

Blacktown Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,002 patients

Emergency presentations:² 11,912 patients

Same period last year	Change since one year ago
10,812	11.0%
10,747	10.8%

Blacktown Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,502 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,225 patients

Median time to start treatment⁴ 42 minutes

90th percentile time to start treatment⁵ 144 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,281 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 755 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
3,199	
11 minutes	8 minutes
30 minutes	26 minutes
3,698	
28 minutes	20 minutes
89 minutes	67 minutes
3,021	
36 minutes	25 minutes
103 minutes	99 minutes
700	
31 minutes	23 minutes
114 minutes	101 minutes

Blacktown Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 11,986 patients

Percentage of patients who spent four hours or less in the ED 53.1%

Same period last year	Change since one year ago
10,811	10.9%
59.6%	

* 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.

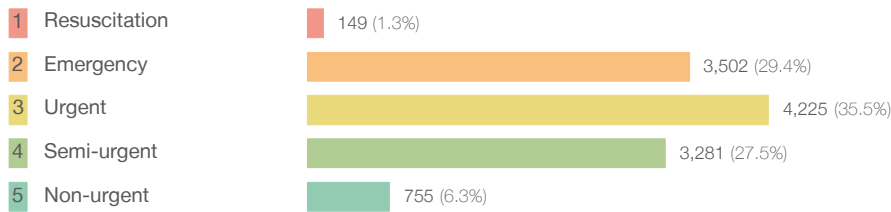
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Blacktown Hospital: Patients presenting to the emergency department

April to June 2017

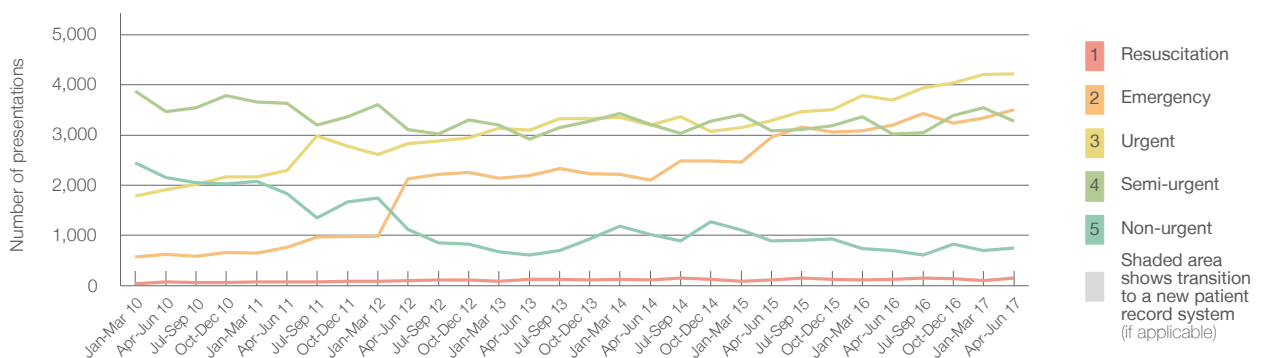
All presentations:¹ 12,002 patients

Emergency presentations² by triage category: 11,912 patients



Same period last year	Change since one year ago
10,812	11.0%
10,747	10.8%
129	15.5%
3,199	9.5%
3,698	14.3%
3,021	8.6%
700	7.9%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	72	80	104	122	115	116	129	149
Emergency	619	761	2,130	2,188	2,099	2,953	3,199	3,502
Urgent	1,911	2,295	2,830	3,095	3,196	3,291	3,698	4,225
Semi-urgent	3,464	3,633	3,108	2,914	3,210	3,089	3,021	3,281
Non-urgent	2,153	1,831	1,124	613	1,015	887	700	755
All emergency presentations	8,219	8,600	9,296	8,932	9,635	10,336	10,747	11,912

Blacktown Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,660 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,118	
16 minutes	1 minute
38 minutes	9 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

