

Blacktown Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 13,073 patients

Emergency presentations:² 13,005 patients

Same period last year	Change since one year ago
11,978	9%
11,897	9%

Blacktown Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,800 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): 4,401 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,602 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,033 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,345	
11 minutes	8 minutes
31 minutes	23 minutes
4,207	
37 minutes	20 minutes
132 minutes	65 minutes
3,541	
45 minutes	25 minutes
141 minutes	98 minutes
701	
35 minutes	22 minutes
126 minutes	97 minutes

Blacktown Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,070 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
11,966	9%
54%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

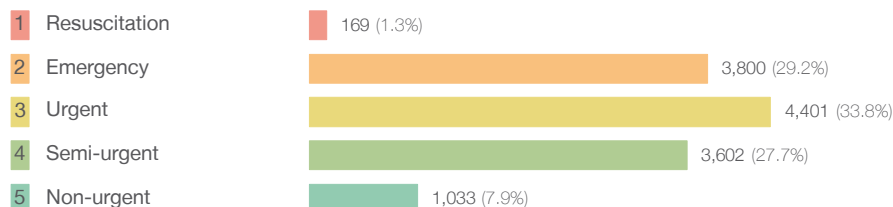
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Blacktown Hospital: Patients presenting to the emergency department

January to March 2018

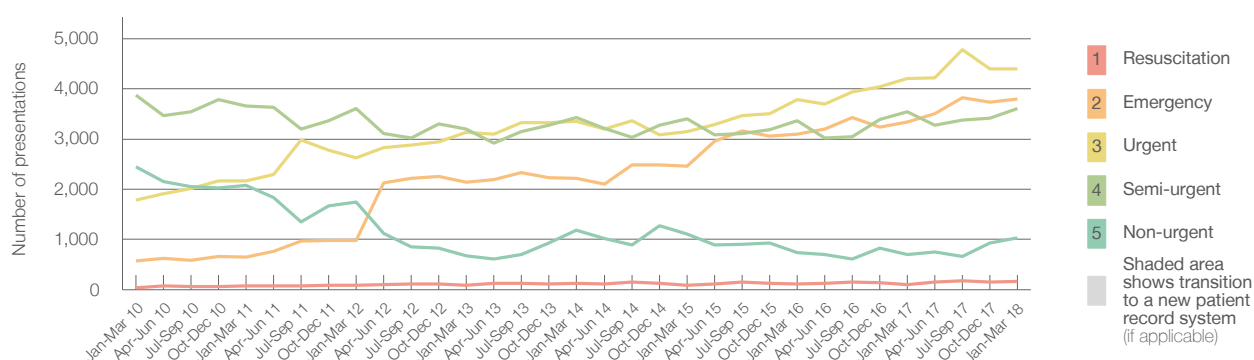
All presentations:¹ 13,073 patients

Emergency presentations² by triage category: 13,005 patients



Same period last year	Change since one year ago
11,978	9%
11,897	9%
103	64.1%
3,345	13.6%
4,207	4.6%
3,541	1.7%
701	47.4%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	42	79	92	93	121	91	112	103	169
Emergency	578	653	974	2,138	2,218	2,457	3,091	3,345	3,800
Urgent	1,783	2,163	2,620	3,130	3,347	3,142	3,781	4,207	4,401
Semi-urgent	3,872	3,661	3,602	3,199	3,433	3,405	3,359	3,541	3,602
Non-urgent	2,446	2,076	1,741	677	1,185	1,103	739	701	1,033
All emergency presentations	8,721	8,632	9,029	9,237	10,304	10,198	11,082	11,897	13,005

Blacktown Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,871 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,539	
15 minutes	-1 minute
33 minutes	-6 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

