

Blacktown Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 12,712 patients

Emergency presentations:² 12,634 patients

Same period last year	Change since one year ago
11,714	8.5%
11,639	8.5%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,737 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,392 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,422 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 934 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,239	
11 minutes	8 minutes
31 minutes	23 minutes
4,036	
31 minutes	20 minutes
127 minutes	65 minutes
3,392	
40 minutes	26 minutes
136 minutes	99 minutes
833	
35 minutes	23 minutes
118 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,711 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
11,704	8.6%
53.8%	

* 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.

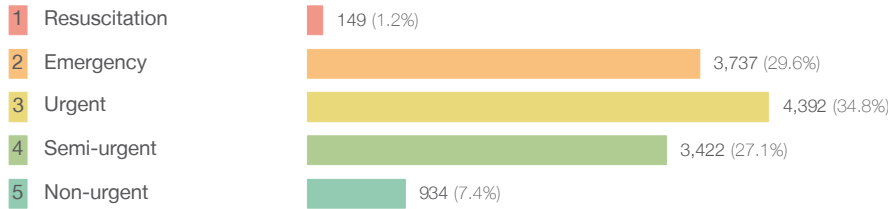
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Blacktown Hospital: Patients presenting to the emergency department October to December 2017

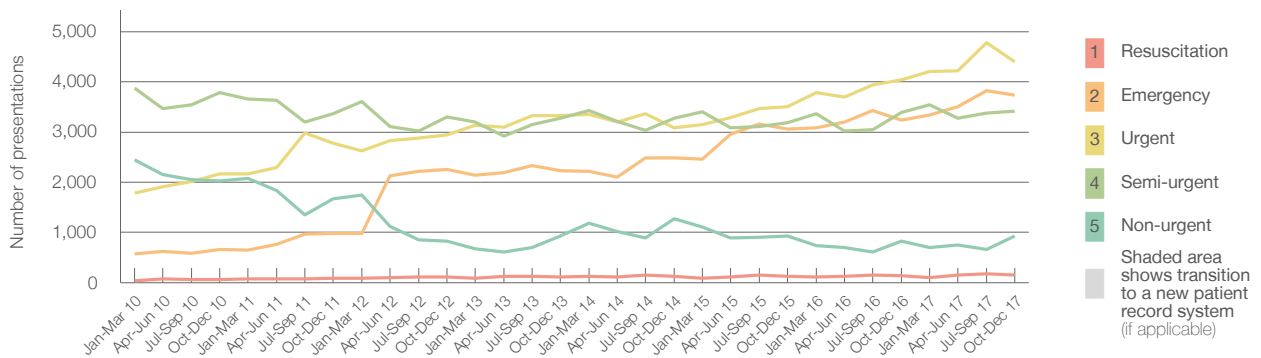
All presentations:¹ 12,712 patients

Emergency presentations² by triage category: 12,634 patients



	Same period last year	Change since one year ago
All presentations	11,714	8.5%
Emergency presentations	11,639	8.5%
1 Resuscitation	139	7.2%
2 Emergency	3,239	15.4%
3 Urgent	4,036	8.8%
4 Semi-urgent	3,392	0.9%
5 Non-urgent	833	12.1%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	63	83	112	114	121	131	139	149
Emergency	666	975	2,257	2,225	2,491	3,062	3,239	3,737
Urgent	2,169	2,772	2,938	3,322	3,078	3,509	4,036	4,392
Semi-urgent	3,789	3,360	3,305	3,274	3,275	3,190	3,392	3,422
Non-urgent	2,026	1,667	828	931	1,272	929	833	934
All emergency presentations	8,713	8,857	9,440	9,866	10,237	10,821	11,639	12,634

Blacktown Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,837 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,310	
ED Transfer of care time		
Median time	15 minutes	-1 minute
90th percentile time	31 minutes	-4 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

