

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,714 patients

Emergency presentations:² 11,639 patients

Same period last year	Change since one year ago
10,902	7.4%
10,821	7.6%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,239 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,036 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 127 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,392 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 833 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,062	
10 minutes	8 minutes
26 minutes	26 minutes
3,509	
26 minutes	20 minutes
84 minutes	67 minutes
3,190	
33 minutes	25 minutes
95 minutes	97 minutes
929	
33 minutes	24 minutes
112 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,700 patients

Percentage of patients who spent four hours or less in the ED 53.8%

Same period last year	Change since one year ago
10,902	7.3%
61.8%	

* 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, January to March 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.

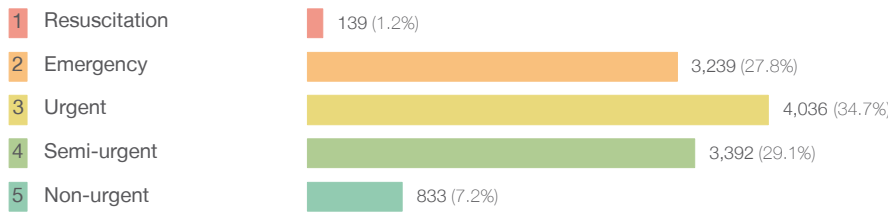
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Patients presenting to the emergency department October to December 2016

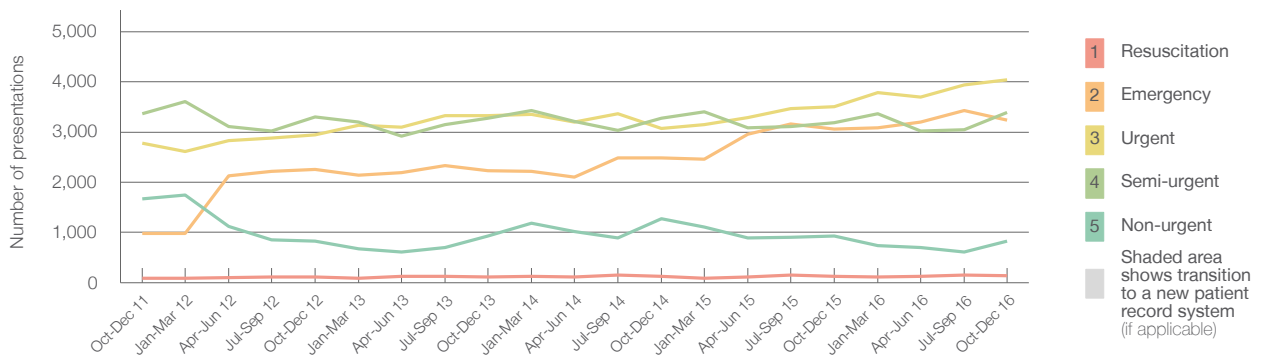
All presentations:¹ 11,714 patients

Emergency presentations² by triage category: 11,639 patients



Same period last year	Change since one year ago
10,902	7.4%
10,821	7.6%
131	6.1%
3,062	5.8%
3,509	15.0%
3,190	6.3%
929	-10.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	83	112	114	121	131	139
Emergency	974	2,257	2,225	2,491	3,062	3,239
Urgent	2,773	2,938	3,322	3,077	3,509	4,036
Semi-urgent	3,360	3,305	3,274	3,274	3,190	3,392
Non-urgent	1,668	828	931	1,271	929	833
All emergency presentations	8,858	9,440	9,866	10,234	10,821	11,639

Blacktown Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,310 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,286	
15 minutes	0 minutes
29 minutes	2 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