January to March 2018

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

Number of triage 2 patients: 3,800

Number of triage 2 patients used to calculate waiting time:³ 3,769

Median time to start treatment⁴

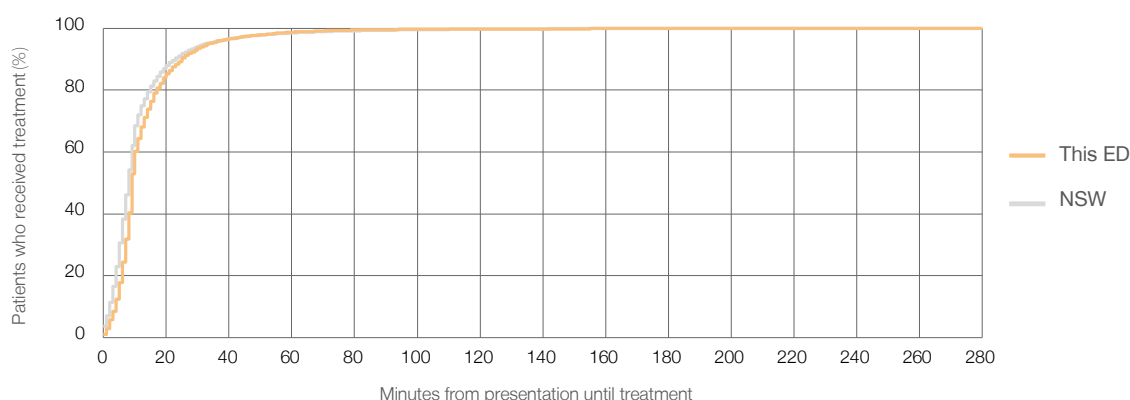
9 minutes

90th percentile time to start treatment⁵

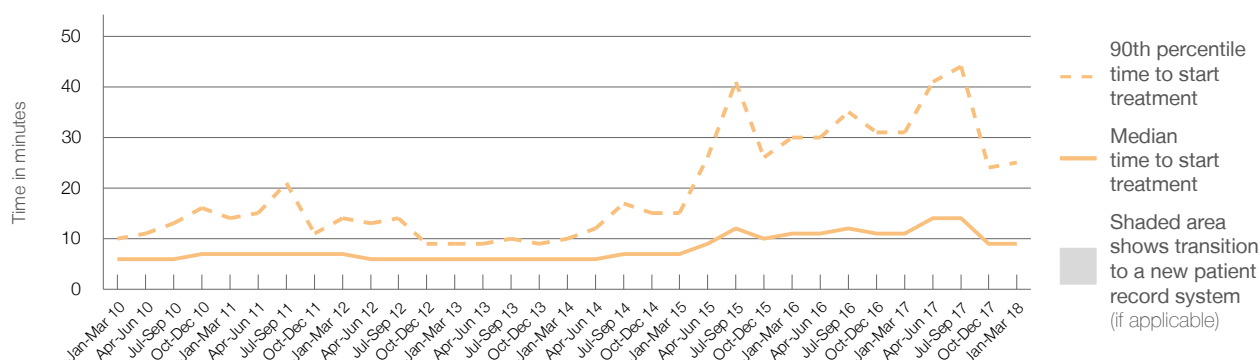
25 minutes

Same period last year	NSW (this period)
3,345	
3,308	
11 minutes	8 minutes
31 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	6	7	7	6	6	7	11	11	9
90th percentile time to start treatment ⁵ (minutes)	10	14	14	9	10	15	30	31	25

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

January to March 2018

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

Number of triage 3 patients: 4,401

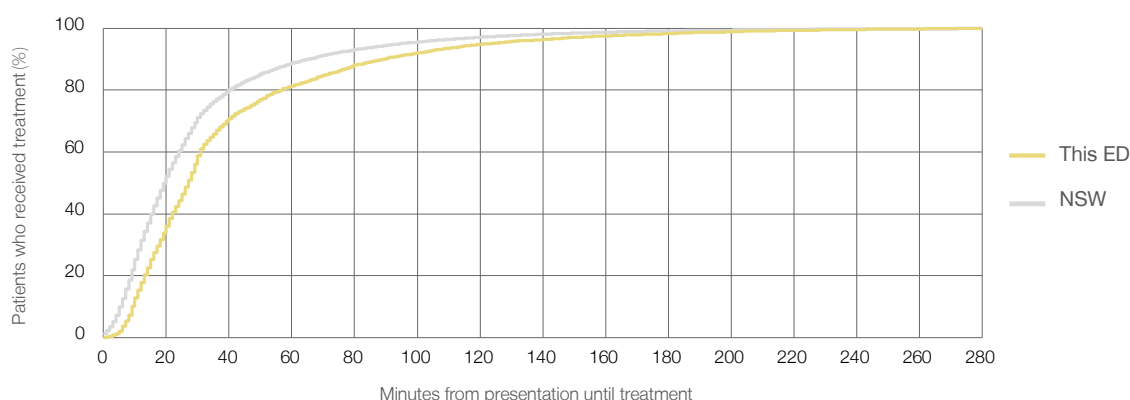
Number of triage 3 patients used to calculate waiting time:³ 4,257

