3,936	
32 minutes	23 minutes
114 minutes	83 minutes
3,042	
42 minutes	30 minutes
120 minutes	121 minutes
610	
36 minutes	26 minutes
116 minutes	118 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,244	14.7%
49.9%	

* 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.

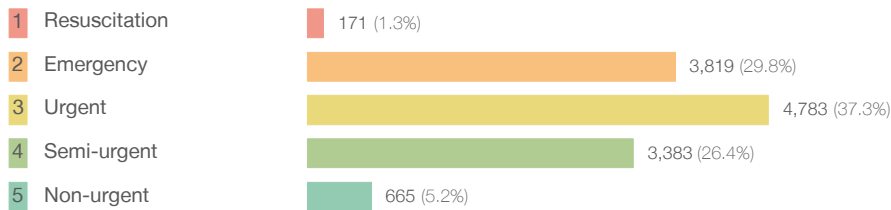
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Blacktown Hospital: Patients presenting to the emergency department July to September 2017

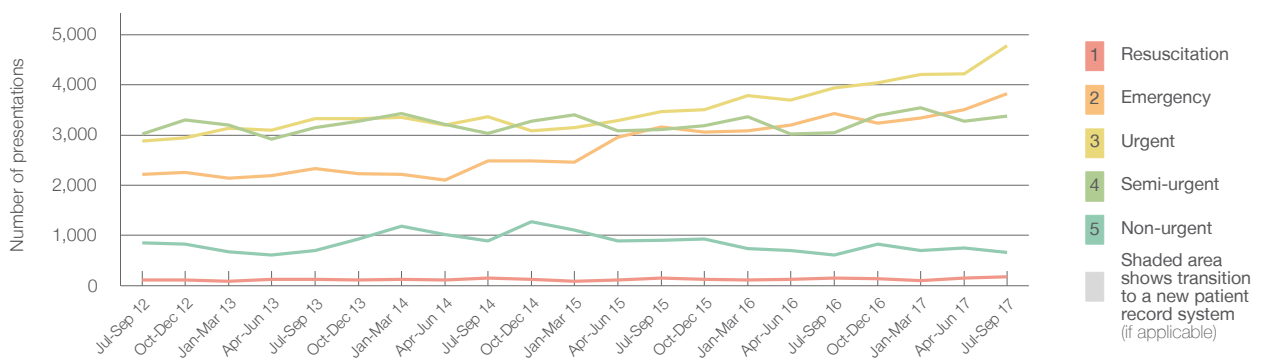
All presentations:¹ 12,900 patients

Emergency presentations² by triage category: 12,821 patients



Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%
147	16.3%
3,434	11.2%
3,936	21.5%
3,042	11.2%
610	9.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	111	131	145	147	147	171
Emergency	2,216	2,327	2,487	3,155	3,434	3,819
Urgent	2,878	3,327	3,365	3,465	3,936	4,783
Semi-urgent	3,024	3,154	3,029	3,108	3,042	3,383
Non-urgent	850	700	896	902	610	665
All emergency presentations	9,079	9,639	9,922	10,777	11,169	12,821

Blacktown Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,064 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,381	
18 minutes	-1 minute
55 minutes	-10 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 2017

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

Number of triage 2 patients: 3,819

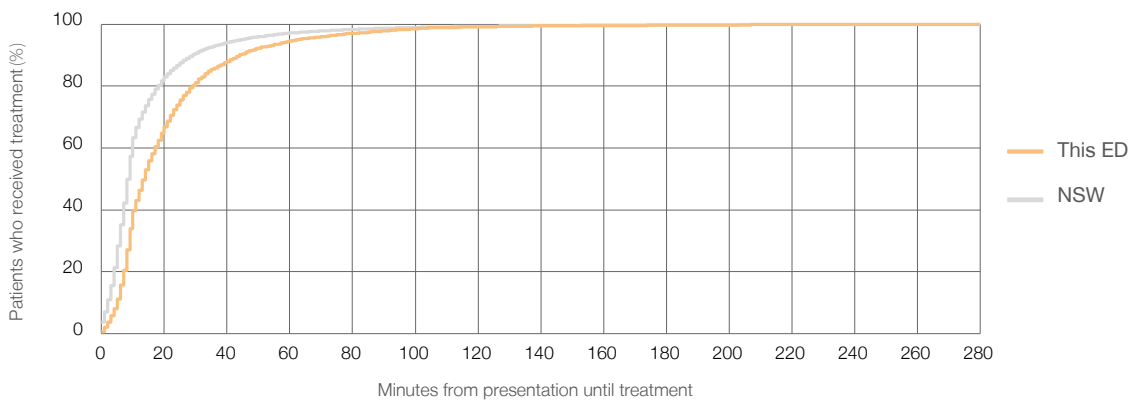
Number of triage 2 patients used to calculate waiting time:³ 3,785

