

## Bankstown-Lidcombe Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 13,229 patients

Emergency presentations:<sup>2</sup> 13,123 patients

Same period last year	Change since one year ago
13,220	0%
13,044	1%

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,478 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,665 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,477 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 392 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
2,445	
9 minutes	8 minutes
27 minutes	24 minutes
5,883	
23 minutes	19 minutes
76 minutes	63 minutes
4,095	
26 minutes	24 minutes
91 minutes	95 minutes
511	
25 minutes	21 minutes
98 minutes	96 minutes

## Bankstown-Lidcombe Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,229 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
13,220	0%
73%	

\* 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 18 July 2018).

## Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

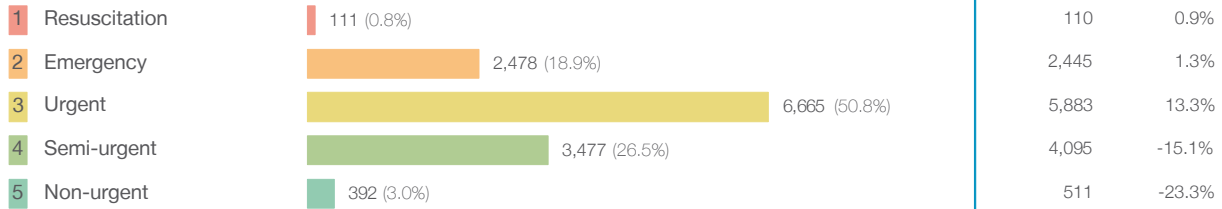
April to June 2018

All presentations:<sup>1</sup> 13,229 patients

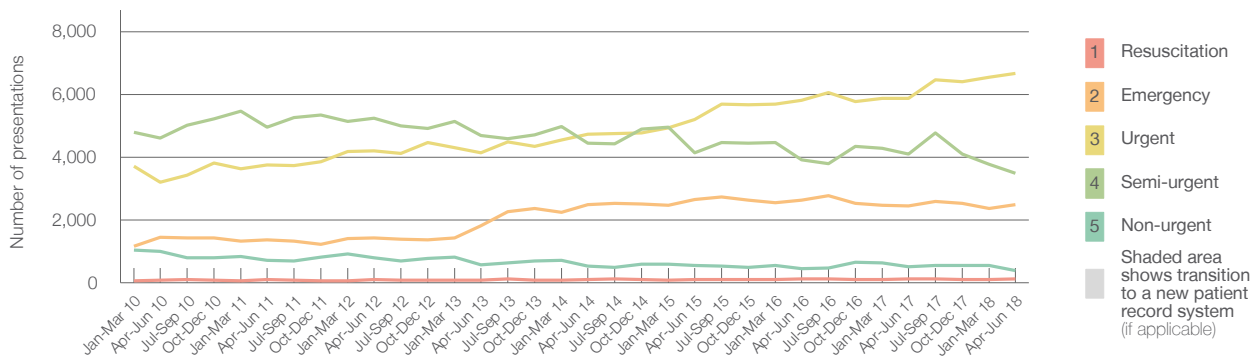
Same period last year	Change since one year ago
13,220	0%

Emergency presentations<sup>2</sup> by triage category: 13,123 patients

13,044	1%
--------	----



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	86	89	96	83	96	92	110	110	111
Emergency	1,445	1,364	1,417	1,816	2,482	2,643	2,635	2,445	2,478
Urgent	3,196	3,757	4,208	4,145	4,728	5,193	5,815	5,883	6,665
Semi-urgent	4,605	4,953	5,242	4,694	4,438	4,144	3,922	4,095	3,477
Non-urgent	991	709	794	575	534	549	447	511	392
All emergency presentations	10,323	10,872	11,757	11,313	12,278	12,621	12,929	13,044	13,123

## Bankstown-Lidcombe Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,900 patients

Same period last year	Change since one year ago
3,732	

ED Transfer of care time



13 minutes	0 minutes
28 minutes	-3 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 2,478

