

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations:² 13,229 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,582 | -1.8% |
| 13,481 | -1.9% |

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,781 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,053 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,796 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 110 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,723 | |
| 9 minutes | 8 minutes |
| 46 minutes | 41 minutes |
| 5,680 | |
| 22 minutes | 21 minutes |
| 121 minutes | 103 minutes |
| 4,457 | |
| 24 minutes | 27 minutes |
| 126 minutes | 139 minutes |
| 518 | |
| 18 minutes | 24 minutes |
| 123 minutes | 138 minutes |

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 13,333 patients

Percentage of patients who spent four hours or less in the ED 71.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,582 | -1.8% |
| 68.5% | |

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

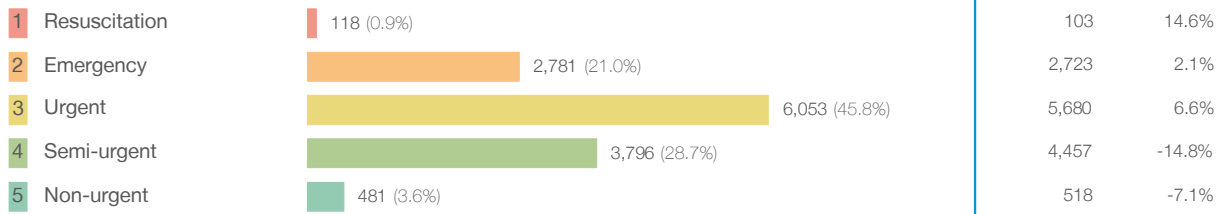
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

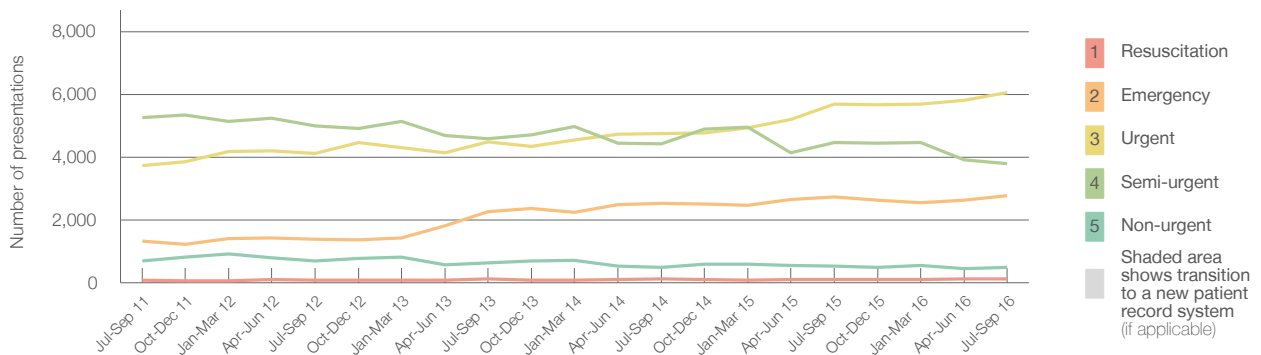
July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations² by triage category: 13,229 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 81 | 82 | 112 | 110 | 103 | 118 |
| Emergency | 1,325 | 1,392 | 2,262 | 2,535 | 2,723 | 2,781 |
| Urgent | 3,741 | 4,125 | 4,478 | 4,747 | 5,680 | 6,053 |
| Semi-urgent | 5,266 | 5,006 | 4,589 | 4,428 | 4,457 | 3,796 |
| Non-urgent | 689 | 695 | 634 | 478 | 518 | 481 |
| All emergency presentations | 11,102 | 11,300 | 12,075 | 12,298 | 13,481 | 13,229 |