Median time to start treatment⁴ 14 minutes

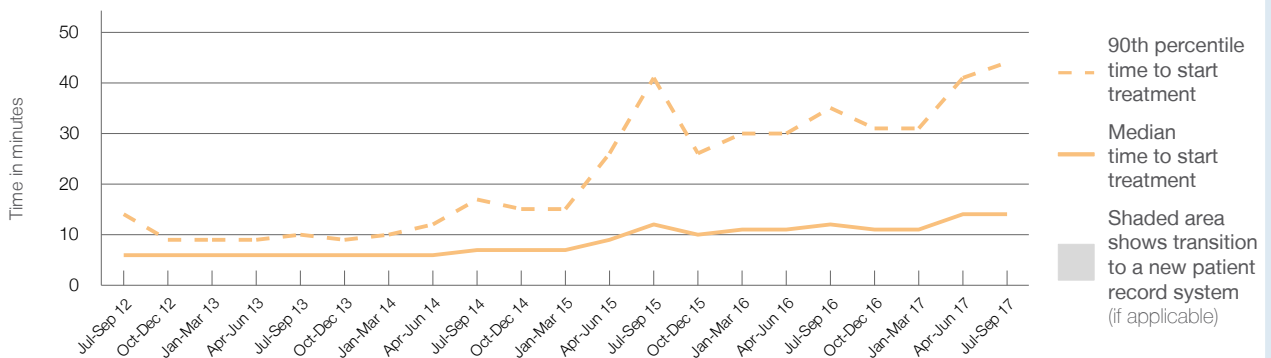
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
3,434	3,410
12 minutes	9 minutes
35 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	7	12	12	14
90th percentile time to start treatment ⁵ (minutes)	14	10	17	41	35	44

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Blacktown Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,783

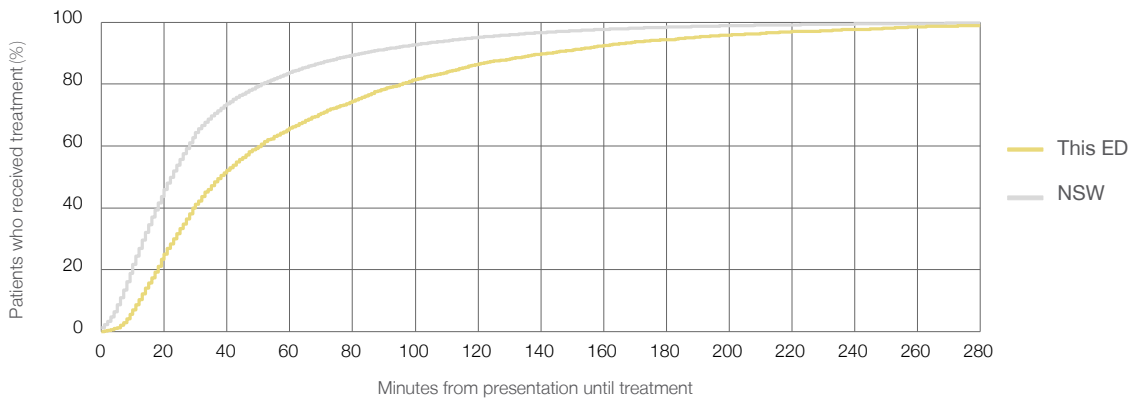
Number of triage 3 patients used to calculate waiting time:³ 4,505