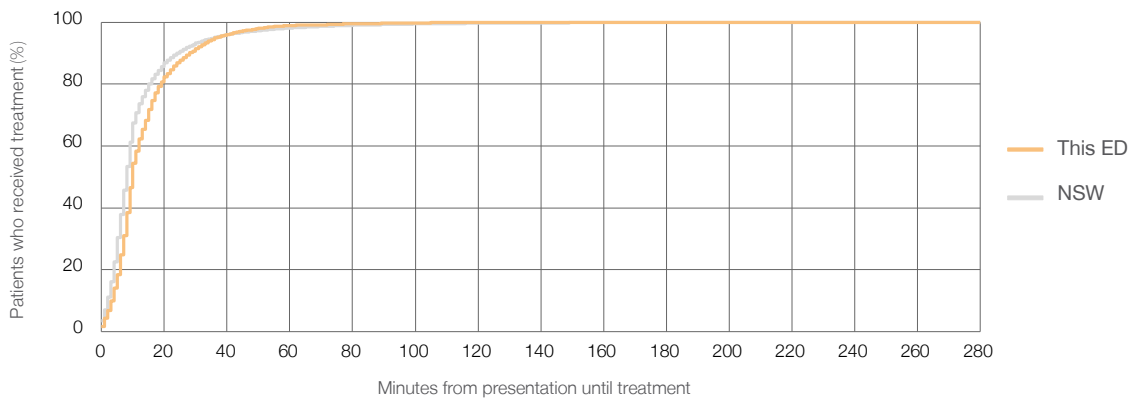
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,474

Median time to start treatment<sup>4</sup>  10 minutes

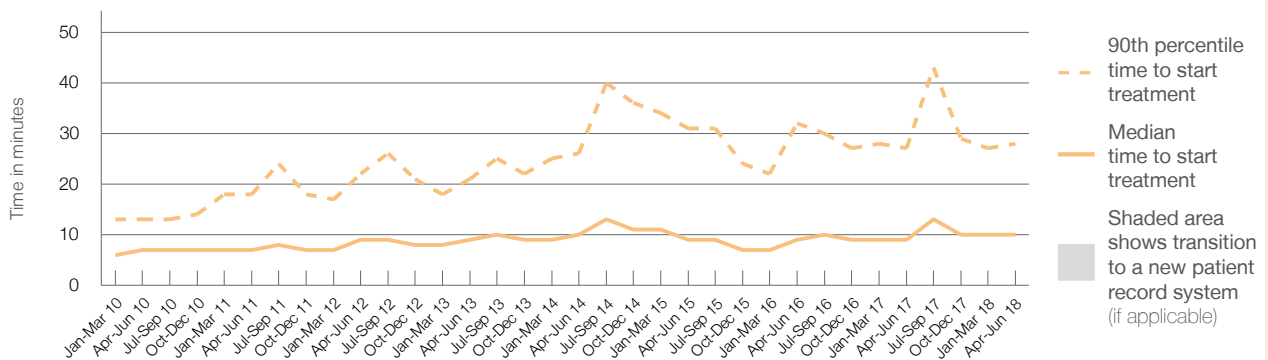
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
2,445	
2,441	
9 minutes	8 minutes
27 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	9	9	10	9	9	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	13	18	22	21	26	31	32	27	28

(†) 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 6,665

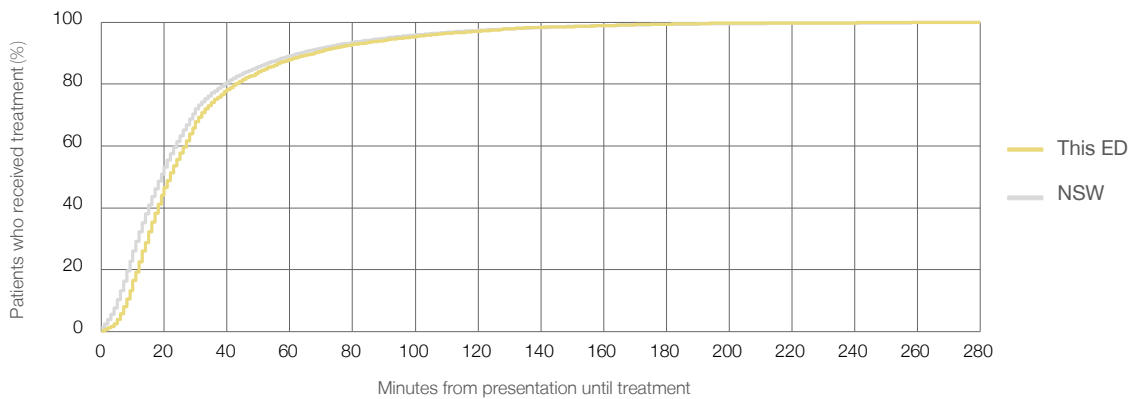
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,608