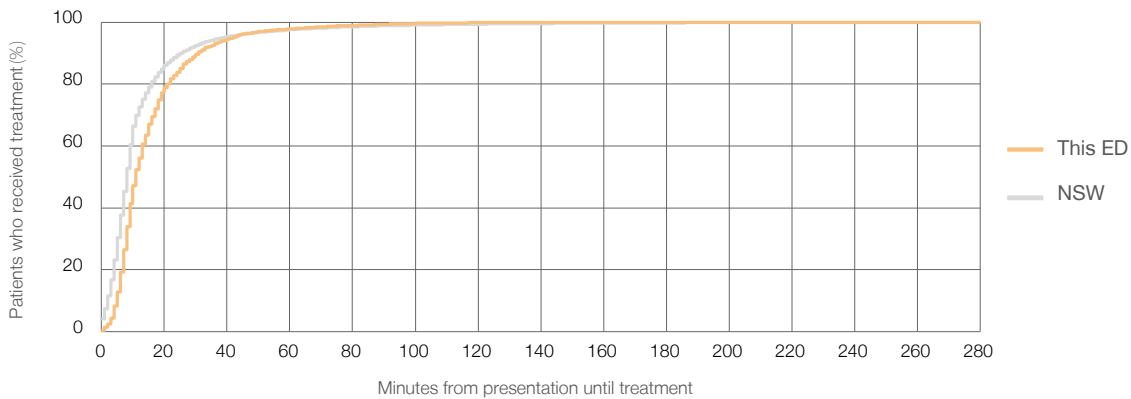
Number of triage 2 patients: 3,239

Number of triage 2 patients used to calculate waiting time:³ 3,221

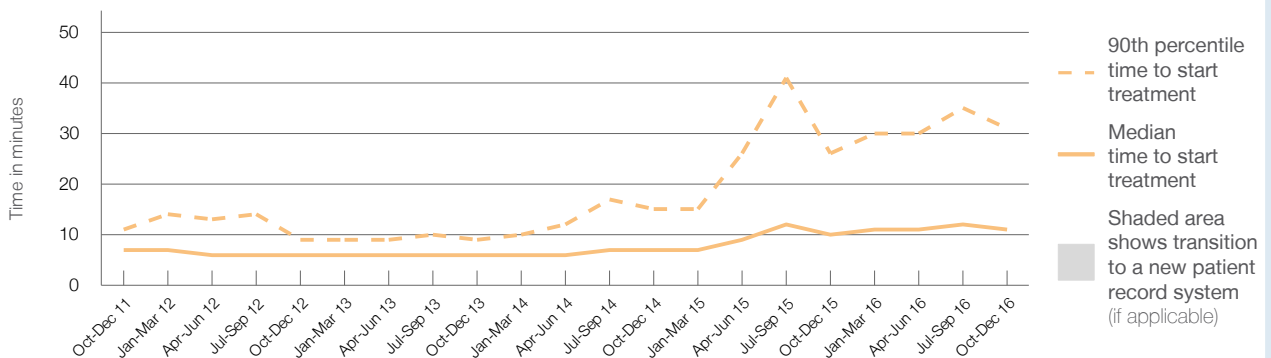
Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
3,062	
2,997	
10 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 4,036

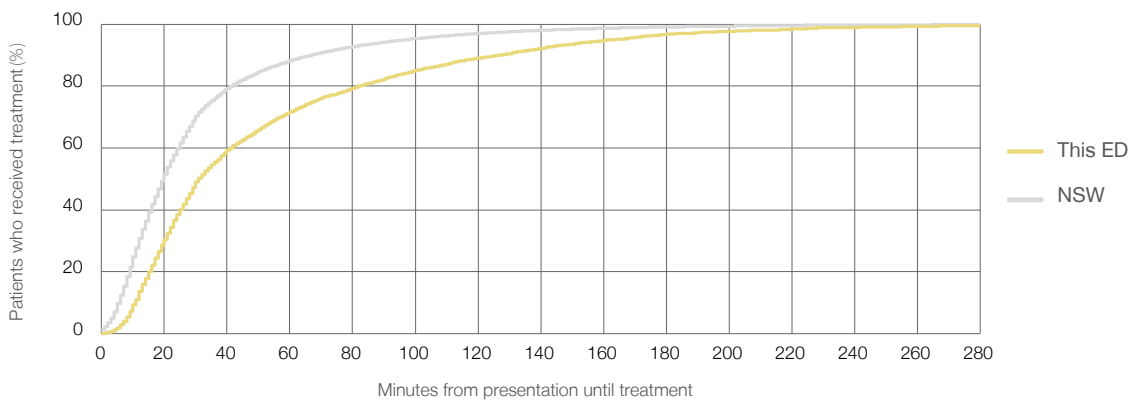
Number of triage 3 patients used to calculate waiting time:³ 3,830