Median time to start treatment⁴ 38 minutes

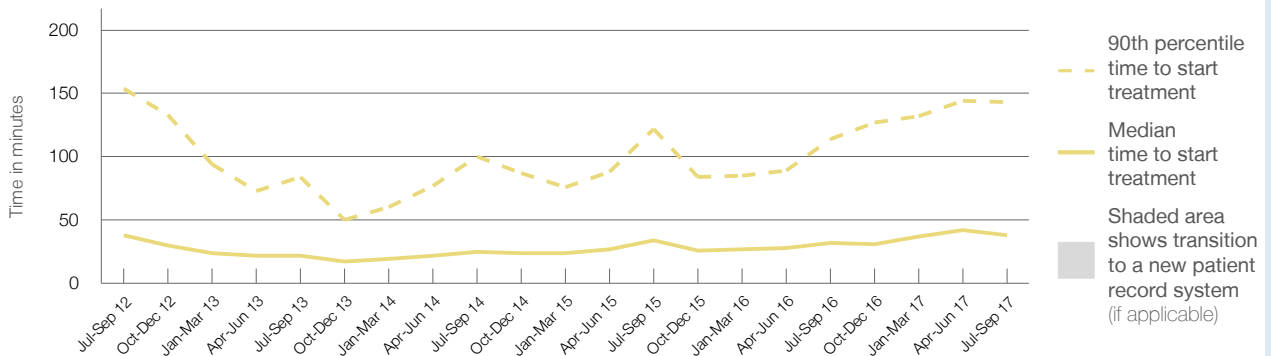
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
3,936	3,768
32 minutes	23 minutes
114 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	22	25	34	32	38
90th percentile time to start treatment ⁵ (minutes)	154	84	100	122	114	143

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Blacktown Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,383

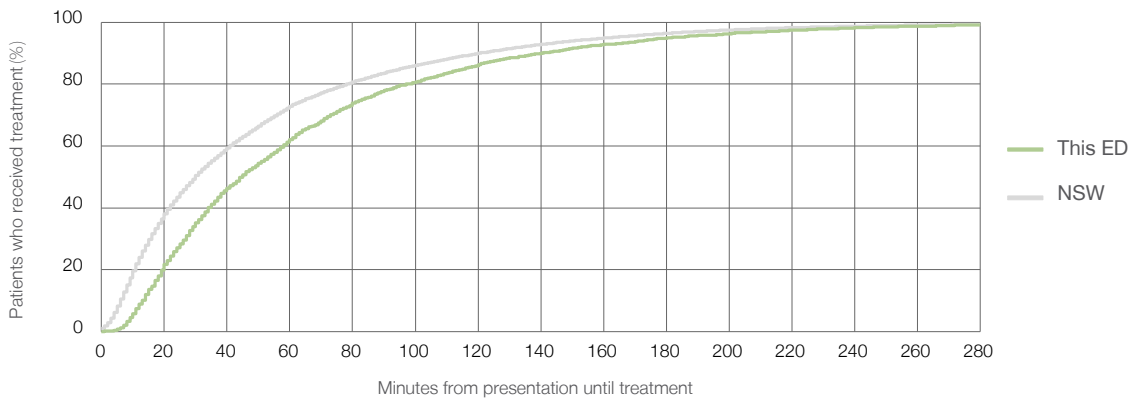
Number of triage 4 patients used to calculate waiting time:³ 3,174

Median time to start treatment⁴ 45 minutes

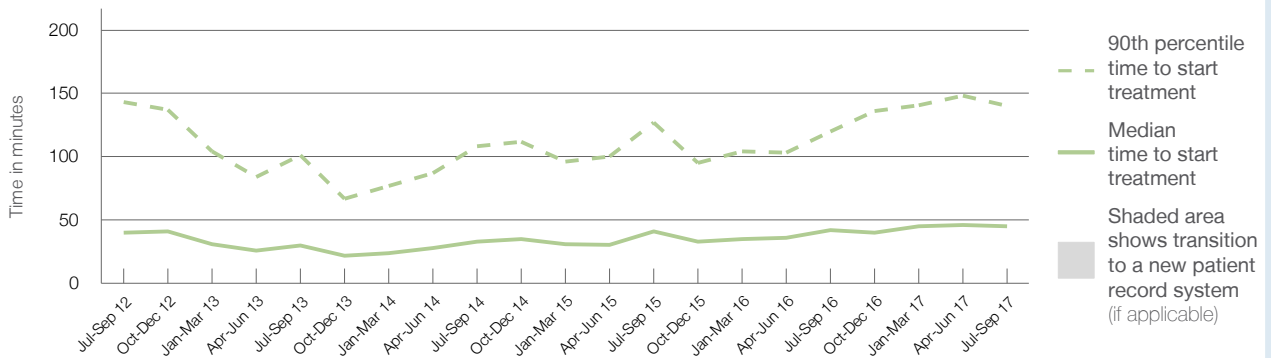
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
3,042	
2,864	
42 minutes	30 minutes
120 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	40	30	33	41	42	45
90th percentile time to start treatment ⁵ (minutes)	143	101	108	127	120	140