April to June 2017

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

Number of triage 2 patients: 3,502

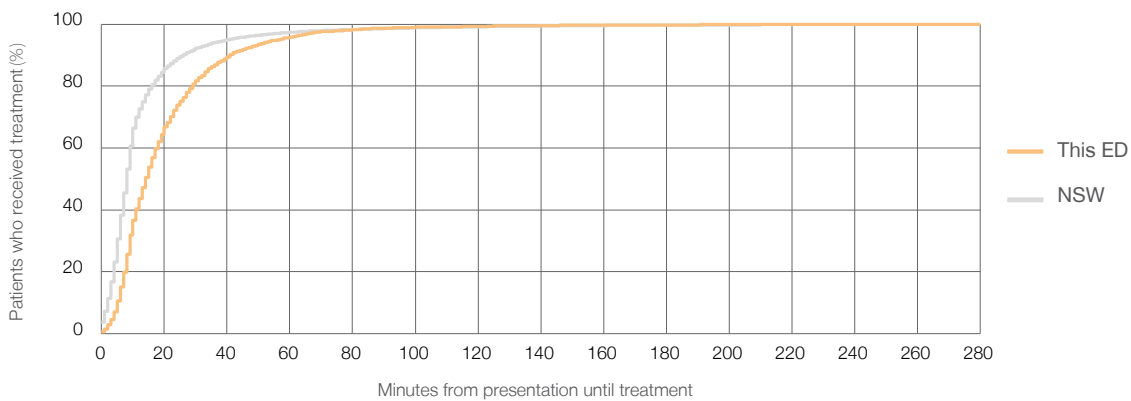
Number of triage 2 patients used to calculate waiting time:³ 3,467

Median time to start treatment⁴ 14 minutes

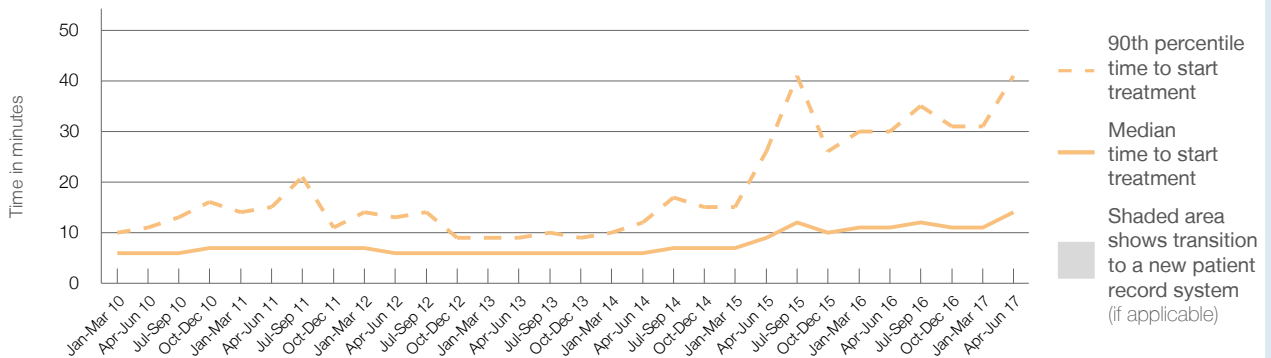
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
3,199	
3,138	
11 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	6	7	6	6	6	9	11	14
90th percentile time to start treatment ⁵ (minutes)	11	15	13	9	12	26	30	41

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

April to June 2017

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

Number of triage 3 patients: 4,225

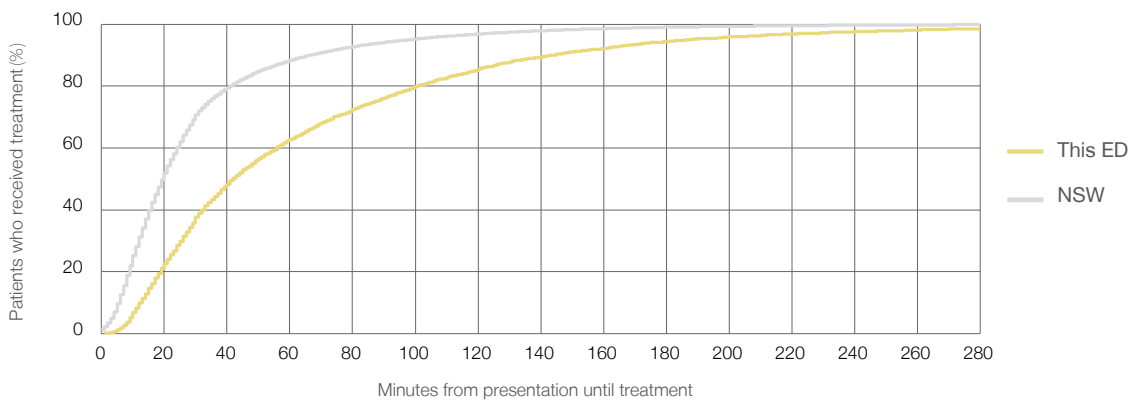
Number of triage 3 patients used to calculate waiting time:³ 4,011