Median time to start treatment<sup>4</sup> 22 minutes

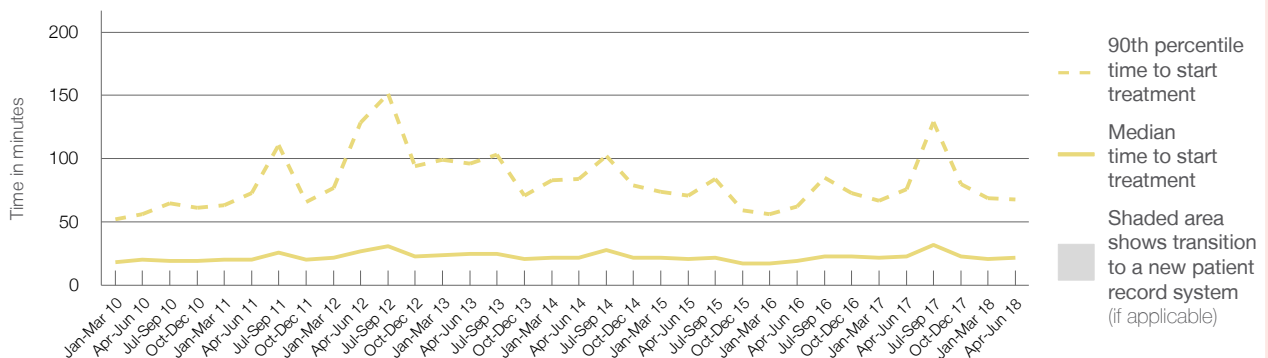
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
5,883	
5,801	
23 minutes	19 minutes
76 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	20	27	25	22	21	19	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	56	73	129	96	84	71	62	76	68

(†) 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,477

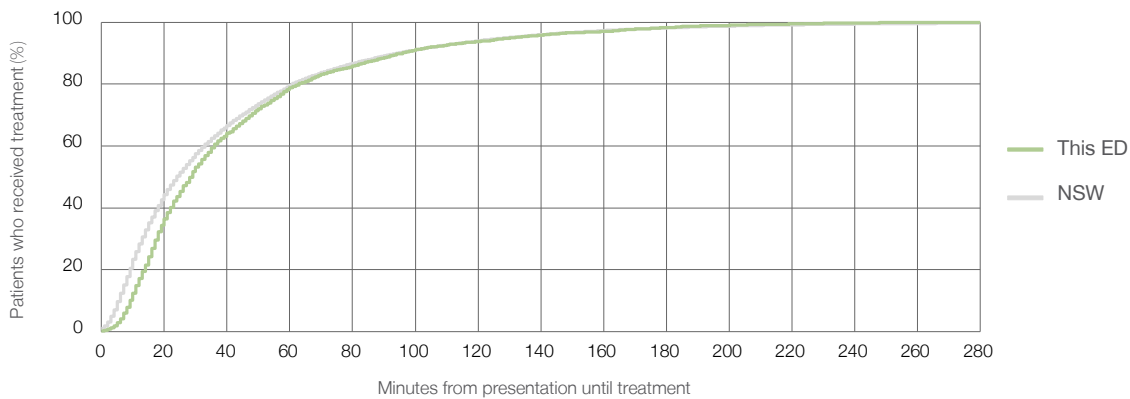
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,388