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

July to September 2017

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

Number of triage 5 patients: 665

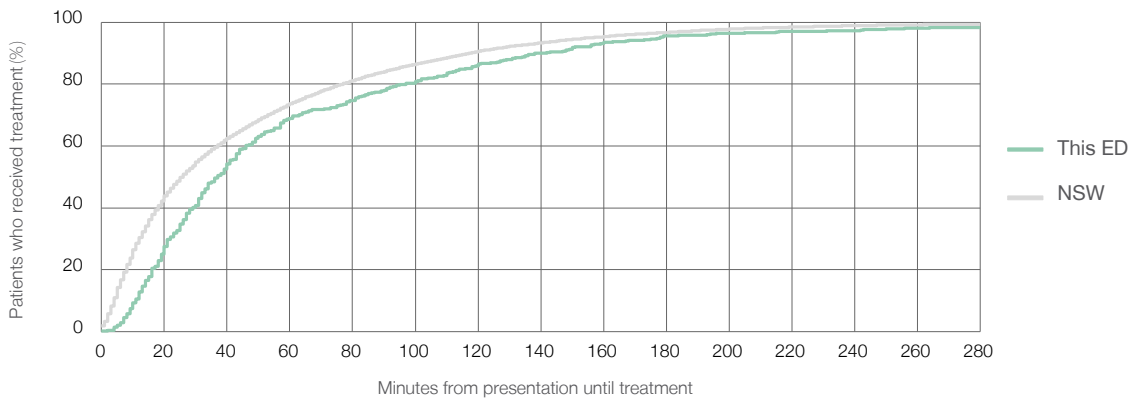
Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴ 37 minutes

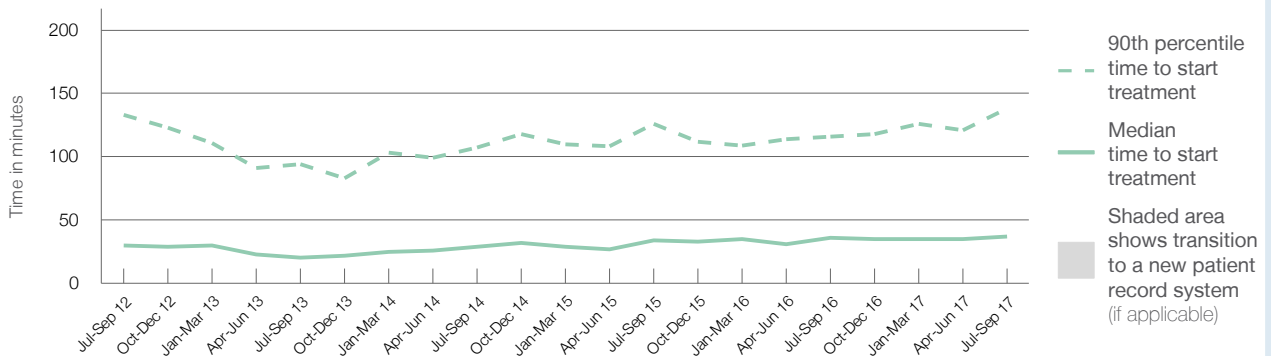
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
610	
514	
36 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	20	29	34	36	37
90th percentile time to start treatment ⁵ (minutes)	133	94	107	126	116	138

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Blacktown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,900 patients