Median time to start treatment⁴ 27 minutes

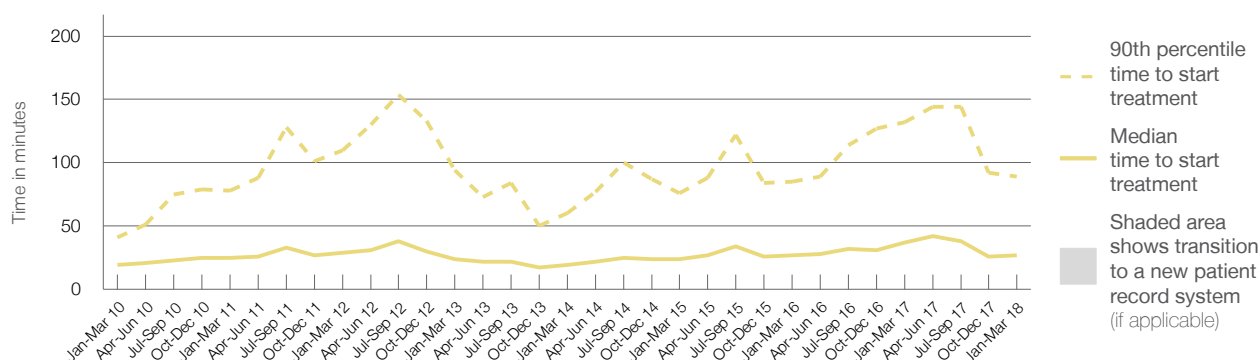
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,207	
3,962	
37 minutes	20 minutes
132 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	19	25	29	24	19	24	27	37	27
90th percentile time to start treatment ⁵ (minutes)	41	78	110	94	60	76	85	132	89

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

January to March 2018

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

Number of triage 4 patients: 3,602

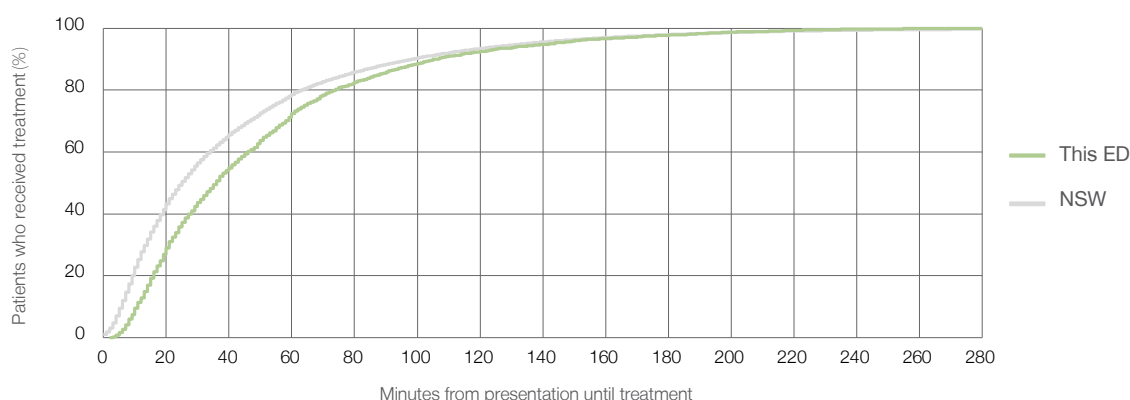
Number of triage 4 patients used to calculate waiting time:³ 3,416