October to December 2017

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

Number of triage 2 patients: 3,737

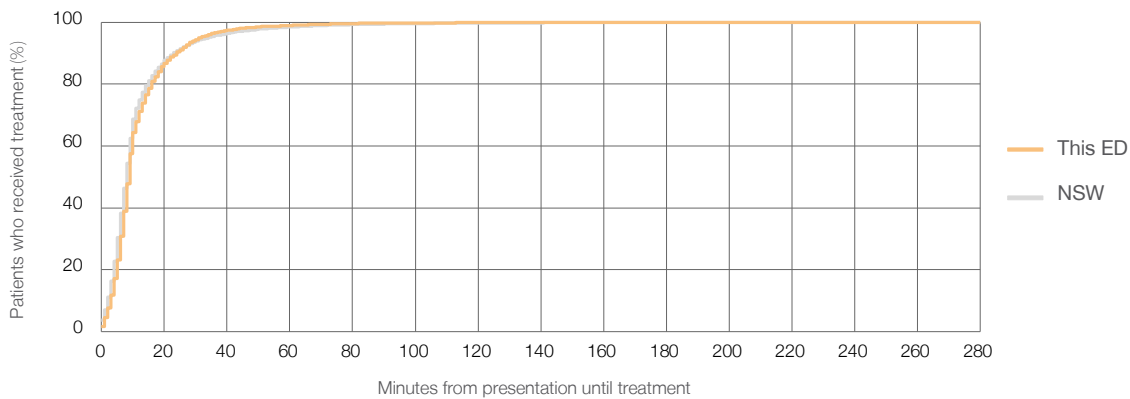
Number of triage 2 patients used to calculate waiting time:³ 3,716

Median time to start treatment⁴ 9 minutes

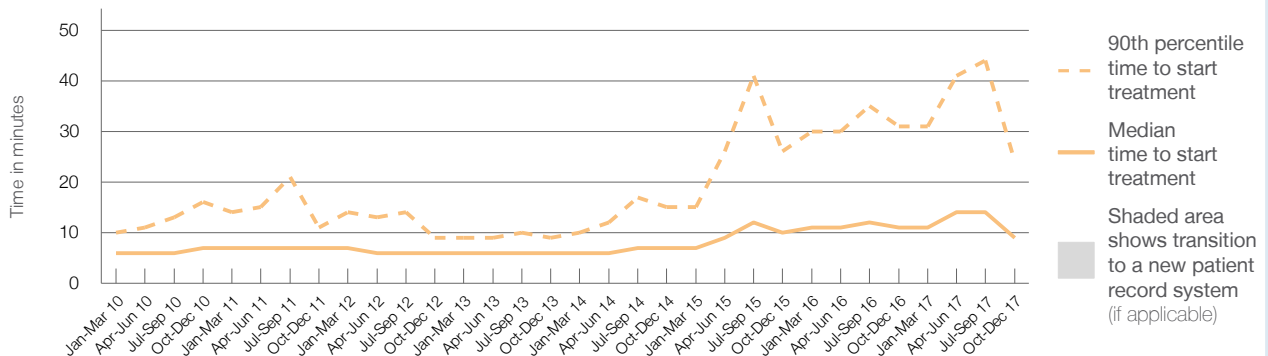
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
3,239	
3,221	
11 minutes	8 minutes
31 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	10	11	9
90th percentile time to start treatment ⁵ (minutes)	16	11	9	9	15	26	31	24

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Blacktown Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 4,392

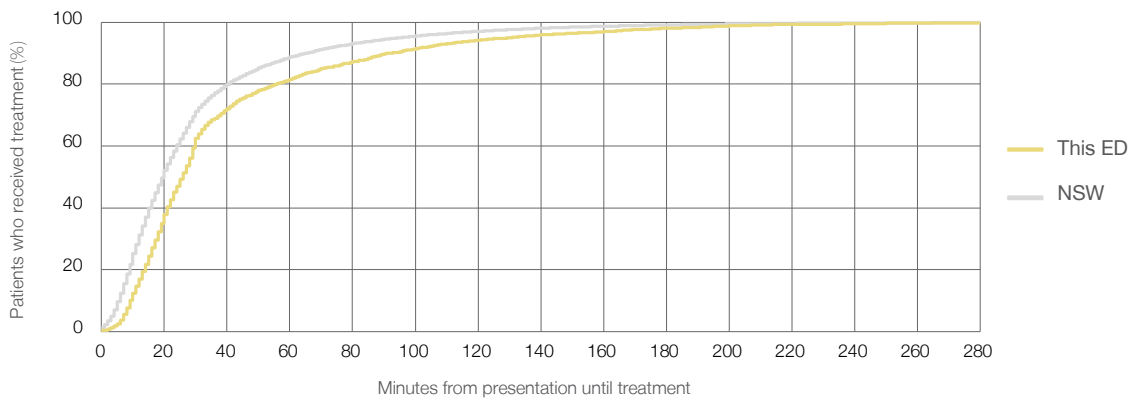
Number of triage 3 patients used to calculate waiting time:³ 4,232