Median time to start treatment⁴ 31 minutes

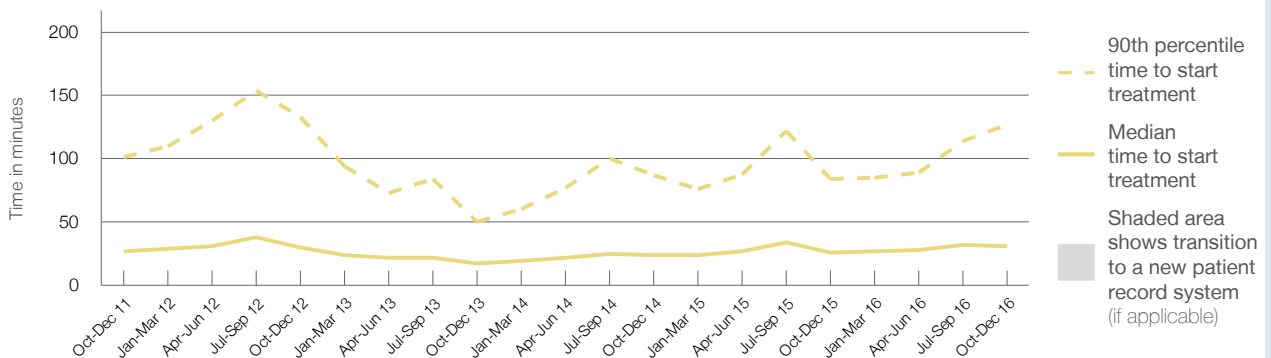
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,509	3,338
26 minutes	20 minutes
84 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,392

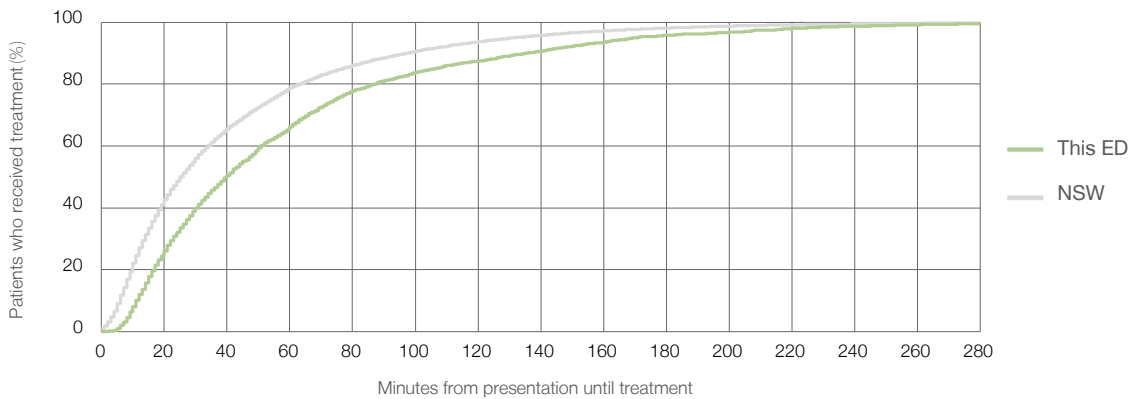
Number of triage 4 patients used to calculate waiting time:³ 3,194

Median time to start treatment⁴ 40 minutes

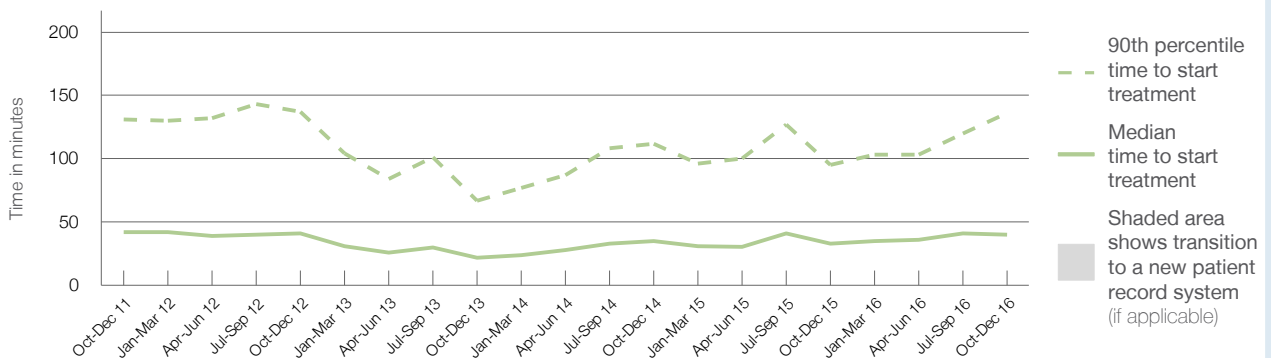
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
3,190	
3,010	
33 minutes	25 minutes
95 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 833