Median time to start treatment⁴ 36 minutes

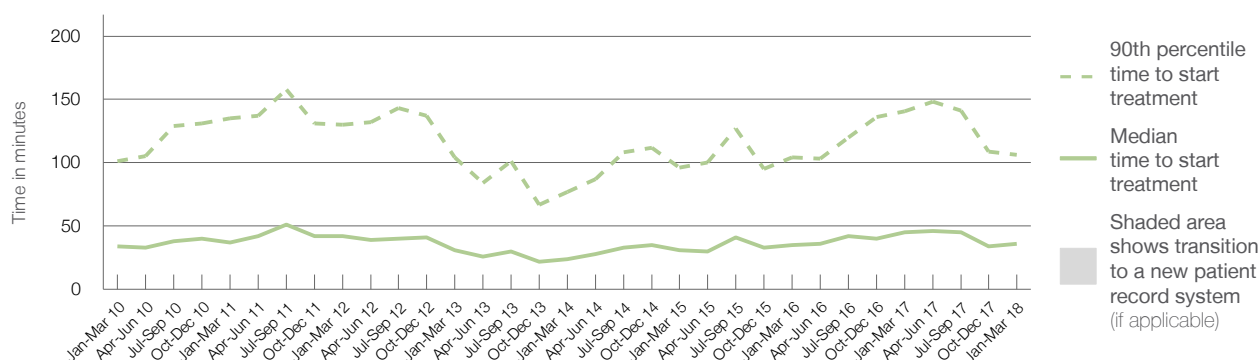
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
3,541	
3,270	
45 minutes	25 minutes
141 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	34	37	42	31	24	31	35	45	36
90th percentile time to start treatment ⁵ (minutes)	101	135	130	104	77	96	104	141	106

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

January to March 2018

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

Number of triage 5 patients: 1,033

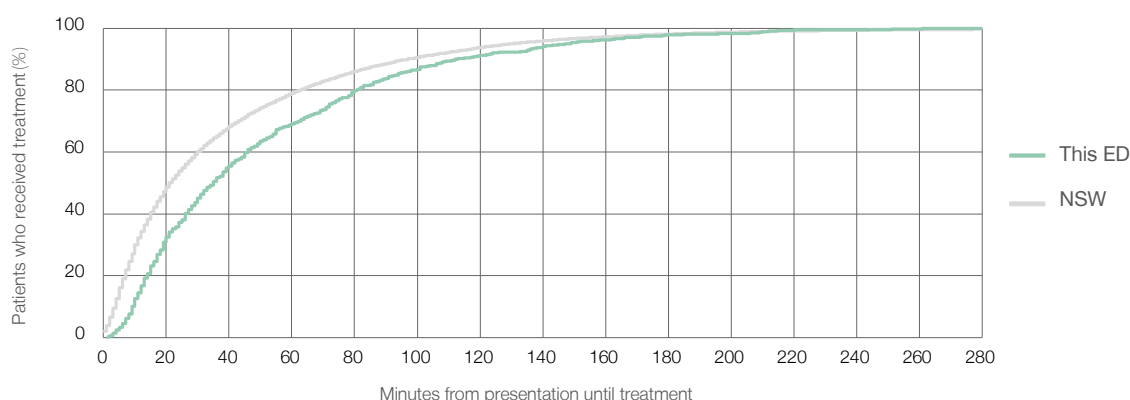
Number of triage 5 patients used to calculate waiting time:³ 860

Median time to start treatment⁴ 35 minutes

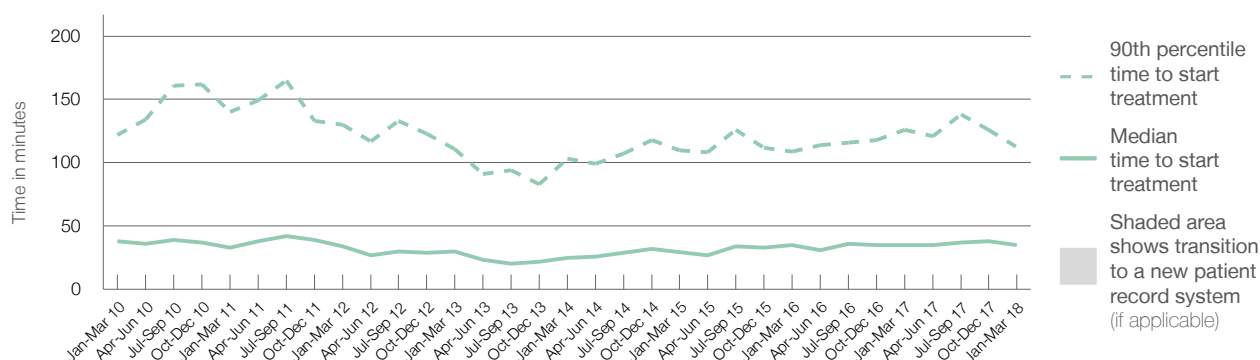
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
701	
562	
35 minutes	22 minutes
126 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	38	33	34	30	25	30	35	35	35
90th percentile time to start treatment ⁵ (minutes)	122	140	130	111	103	110	109	126	113

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Blacktown Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,073 patients

