

Blacktown Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 13,621 patients



Emergency presentations:² 13,543 patients

Same period last year	Change since one year ago
12,901	6%
12,822	6%



Blacktown Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,124 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,743 patients

Median time to start treatment⁴  23 minutes
 90th percentile time to start treatment⁵  88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,671 patients

Median time to start treatment⁴  31 minutes
 90th percentile time to start treatment⁵  114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 781 patients

Median time to start treatment⁴  32 minutes
 90th percentile time to start treatment⁵  124 minutes

Same period last year	NSW (this period)
3,819	
14 minutes	8 minutes
44 minutes	28 minutes
4,783	
38 minutes	21 minutes
144 minutes	72 minutes
3,383	
45 minutes	26 minutes
141 minutes	105 minutes
666	
37 minutes	22 minutes
138 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 13,618 patients

Percentage of patients who spent four hours or less in the ED  64%

Same period last year	Change since one year ago
12,899	6%
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 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.

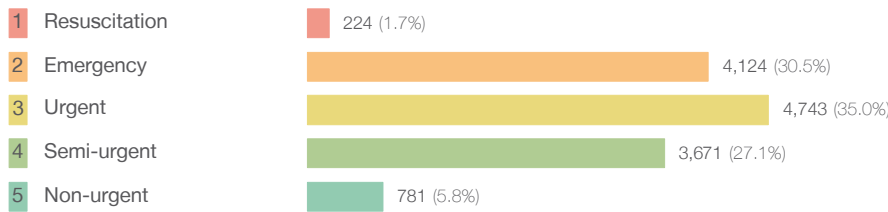
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Blacktown Hospital: Patients presenting to the emergency department July to September 2018

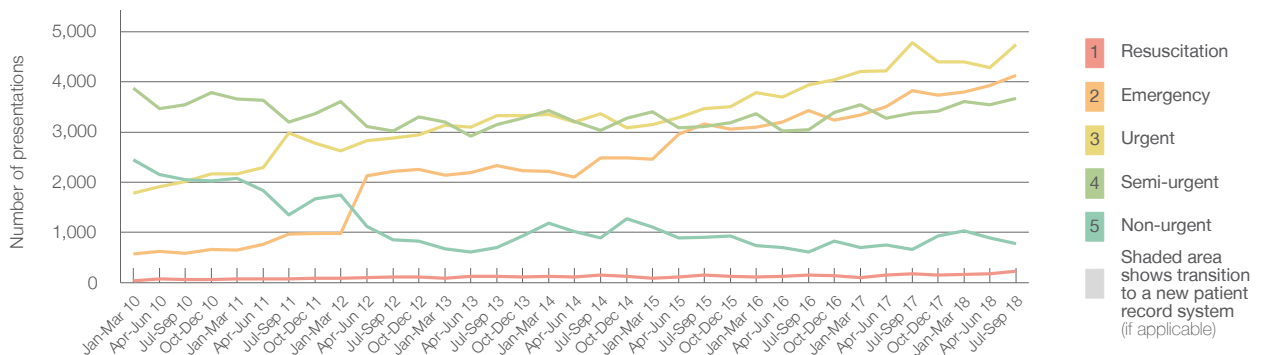
All presentations:¹ 13,621 patients

Emergency presentations² by triage category: 13,543 patients



Same period last year	Change since one year ago
12,901	6%
12,822	6%
171	31.0%
3,819	8.0%
4,783	-0.8%
3,383	8.5%
666	17.3%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	64	71	111	131	145	147	147	171	224
Emergency	587	968	2,216	2,327	2,487	3,155	3,434	3,819	4,124
Urgent	2,008	2,979	2,878	3,327	3,365	3,465	3,936	4,783	4,743
Semi-urgent	3,546	3,194	3,024	3,154	3,029	3,108	3,043	3,383	3,671
Non-urgent	2,047	1,346	850	700	896	902	610	666	781
All emergency presentations	8,252	8,558	9,079	9,639	9,922	10,777	11,170	12,822	13,543