Median time to start treatment<sup>4</sup> 29 minutes

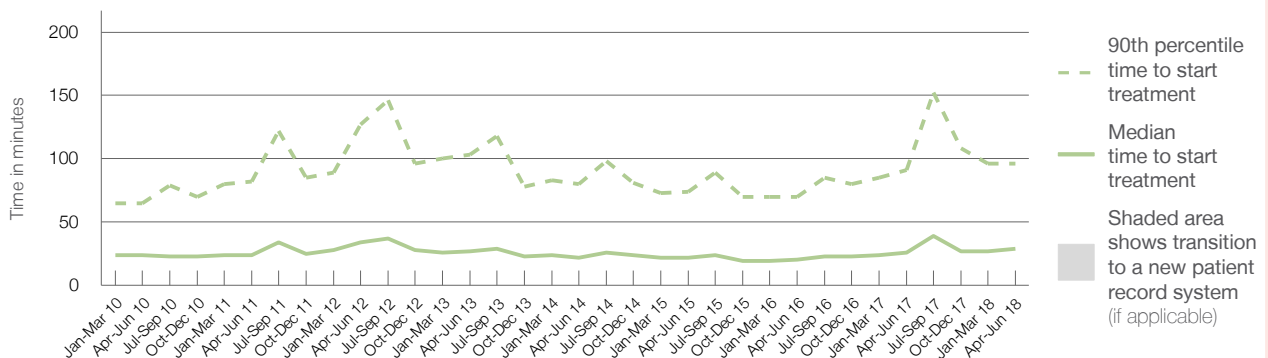
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
4,095	3,955
26 minutes	24 minutes
91 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	24	24	34	27	22	22	20	26	29
90th percentile time to start treatment <sup>5</sup> (minutes)	65	82	127	103	80	74	70	91	96

(†) 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.

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 392

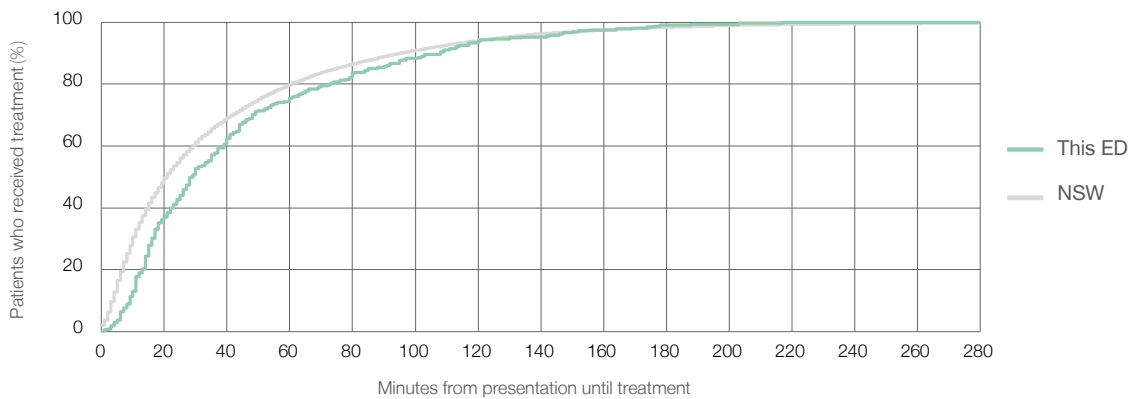
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 315

Median time to start treatment<sup>4</sup> 29 minutes

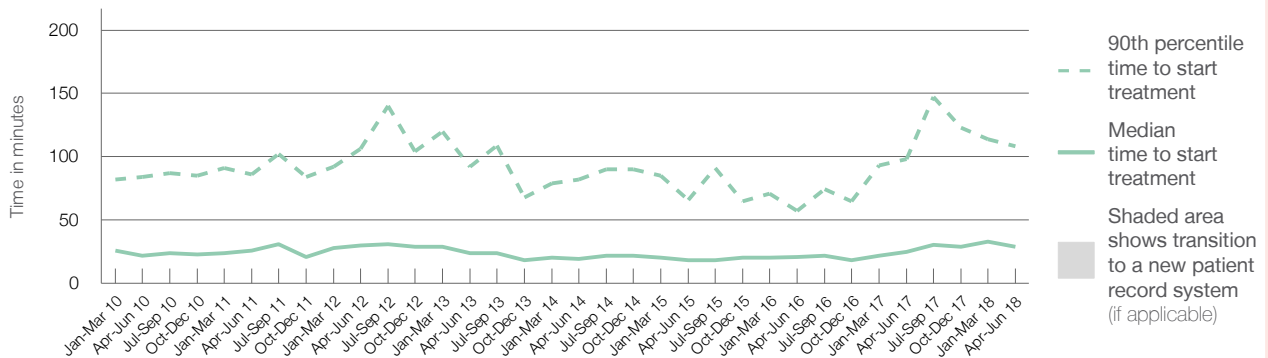
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
511	429
25 minutes	21 minutes
98 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	22	26	30	24	19	18	21	25	29
90th percentile time to start treatment <sup>5</sup> (minutes)	84	86	106	92	82	66	57	98	108

(†) 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.