Median time to start treatment⁴ 26 minutes

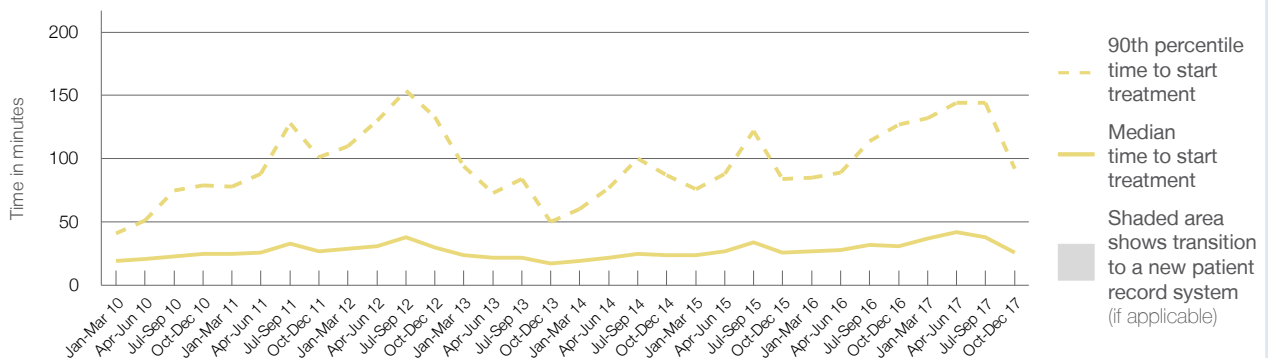
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
4,036	
3,830	
31 minutes	20 minutes
127 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	25	27	30	17	24	26	31	26
90th percentile time to start treatment ⁵ (minutes)	79	101	133	50	87	84	127	92

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Blacktown Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,422

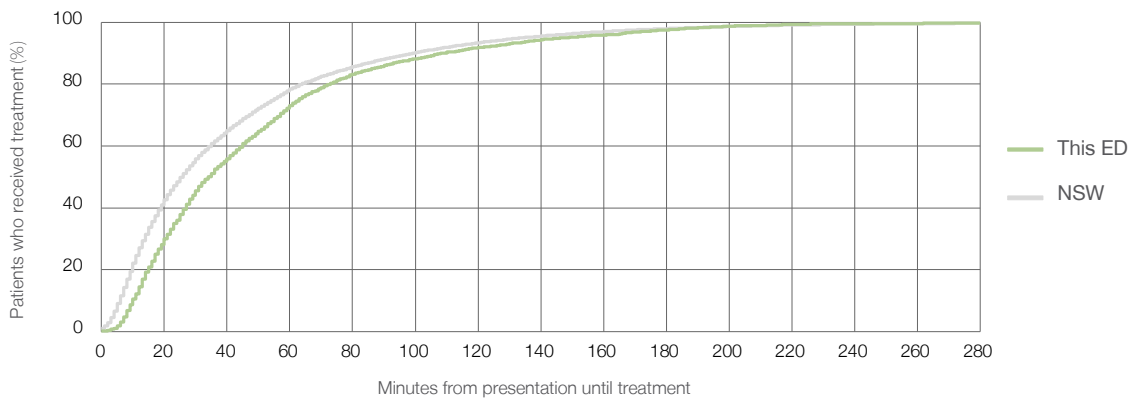
Number of triage 4 patients used to calculate waiting time:³ 3,269

Median time to start treatment⁴ 34 minutes

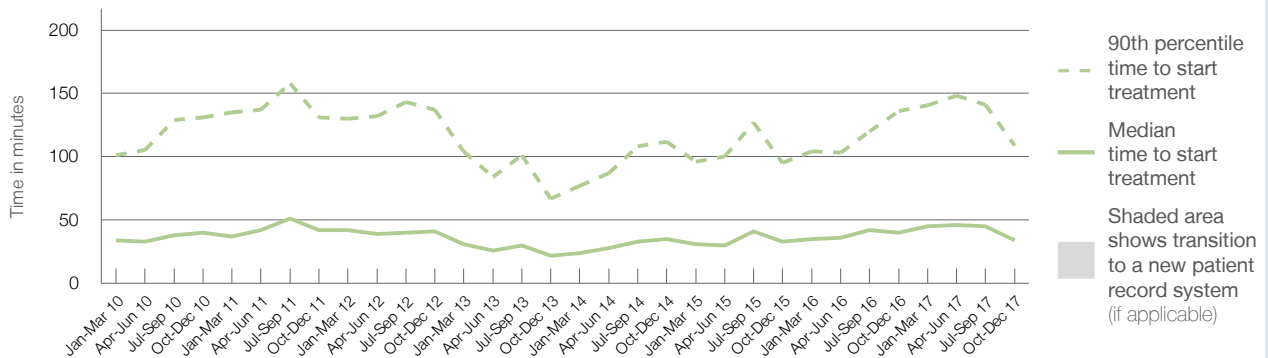
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
3,392	3,194
40 minutes	26 minutes
136 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	42	41	22	35	33	40	34
90th percentile time to start treatment ⁵ (minutes)	131	131	137	67	112	95	136	109