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,782 patients

ED Transfer of care time



(†) 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

July to September 2016

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

Number of triage 2 patients: 2,781

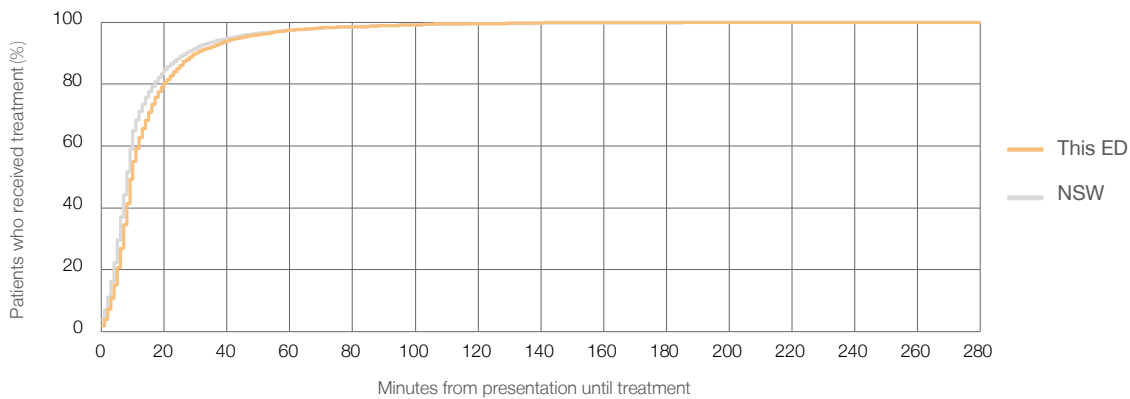
Number of triage 2 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴ 10 minutes

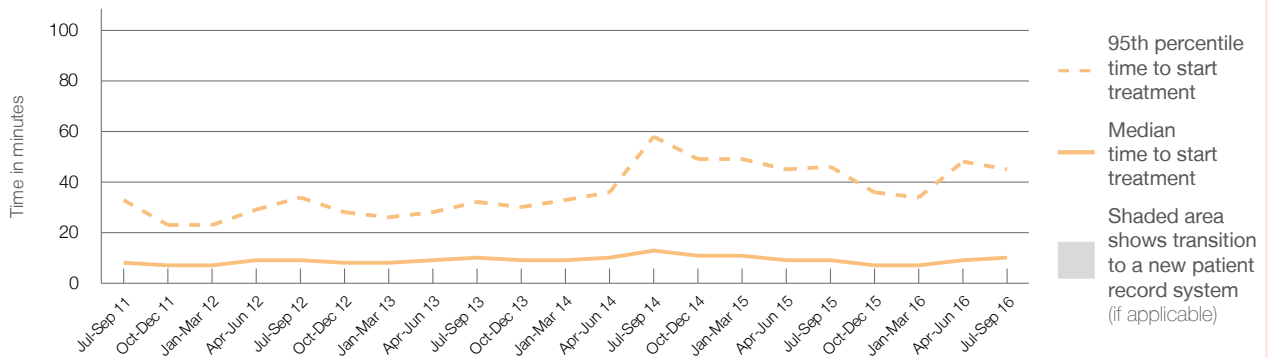
95th percentile time to start treatment⁵ 45 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,723 | 2,714 |
| 9 minutes | 8 minutes |
| 46 minutes | 41 minutes |

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|----------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 9 | 10 | 13 | 9 | 10 |
| 95th percentile time to start treatment ⁵ (minutes) | 33 | 34 | 32 | 58 | 46 | 45 |

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

July to September 2016

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

Number of triage 3 patients: 6,053

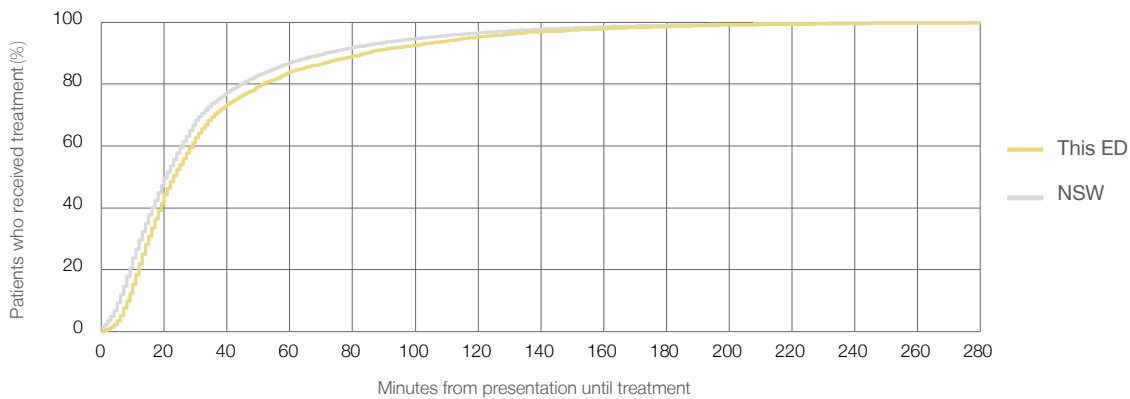
Number of triage 3 patients used to calculate waiting time:³ 5,914