## Bankstown-Lidcombe Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 13,229 patients

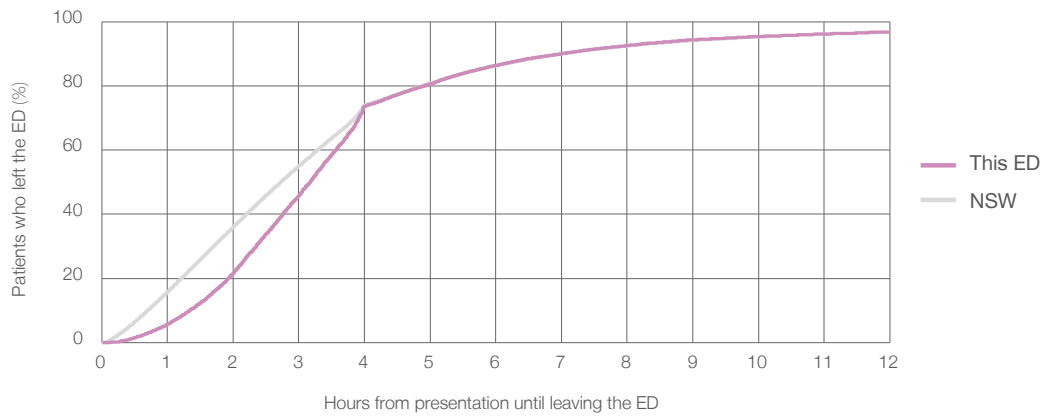
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,229 patients

Median time spent in the ED<sup>8</sup> 3 hours and 10 minutes

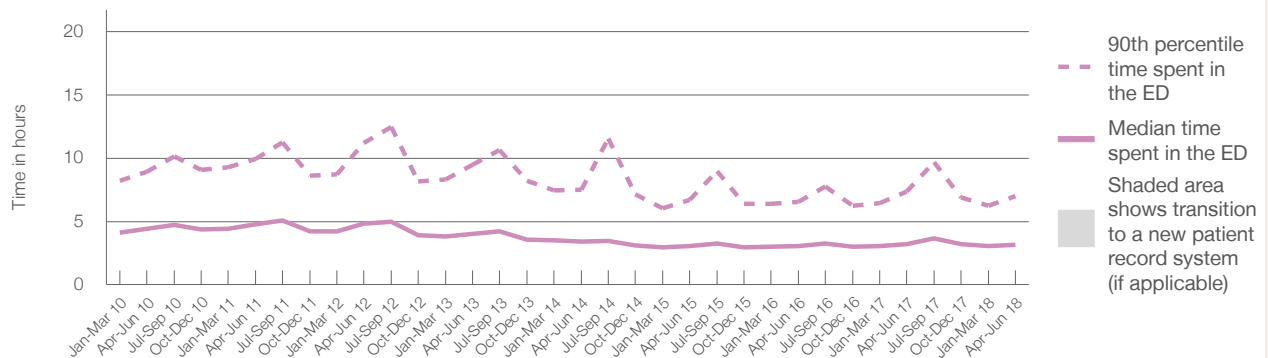
90th percentile time spent in the ED<sup>9</sup> 7 hours and 0 minutes

Same period last year	NSW (this period)
13,220	13,220
3 hours and 11 minutes	2 hours and 44 minutes
7 hours and 22 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 24m	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m	3h 11m	3h 10m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 54m	9h 57m	11h 13m	9h 29m	7h 30m	6h 42m	6h 34m	7h 22m	7h 0m

(†) 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.