Blacktown Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,219 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,010	
17 minutes	-3 minutes
45 minutes	-17 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 2018

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

Number of triage 2 patients: 4,124

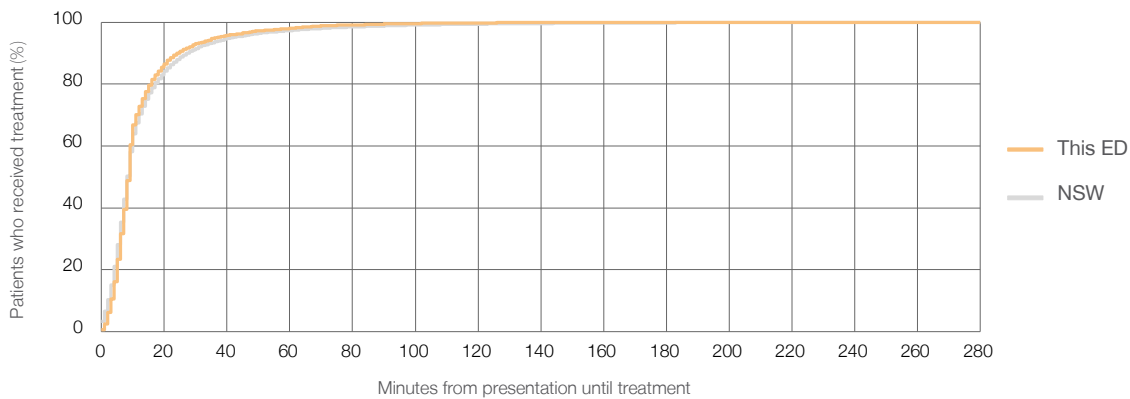
Number of triage 2 patients used to calculate waiting time:³ 4,076

Median time to start treatment⁴ 9 minutes

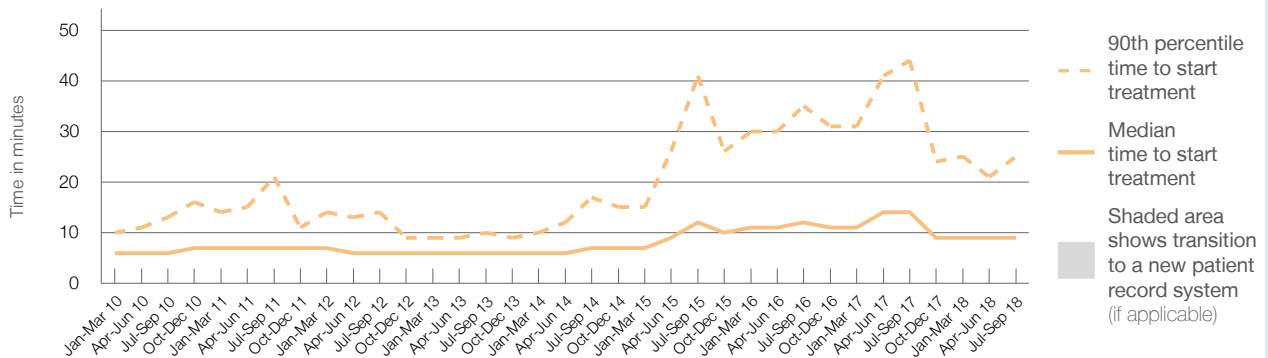
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
3,819	
3,801	
14 minutes	8 minutes
44 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	6	7	6	6	7	12	12	14	9
90th percentile time to start treatment ⁵ (minutes)	13	21	14	10	17	41	35	44	25

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Blacktown Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,743