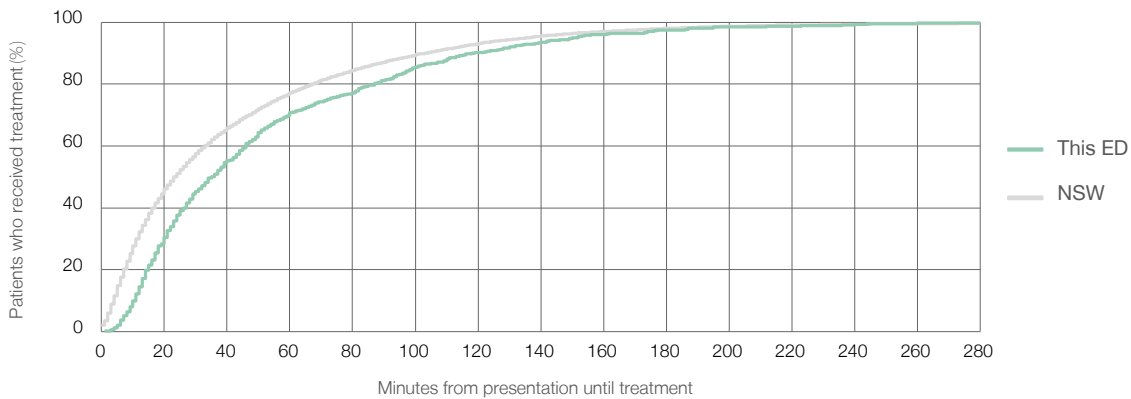
Number of triage 5 patients used to calculate waiting time:³ 686

Median time to start treatment⁴ 35 minutes

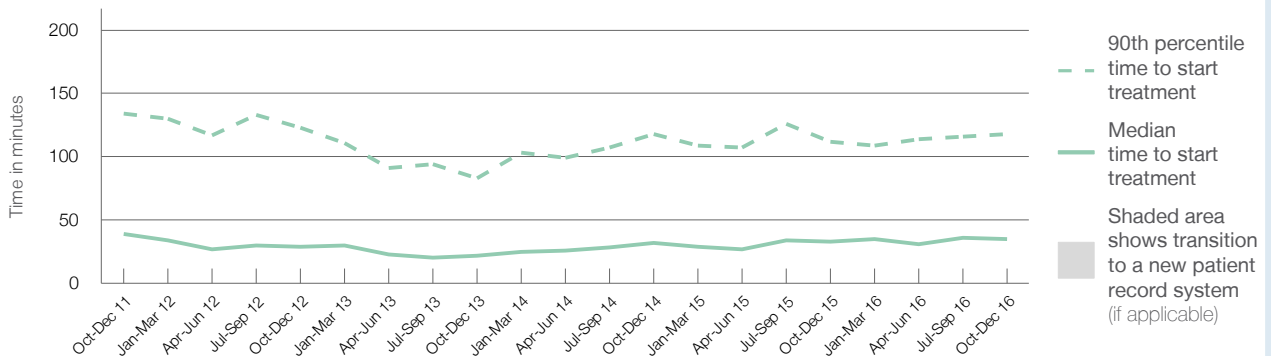
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
929	809
33 minutes	24 minutes
112 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	29	22	32	33	35
90th percentile time to start treatment ⁵ (minutes)	134	123	83	118	112	118