**Bankstown-Lidcombe Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

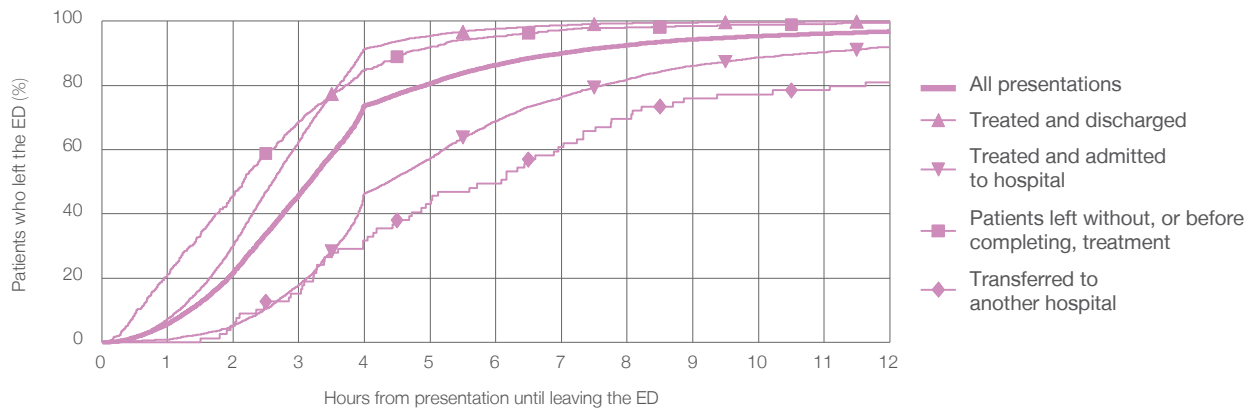
All presentations:<sup>1</sup> 13,229 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,229 patients

Treated and discharged	7,319 (55.3%)
Treated and admitted to hospital	4,971 (37.6%)
Patient left without, or before completing, treatment	843 (6.4%)
Transferred to another hospital	79 (0.6%)
Other	17 (0.1%)

Same period last year	Change since one year ago
13,220	0%
7,055	3.7%
5,139	-3.3%
908	-7.2%
83	-4.8%
35	-51.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	7.3%	30.4%	62.6%	91.4%	97.6%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.8%	5.2%	17.8%	46.3%	68.8%	81.9%	88.7%	92.0%
Patient left without, or before completing, treatment	21.1%	45.7%	68.8%	84.8%	95.3%	98.1%	98.9%	99.5%
Transferred to another hospital	0%	5.1%	15.2%	31.6%	49.4%	69.6%	77.2%	81.0%
All presentations	5.7%	21.8%	45.9%	73.7%	86.4%	92.5%	95.4%	96.8%

(†) 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.



**Bankstown-Lidcombe Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 13,229 patients

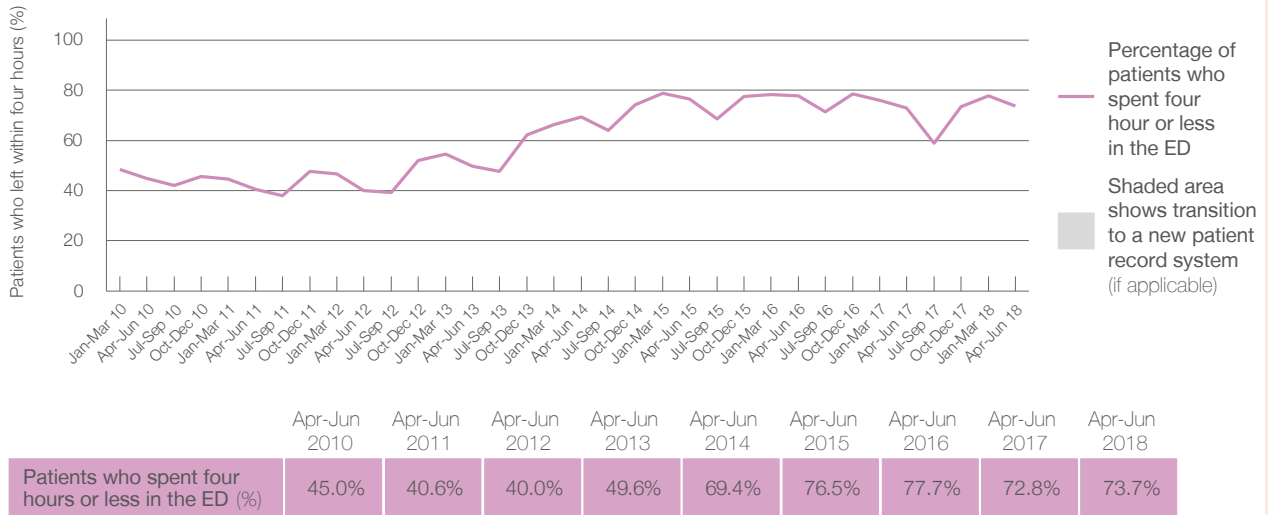
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,229 patients

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: <sup>1</sup> 13,229 patients	13,220	0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,229 patients	13,220	0%
Percentage of patients who spent four hours or less in the ED	72.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).