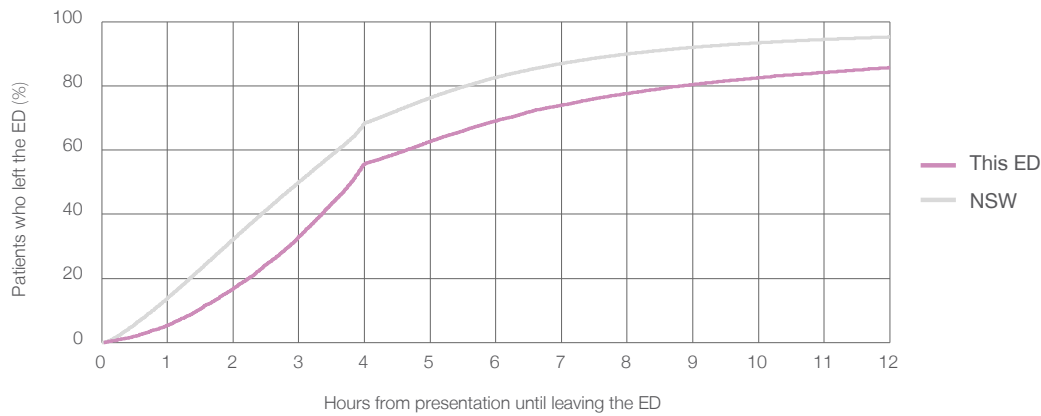
Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

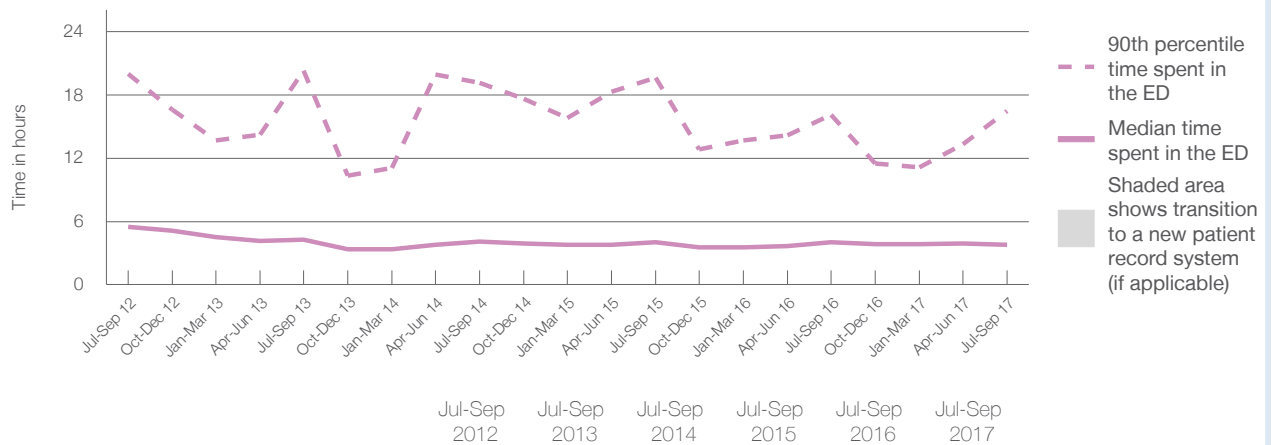
90th percentile time spent in the ED⁹ 16 hours and 28 minutes

Same period last year	NSW (this period)
11,261	11,244
4 hours and 1 minutes	3 hours and 0 minutes
16 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 29m	4h 16m	4h 5m	4h 2m	4h 1m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	20h 1m	20h 18m	19h 10m	19h 38m	16h 6m	16h 28m

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Blacktown Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