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,714 patients

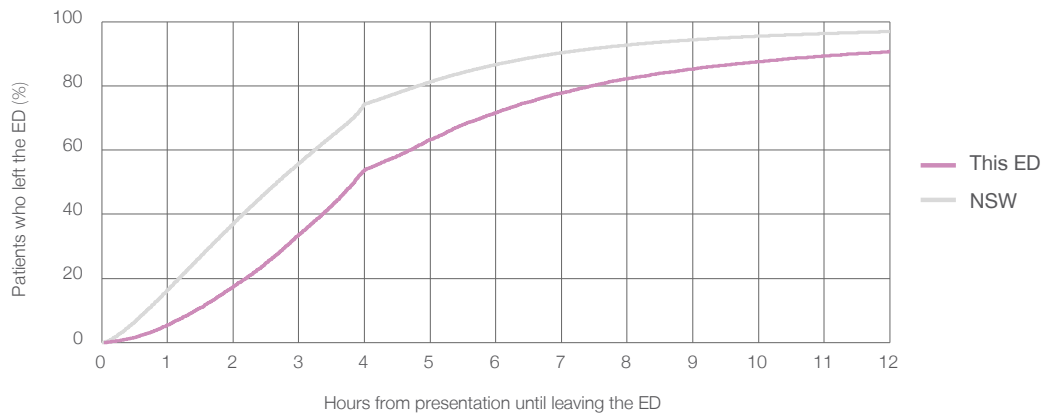
Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Median time spent in the ED⁸ 3 hours and 51 minutes

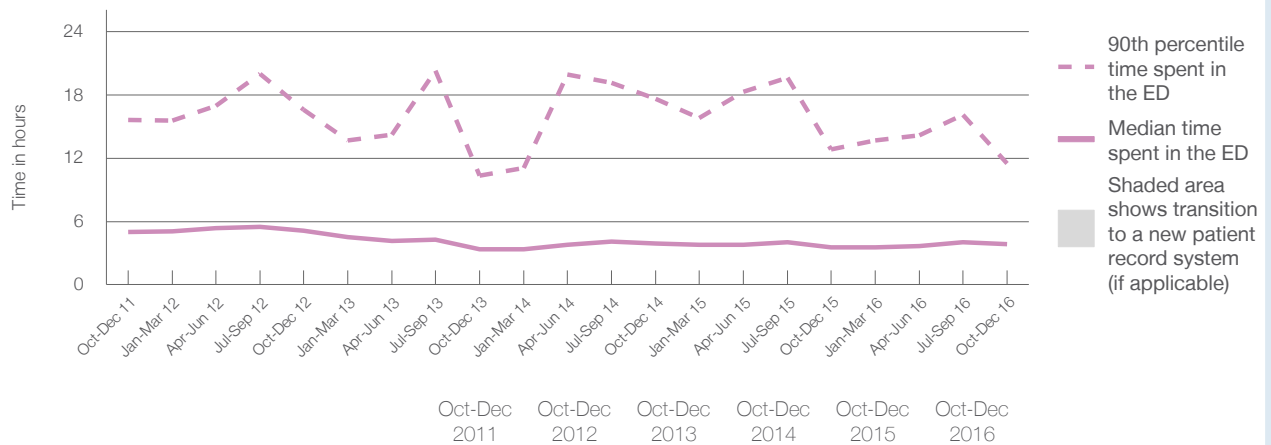
90th percentile time spent in the ED⁹ 11 hours and 30 minutes

Same period last year	NSW (this period)
10,902	10,902
3 hours and 32 minutes	2 hours and 41 minutes
12 hours and 50 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 36m	16h 37m	10h 22m	17h 38m	12h 50m	11h 30m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