Median time to start treatment⁴ 42 minutes

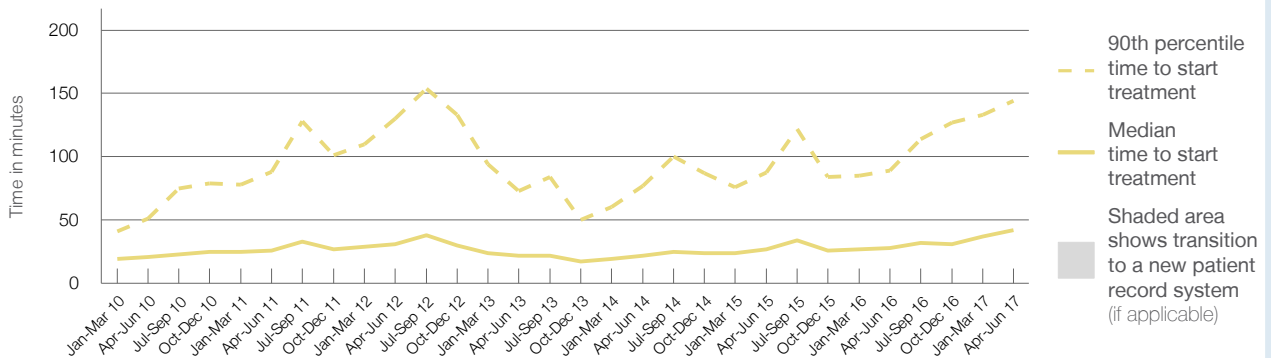
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
3,698	3,506
28 minutes	20 minutes
89 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	26	31	22	22	27	28	42
90th percentile time to start treatment ⁵ (minutes)	51	88	130	73	77	88	89	144

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Blacktown Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,281

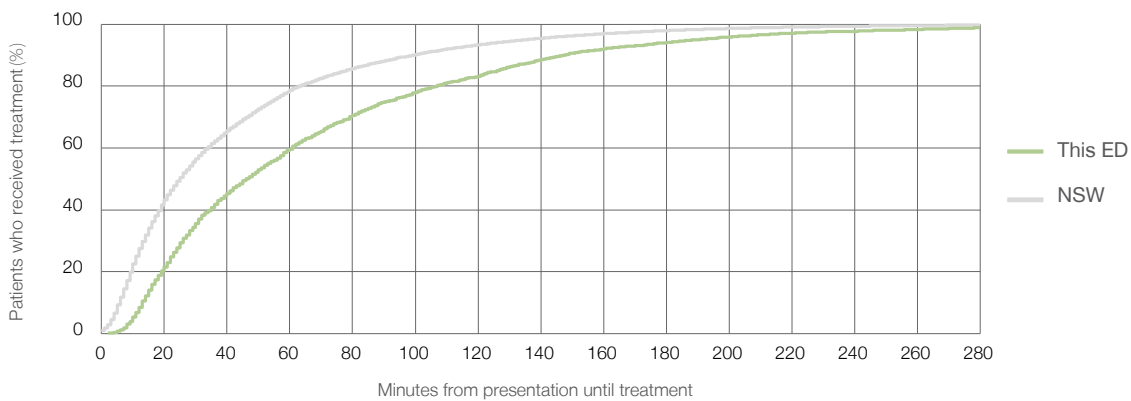
Number of triage 4 patients used to calculate waiting time:³ 3,065