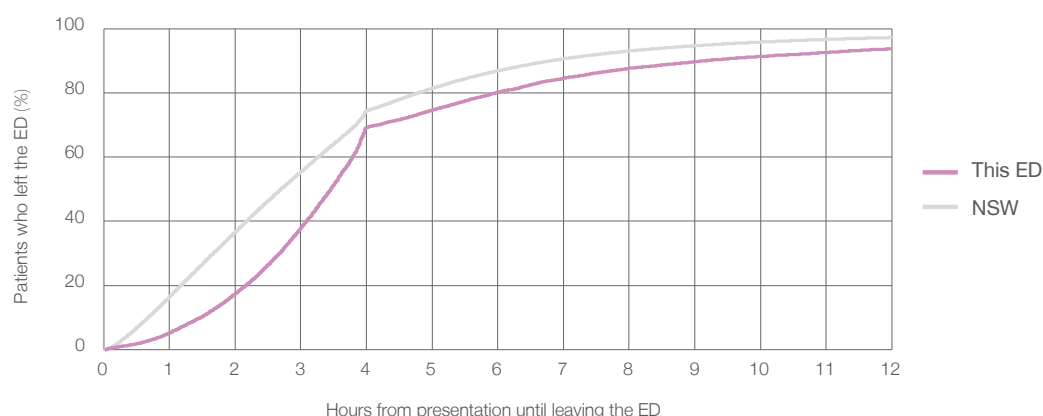
Presentations used to calculate time to leaving the ED:⁶ 13,070 patients

Median time spent in the ED⁸ 3 hours and 27 minutes

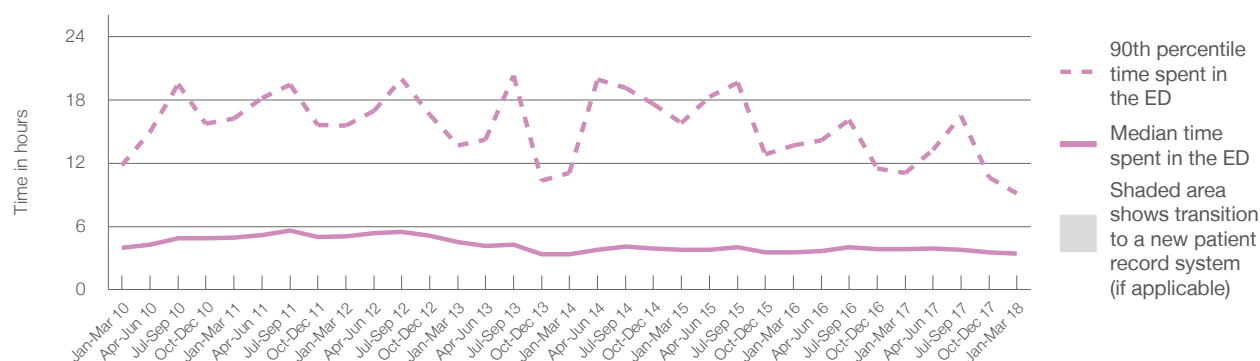
90th percentile time spent in the ED⁹ 9 hours and 10 minutes

Same period last year	NSW (this period)
11,978	
11,966	
3 hours and 52 minutes	2 hours and 42 minutes
11 hours and 6 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 57m	4h 56m	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m	3h 52m	3h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 49m	16h 12m	15h 32m	13h 41m	11h 5m	15h 50m	13h 40m	11h 6m	9h 10m

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Blacktown Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:[†] 13,073 patients

Presentations used to calculate time to leaving the ED:[‡] 13,070 patients

Treated and discharged 6,371 (48.7%)

Treated and admitted to hospital 5,676 (43.4%)