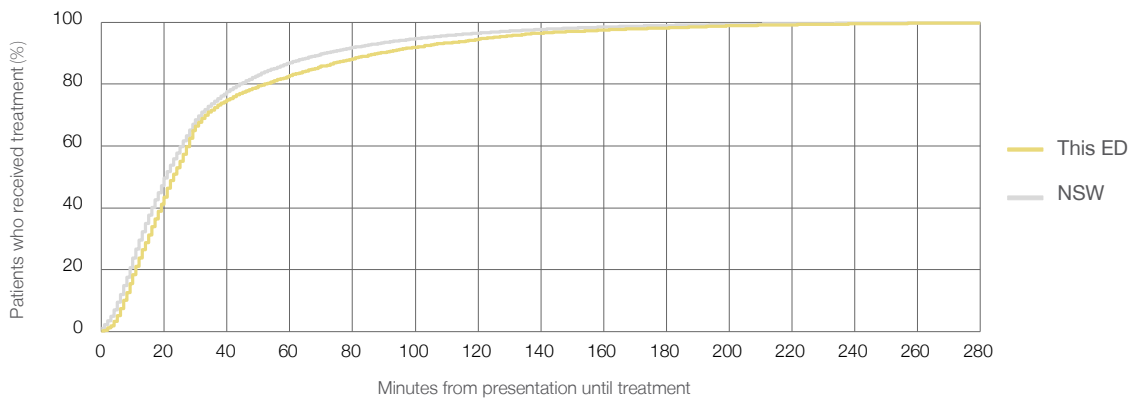
Number of triage 3 patients used to calculate waiting time:³ 4,486

Median time to start treatment⁴ 23 minutes

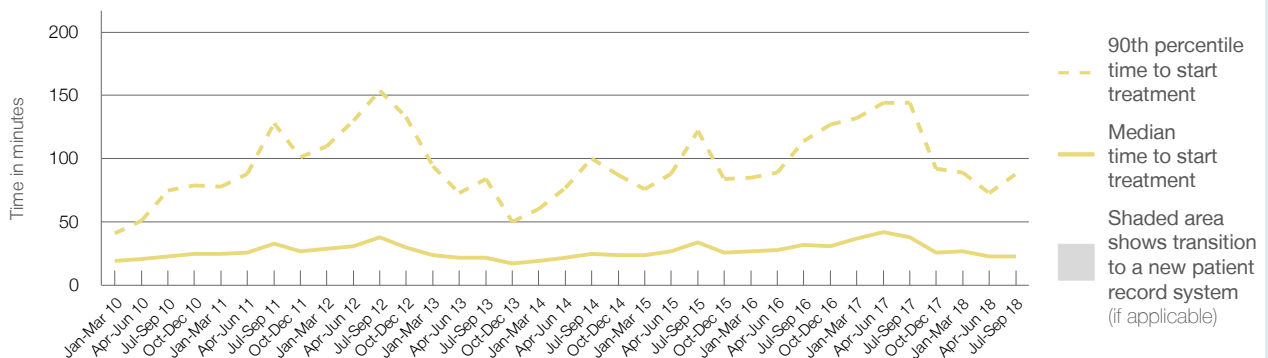
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
4,783	4,543
38 minutes	21 minutes
144 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	23	33	38	22	25	34	32	38	23
90th percentile time to start treatment ⁵ (minutes)	75	128	154	84	100	122	114	144	88

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Blacktown Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,671