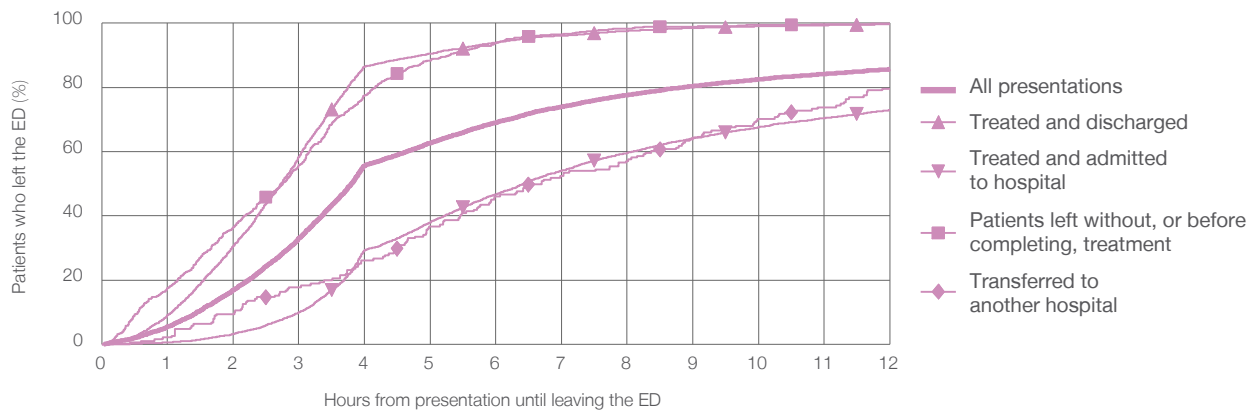
All presentations:¹ 12,900 patients

Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Treated and discharged	5,170 (40.1%)
Treated and admitted to hospital	6,596 (51.1%)
Patient left without, or before completing, treatment	875 (6.8%)
Transferred to another hospital	192 (1.5%)
Other	67 (0.5%)

Same period last year	Change since one year ago
11,244	14.7%
4,627	11.7%
5,693	15.9%
689	27.0%
202	-5.0%
50	34.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	9.1%	30.6%	58.5%	86.5%	94.0%	97.6%	99.0%	99.7%
Treated and admitted to hospital	0.6%	3.2%	10.0%	29.2%	46.7%	59.6%	67.7%	72.9%
Patient left without, or before completing, treatment	17.4%	36.5%	55.7%	77.5%	93.9%	98.4%	99.5%	99.9%
Transferred to another hospital	2.1%	9.4%	17.8%	26.2%	46.1%	57.1%	70.2%	79.6%
All presentations	5.5%	16.9%	33.0%	55.7%	69.1%	77.6%	82.6%	85.7%

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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 2017

All presentations at the emergency department:¹ 12,900 patients

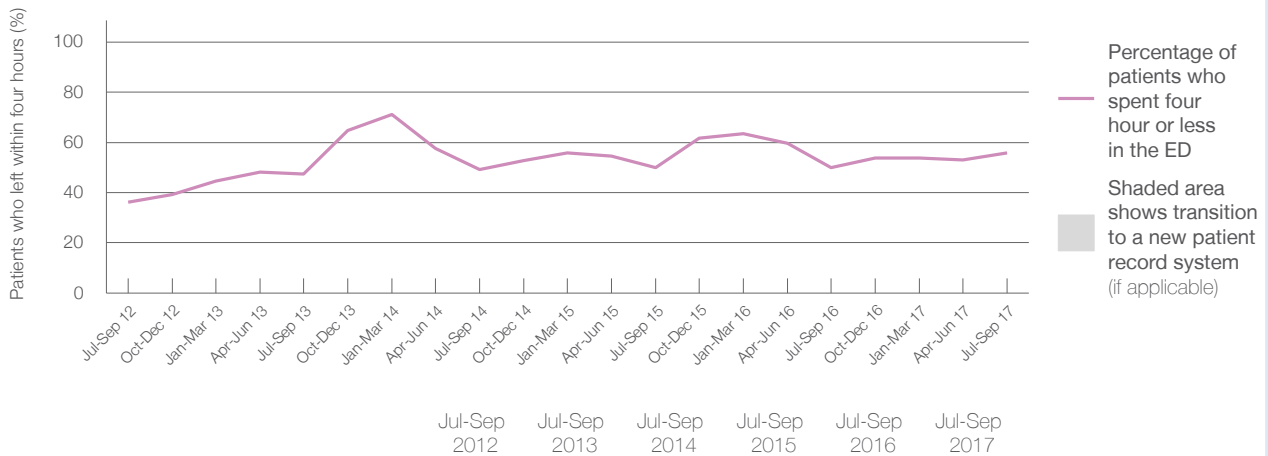
Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	11,261	14.6%
Presentations used to calculate time to leaving the ED	11,244	14.7%
Percentage of patients who spent four hours or less in the ED	49.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	36.2%	47.3%	49.2%	49.8%	49.9%	55.7%

* 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).