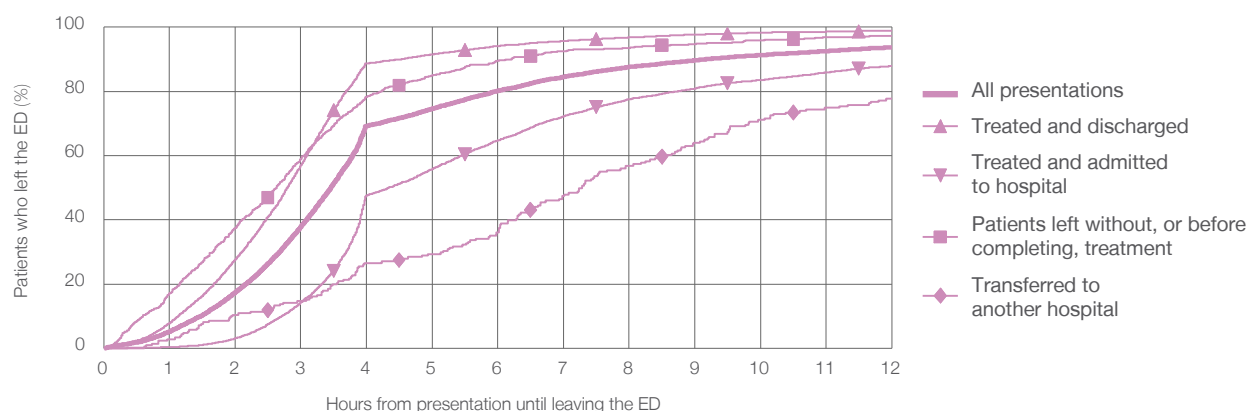
Patient left without, or before completing, treatment 769 (5.9%)

Transferred to another hospital 211 (1.6%)

Other 46 (0.4%)

Same period last year	Change since one year ago
11,966	9%
6,050	5.3%
4,789	18.5%
871	-11.7%
199	6.0%
69	-33.3%

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



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

Treated and discharged	7.8%	27.7%	57.0%	88.8%	94.2%	96.9%	98.3%	98.9%
Treated and admitted to hospital	0.3%	3.2%	14.3%	47.6%	64.8%	77.6%	83.5%	87.9%
Patient left without, or before completing, treatment	17.1%	37.4%	59.1%	78.4%	89.4%	93.6%	96.0%	97.3%
Transferred to another hospital	2.8%	10.4%	14.7%	26.5%	36.0%	56.9%	71.1%	77.7%
All presentations	5.2%	17.5%	37.9%	69.3%	80.2%	87.7%	91.3%	93.7%

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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 2018

All presentations at the emergency department: ¹ 13,073 patients

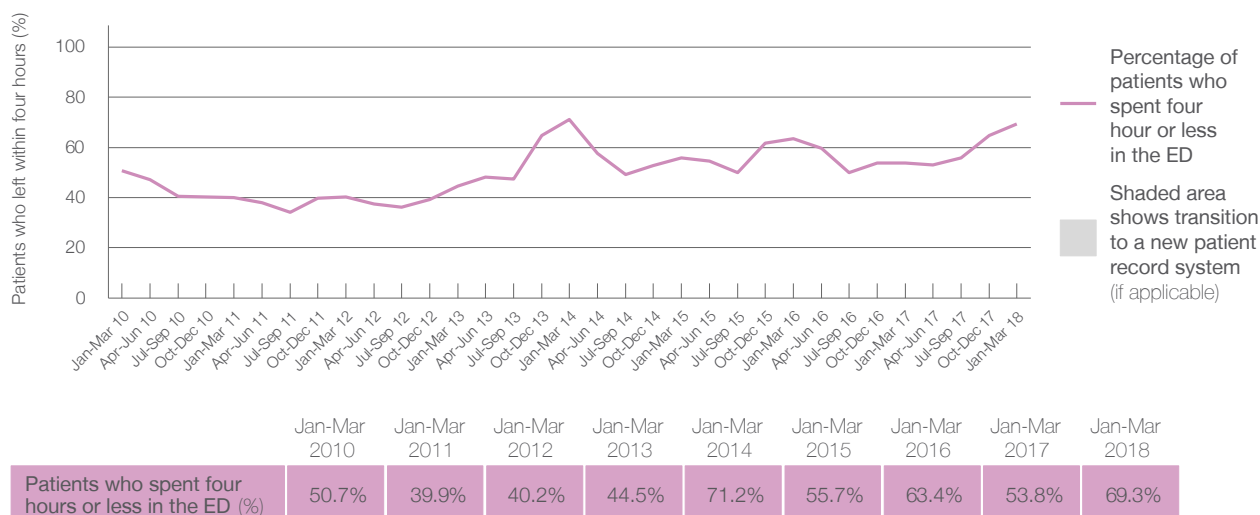
Presentations used to calculate time to leaving the ED: ⁶ 13,070 patients

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



Same period last year	Change since one year ago
11,978	9%
11,966	9%
53.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).