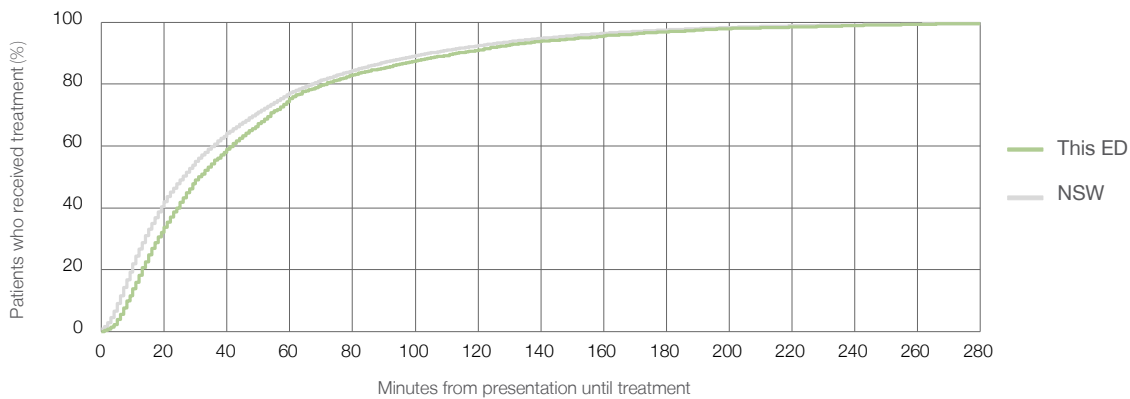
Number of triage 4 patients used to calculate waiting time:³ 3,404

Median time to start treatment⁴ 31 minutes

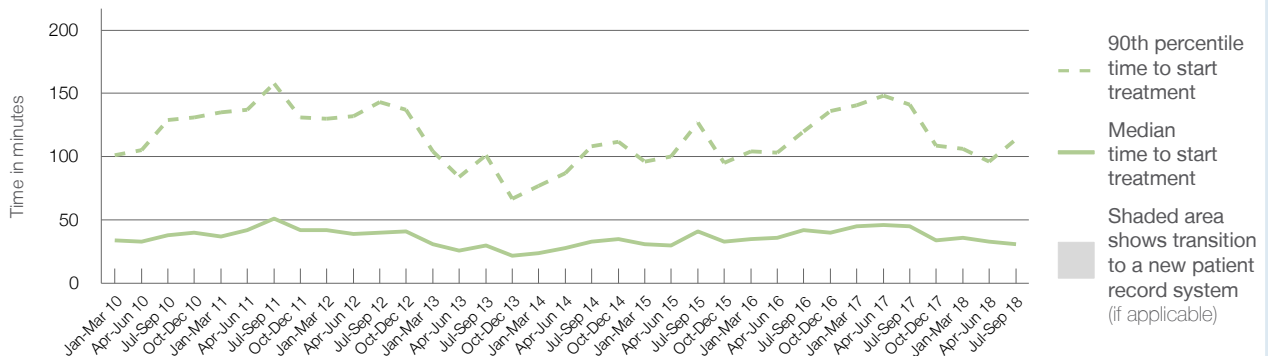
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
3,383	3,189
45 minutes	26 minutes
141 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	38	51	40	30	33	41	42	45	31
90th percentile time to start treatment ⁵ (minutes)	129	158	143	101	108	127	120	141	114

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

July to September 2018

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

Number of triage 5 patients: 781

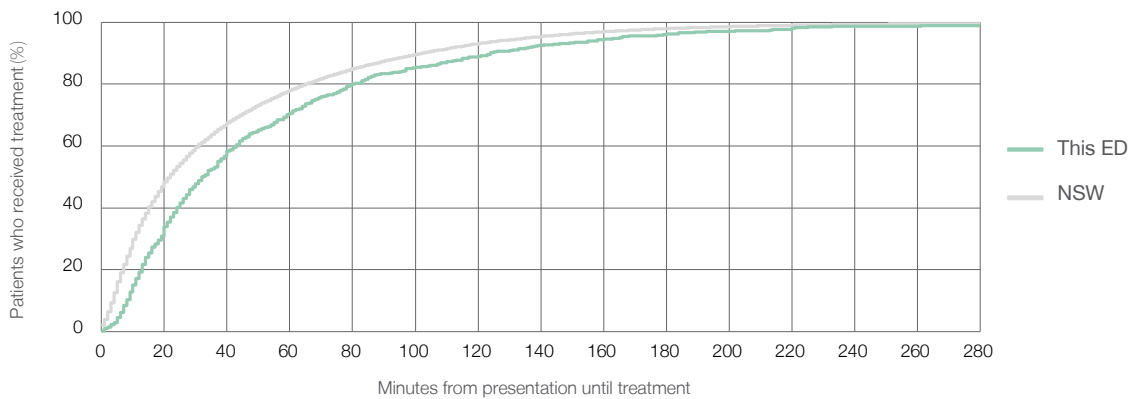
Number of triage 5 patients used to calculate waiting time:³ 697