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Blacktown Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 934

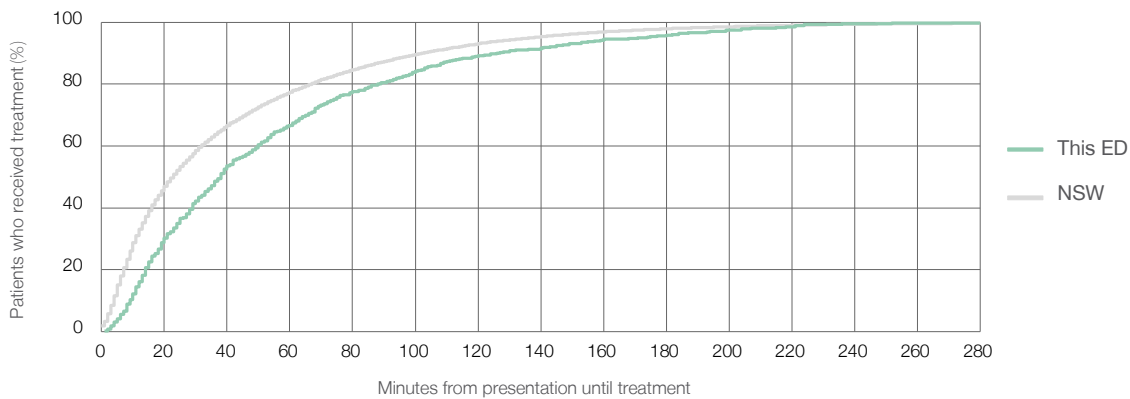
Number of triage 5 patients used to calculate waiting time:³ 760

Median time to start treatment⁴ 38 minutes

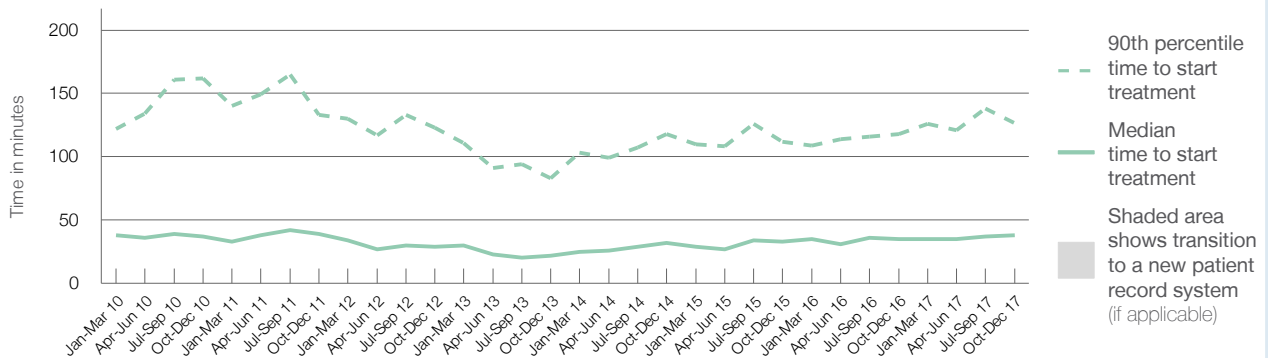
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
833	
686	
35 minutes	23 minutes
118 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	39	29	22	32	33	35	38
90th percentile time to start treatment ⁵ (minutes)	162	133	123	83	118	112	118	127

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Blacktown Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,712 patients