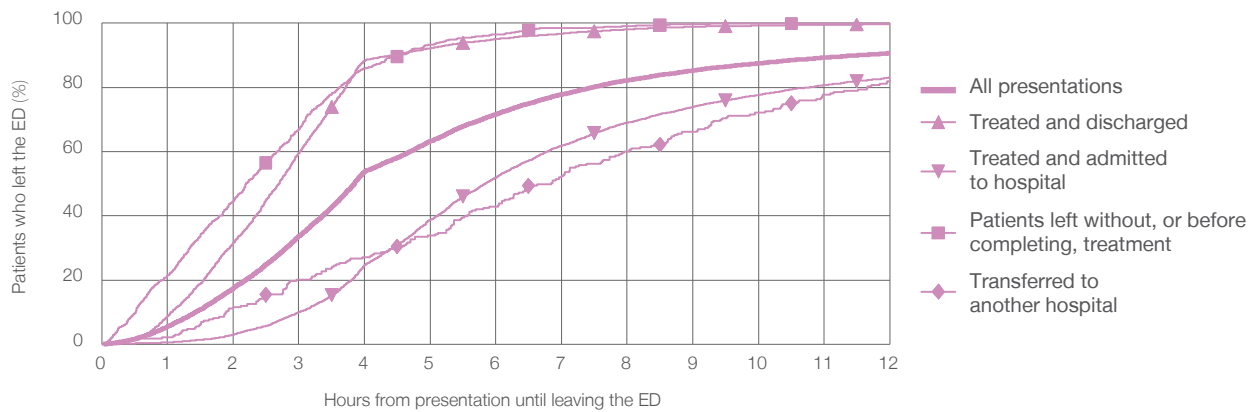
All presentations:¹ 11,714 patients

Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Treated and discharged	4,494 (38.4%)
Treated and admitted to hospital	6,107 (52.1%)
Patient left without, or before completing, treatment	823 (7.0%)
Transferred to another hospital	233 (2.0%)
Other	57 (0.5%)

Same period last year	Change since one year ago
10,902	7.3%
5,214	-13.8%
4,872	25.3%
528	55.9%
238	-2.1%
50	14.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	8.8%	31.6%	59.7%	88.4%	95.0%	98.1%	99.3%	99.7%
Treated and admitted to hospital	0.5%	3.0%	10.0%	24.7%	51.9%	69.0%	77.7%	83.1%
Patient left without, or before completing, treatment	21.4%	44.7%	67.1%	85.9%	96.6%	99.0%	99.9%	99.9%
Transferred to another hospital	2.1%	11.6%	20.2%	27.0%	42.9%	60.1%	72.1%	82.4%
All presentations	5.5%	17.4%	33.6%	53.8%	71.6%	82.2%	87.5%	90.7%

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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 2016

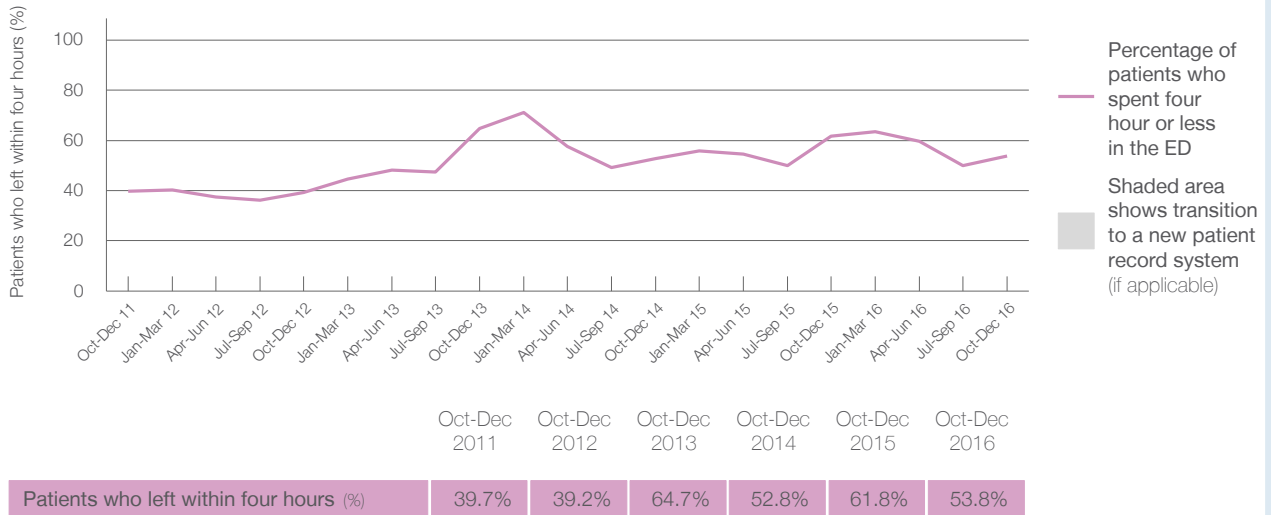
All presentations at the emergency department:¹ 11,714 patients

Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Percentage of patients who spent four hours or less in the ED 53.8%

Same period last year	Change since one year ago
10,902	7.4%
10,902	7.3%
61.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).