Median time to start treatment⁴ 46 minutes

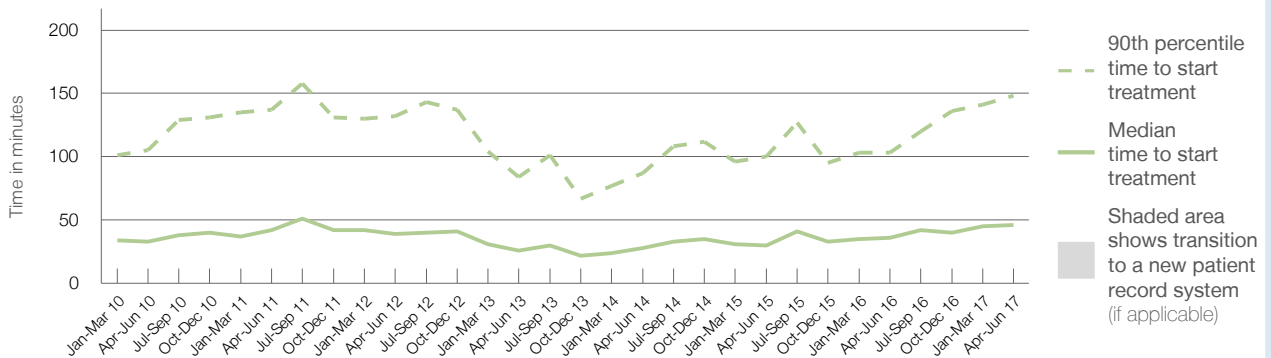
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
3,021	
2,833	
36 minutes	25 minutes
103 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	33	42	39	26	28	30	36	46
90th percentile time to start treatment ⁵ (minutes)	105	137	132	84	87	100	103	148

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

April to June 2017

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

Number of triage 5 patients: 755

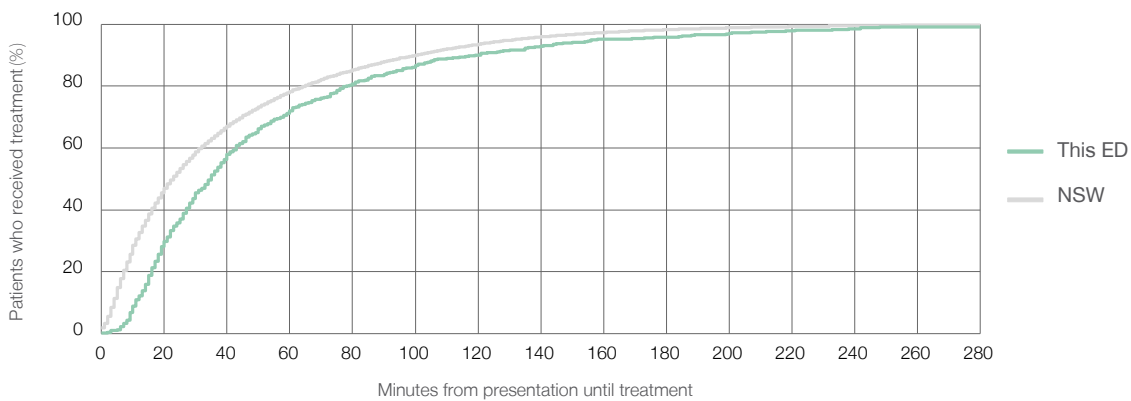
Number of triage 5 patients used to calculate waiting time:³ 605

Median time to start treatment⁴ 35 minutes

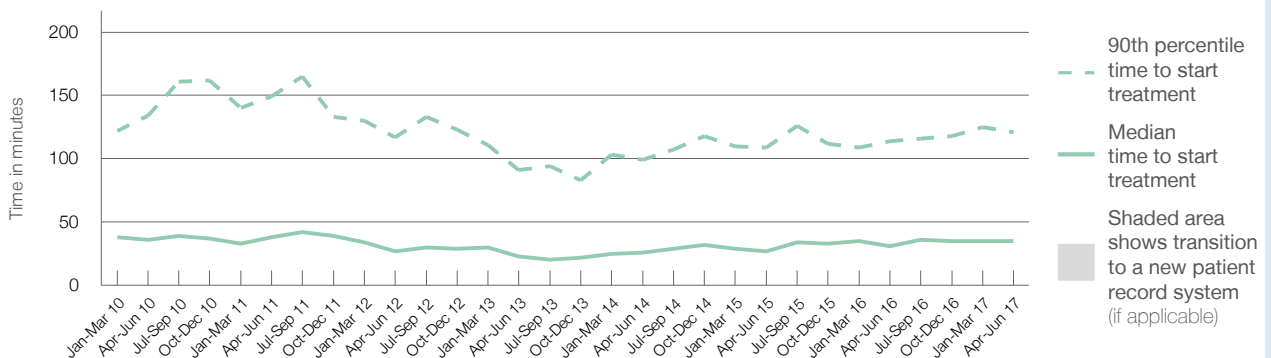
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
700	
604	
31 minutes	23 minutes
114 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	36	38	27	23	26	27	31	35
90th percentile time to start treatment ⁵ (minutes)	134	149	117	91	99	109	114	121

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Blacktown Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,002 patients