Median time to start treatment⁴ 32 minutes

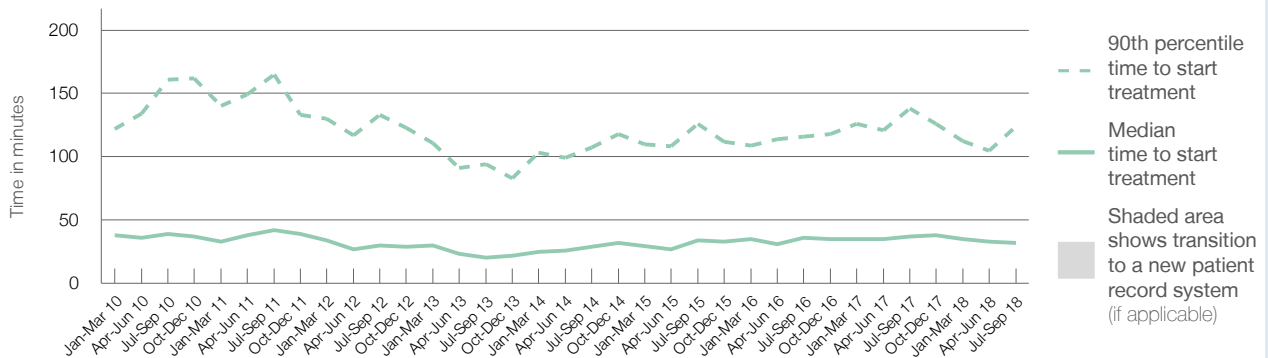
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
666	485
37 minutes	22 minutes
138 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	39	42	30	20	29	34	36	37	32
90th percentile time to start treatment ⁵ (minutes)	161	165	133	94	107	126	116	138	124

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Blacktown Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 13,621 patients

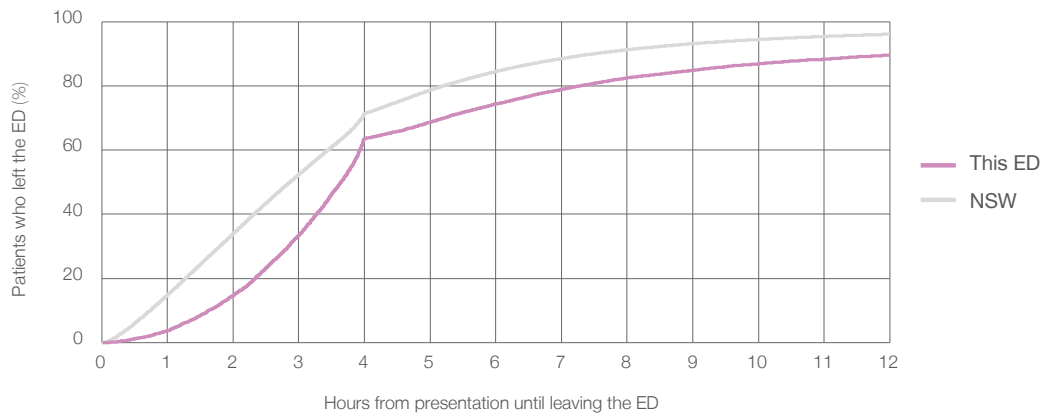
Presentations used to calculate time to leaving the ED:⁶ 13,618 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