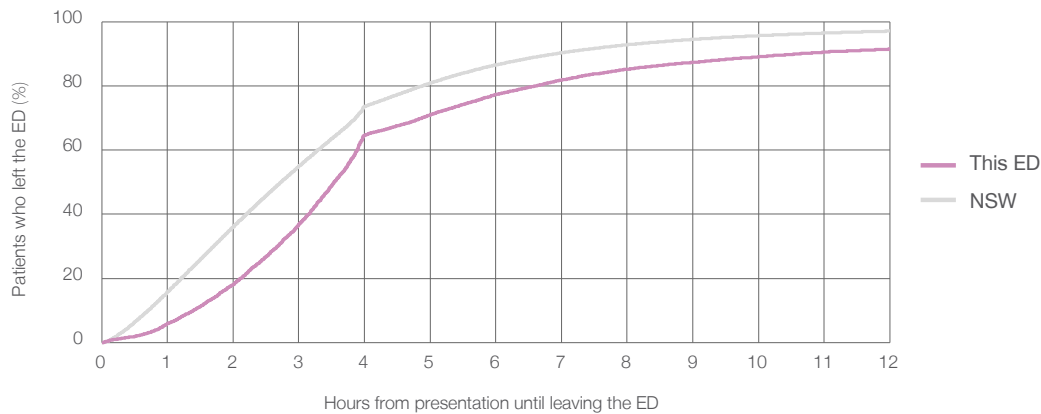
Presentations used to calculate time to leaving the ED:⁶ 12,711 patients

Median time spent in the ED⁸ 3 hours and 33 minutes

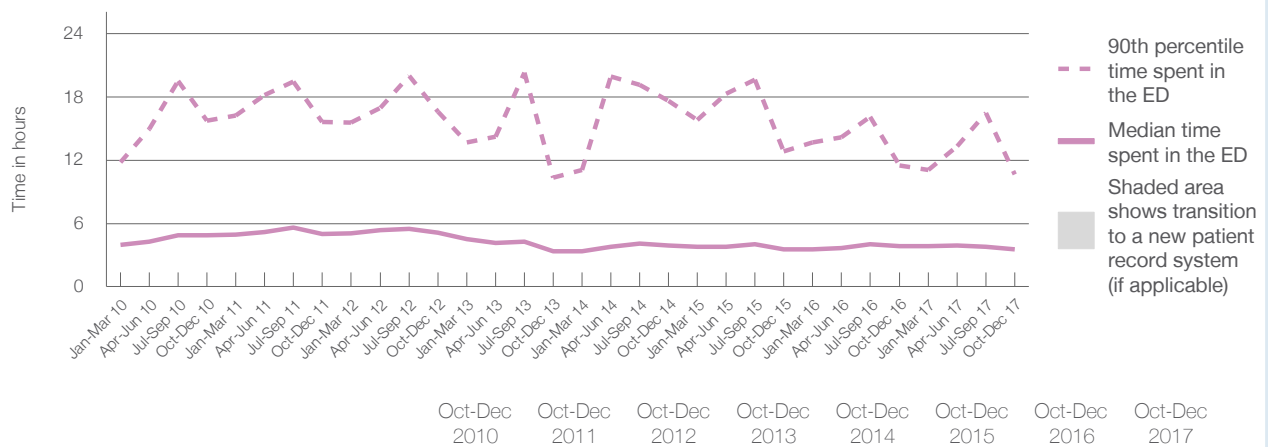
90th percentile time spent in the ED⁹ 10 hours and 38 minutes

Same period last year	NSW (this period)
11,714	
11,704	
3 hours and 51 minutes	2 hours and 44 minutes
11 hours and 29 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 53m	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m	3h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 44m	15h 36m	16h 37m	10h 22m	17h 37m	12h 50m	11h 29m	10h 38m

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Blacktown Hospital: Time patients spent in the ED
 By mode of separation
 October to December 2017