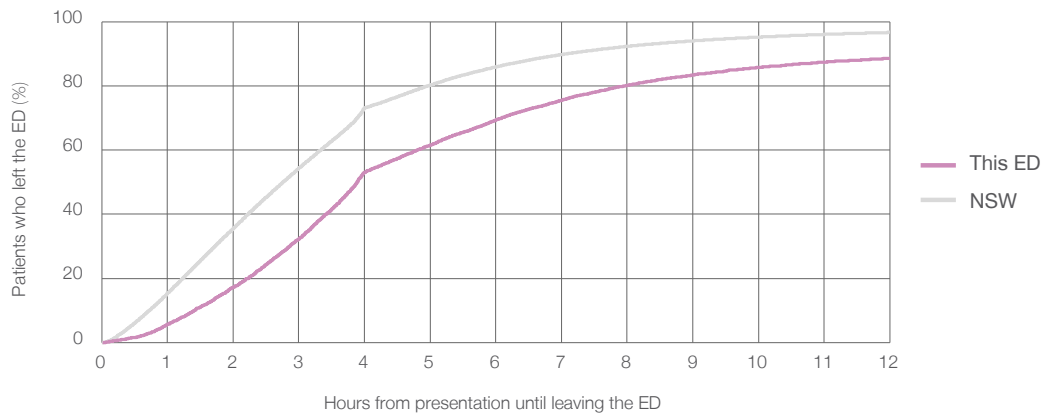
Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

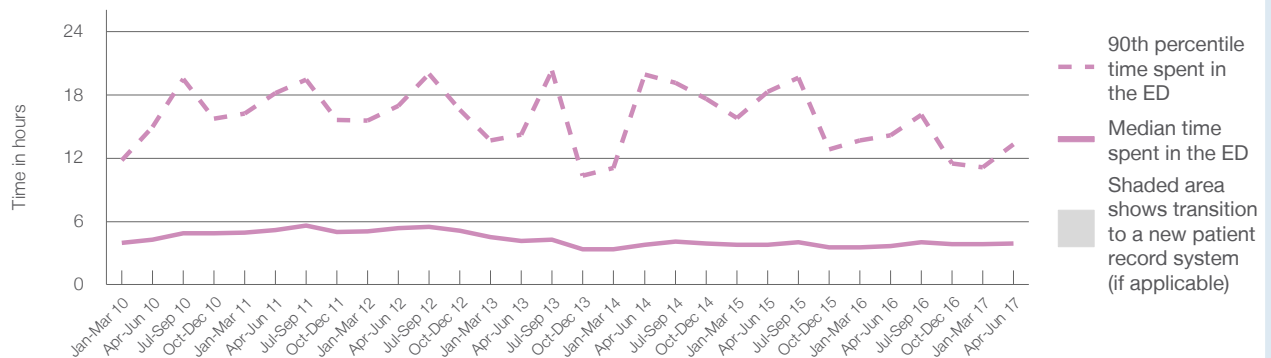
90th percentile time spent in the ED⁹ 13 hours and 18 minutes

Same period last year	NSW (this period)
10,812	10,811
3 hours and 40 minutes	2 hours and 46 minutes
14 hours and 10 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 15m	5h 10m	5h 22m	4h 11m	3h 46m	3h 49m	3h 40m	3h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 58m	18h 10m	16h 57m	14h 12m	19h 55m	18h 17m	14h 10m	13h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Blacktown Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