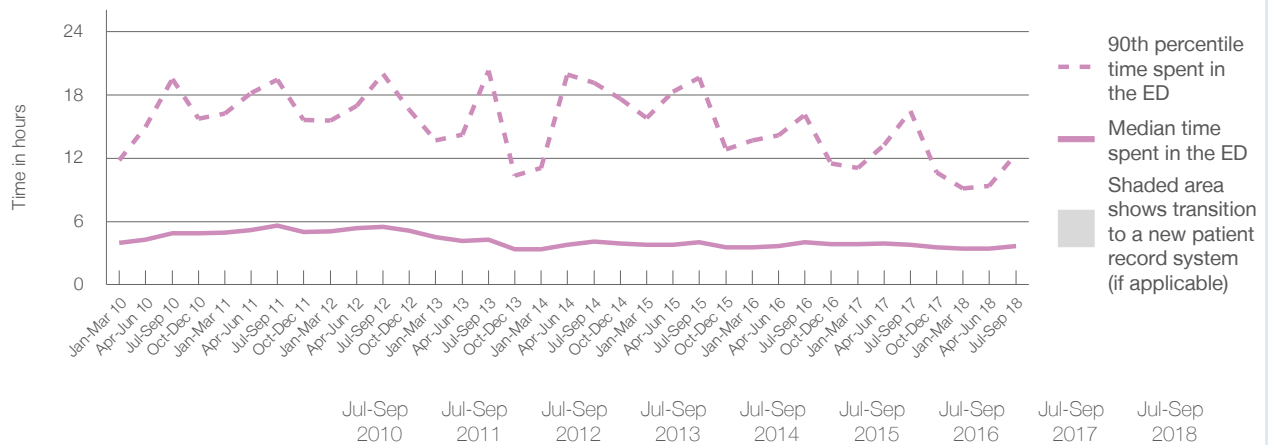
90th percentile time spent in the ED⁹ 12 hours and 23 minutes

Same period last year	NSW (this period)
12,901	
12,899	
3 hours and 48 minutes	2 hours and 52 minutes
16 hours and 28 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 54m	5h 37m	5h 29m	4h 16m	4h 5m	4h 2m	4h 1m	3h 48m	3h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	19h 30m	19h 27m	20h 1m	20h 18m	19h 10m	19h 38m	16h 6m	16h 28m	12h 23m

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Blacktown Hospital: Time patients spent in the ED By mode of separation July to September 2018