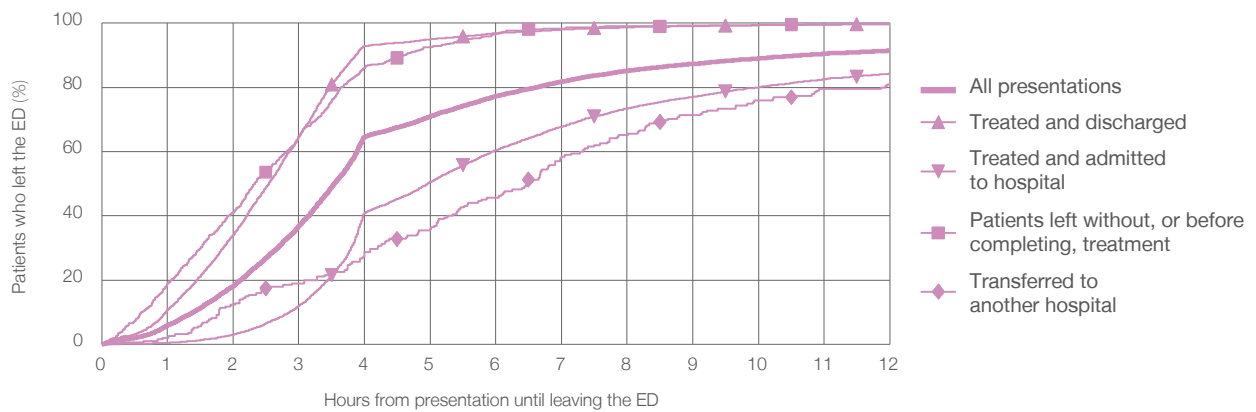
All presentations:¹ 12,712 patients

Presentations used to calculate time to leaving the ED:⁶ 12,711 patients

Treated and discharged	5,193 (40.9%)
Treated and admitted to hospital	6,561 (51.6%)
Patient left without, or before completing, treatment	726 (5.7%)
Transferred to another hospital	195 (1.5%)
Other	37 (0.3%)

Same period last year	Change since one year ago
11,704	8.6%
4,494	15.6%
6,107	7.4%
823	-11.8%
233	-16.3%
57	-35.1%

Percentage of patients who left the ED by time and mode of separation, October to December 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	10.7%	34.1%	64.8%	92.9%	96.9%	98.7%	99.4%	99.7%
Treated and admitted to hospital	0.4%	3.0%	11.9%	40.9%	60.5%	73.5%	80.1%	84.3%
Patient left without, or before completing, treatment	18.9%	41.0%	64.6%	86.2%	96.7%	99.0%	99.3%	99.7%
Transferred to another hospital	2.1%	12.3%	19.0%	28.7%	45.6%	65.1%	75.9%	81.0%
All presentations	5.9%	18.2%	36.8%	64.7%	77.3%	85.2%	89.0%	91.4%

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Blacktown Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 12,712 patients

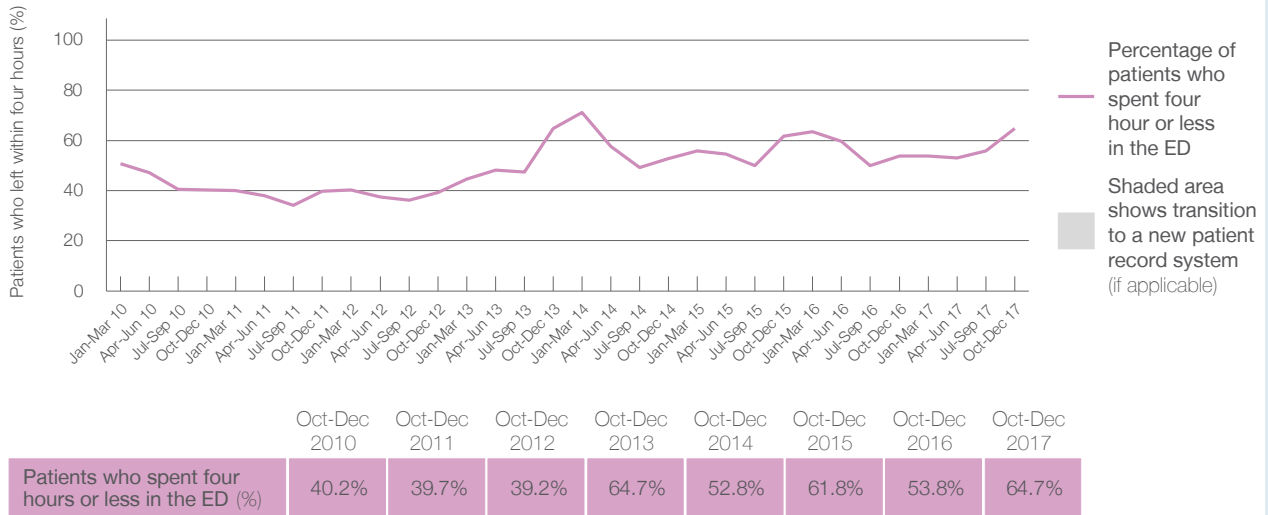
Presentations used to calculate time to leaving the ED: ⁶ 12,711 patients

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	11,714	8.5%
Presentations used to calculate time to leaving the ED	11,704	8.6%
Percentage of patients who spent four hours or less in the ED	53.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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, 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).