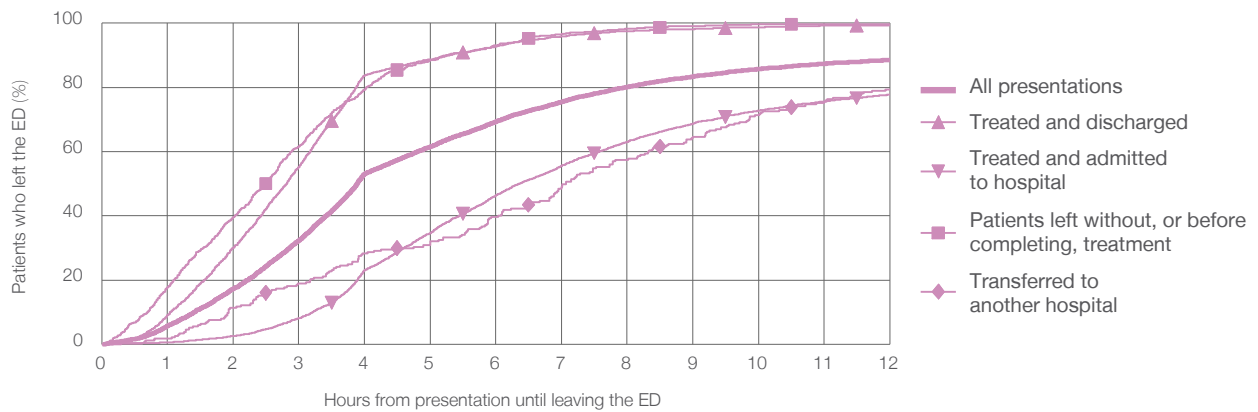
All presentations:¹ 12,002 patients

Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Treated and discharged	5,100 (42.5%)
Treated and admitted to hospital	5,782 (48.2%)
Patient left without, or before completing, treatment	812 (6.8%)
Transferred to another hospital	237 (2.0%)
Other	71 (0.6%)

Same period last year	Change since one year ago
10,811	10.9%
4,609	10.7%
5,385	7.4%
535	51.8%
229	3.5%
54	31.5%

Percentage of patients who left the ED by time and mode of separation, April to June 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%	30.1%	55.2%	83.8%	92.8%	97.5%	98.7%	99.4%
Treated and admitted to hospital	0.6%	2.5%	8.2%	23.0%	46.4%	63.1%	72.7%	77.8%
Patient left without, or before completing, treatment	17.8%	39.7%	61.6%	79.4%	93.2%	98.4%	99.6%	99.8%
Transferred to another hospital	1.7%	11.4%	19.0%	28.3%	39.7%	57.4%	71.3%	79.3%
All presentations	5.7%	17.3%	32.3%	53.1%	69.3%	80.2%	85.7%	88.6%

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Blacktown Hospital: Time spent in the ED

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

April to June 2017

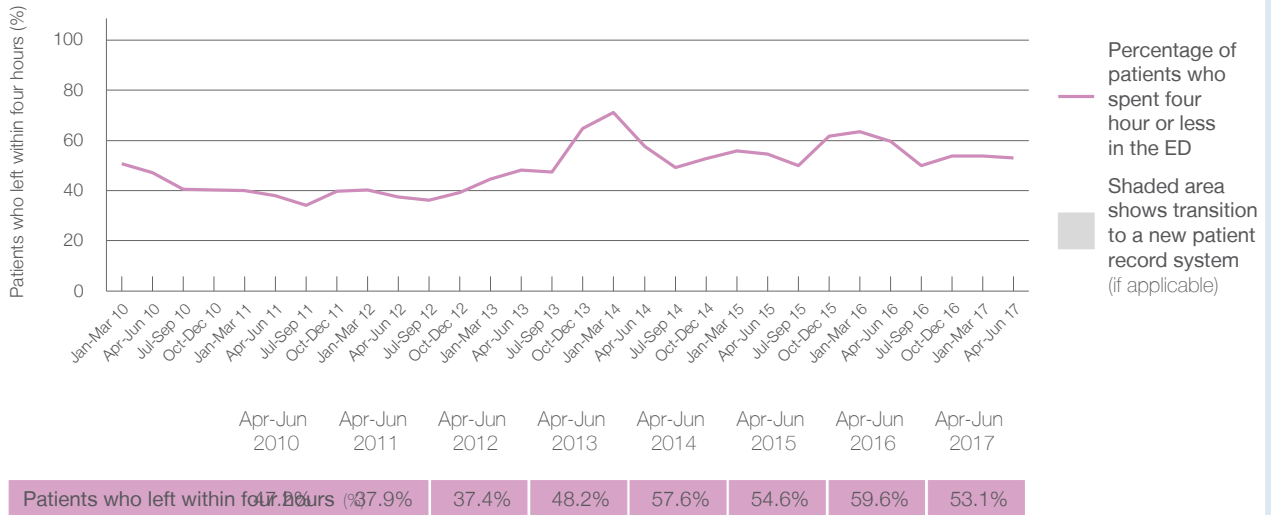
All presentations at the emergency department:¹ 12,002 patients

Presentations used to calculate time to leaving the ED:⁶ 11,986 patients

Percentage of patients who spent four hours or less in the ED 53.1%

Same period last year	Change since one year ago
10,812	11.0%
10,811	10.9%
59.6%	

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



* 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, July to September 2016*.
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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).