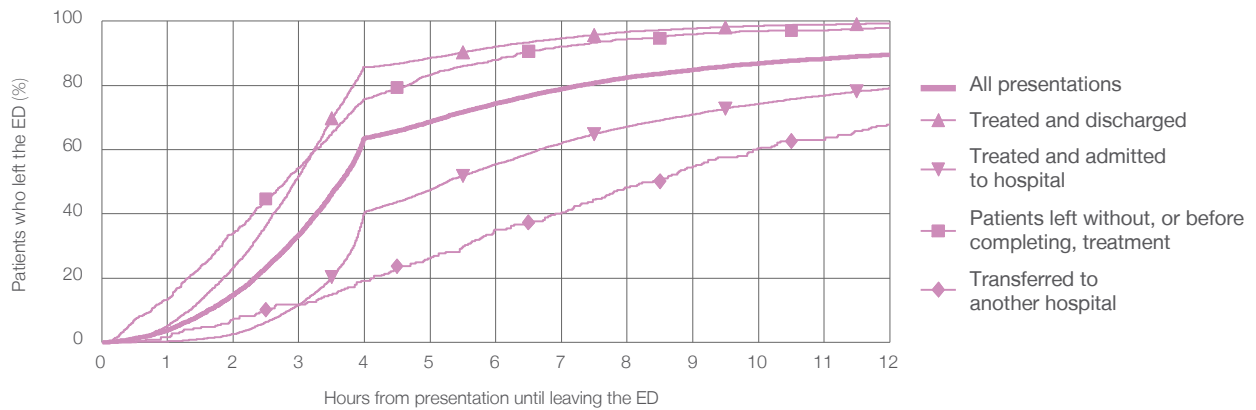
All presentations:¹ 13,621 patients

Presentations used to calculate time to leaving the ED:⁶ 13,618 patients

Treated and discharged	6,191 (45.5%)
Treated and admitted to hospital	6,059 (44.5%)
Patient left without, or before completing, treatment	1,058 (7.8%)
Transferred to another hospital	257 (1.9%)
Other	56 (0.4%)

Same period last year	Change since one year ago
12,899	6%
6,162	0.5%
5,604	8.1%
882	20.0%
192	33.9%
61	-8.2%

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



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	5.2%	23.4%	51.9%	85.7%	92.2%	96.8%	98.6%	99.3%
Treated and admitted to hospital	0.3%	2.5%	11.6%	40.5%	55.5%	67.2%	74.3%	79.1%
Patient left without, or before completing, treatment	13.4%	34.0%	54.3%	75.8%	88.0%	94.5%	96.9%	97.9%
Transferred to another hospital	1.6%	7.4%	11.7%	19.1%	35.0%	48.2%	60.3%	67.7%
All presentations	3.7%	14.8%	33.5%	63.6%	74.4%	82.5%	86.9%	89.6%

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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 2018

All presentations at the emergency department: ¹ 13,621 patients

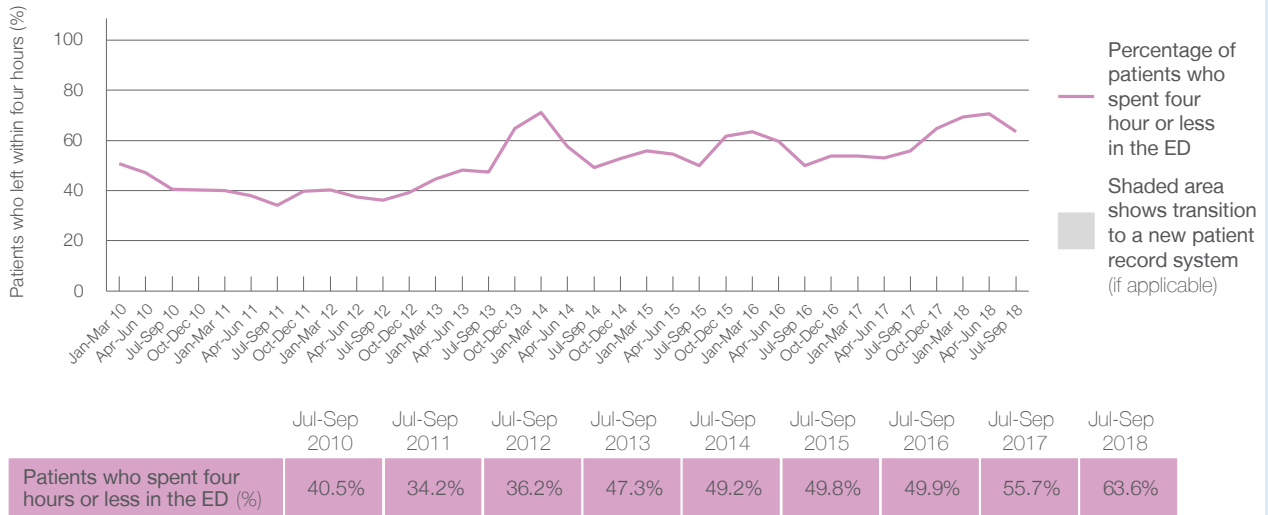
Presentations used to calculate time to leaving the ED: ⁶ 13,618 patients

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



Same period last year	Change since one year ago
12,901	6%
12,899	6%
55.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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: Emergency department measures, January to March 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).