Median time to start treatment⁴ 23 minutes

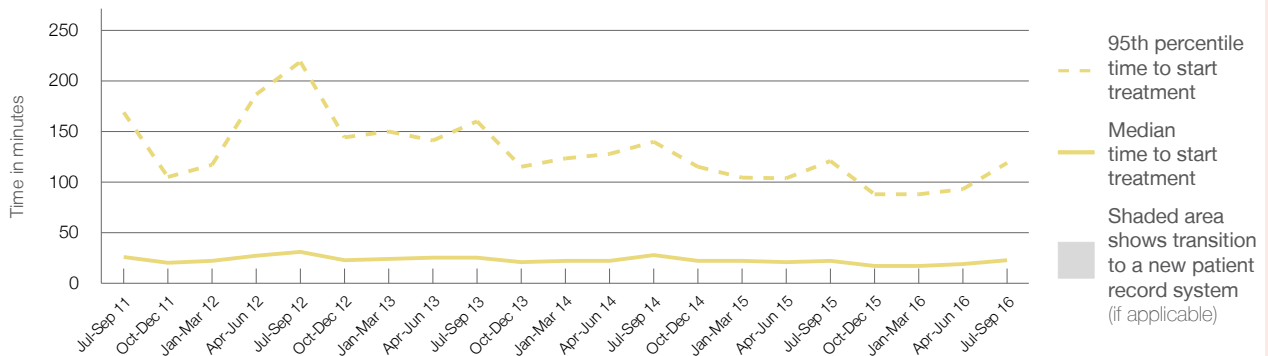
95th percentile time to start treatment⁵ 119 minutes

| | Same period last year | NSW (this period) |
|------------------------------------------------------|-----------------------|-------------------|
| Number of triage 3 patients | 5,680 | 5,569 |
| Median time to start treatment ⁴ | 22 minutes | 21 minutes |
| 95th percentile time to start treatment ⁵ | 121 minutes | 103 minutes |

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|----------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 26 | 31 | 25 | 28 | 22 | 23 |
| 95th percentile time to start treatment ⁵ (minutes) | 169 | 219 | 160 | 140 | 121 | 119 |

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,796

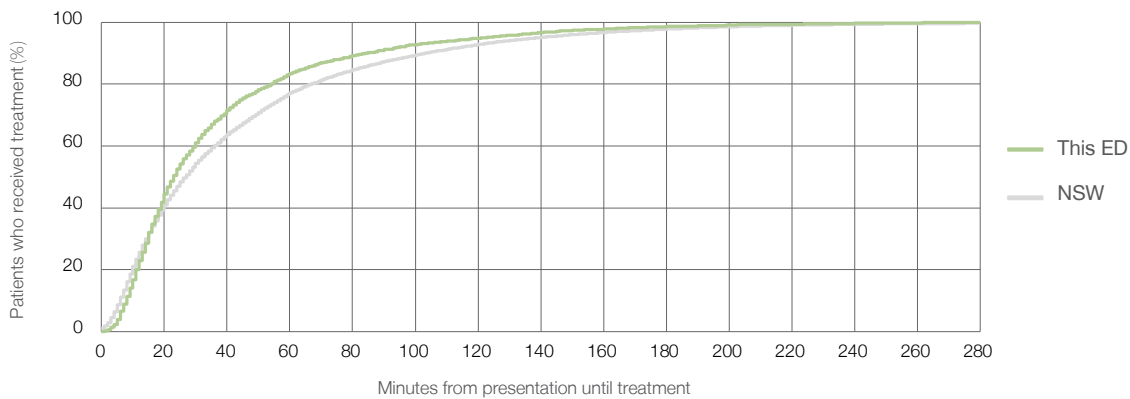
Number of triage 4 patients used to calculate waiting time:³ 3,618

Median time to start treatment⁴ 23 minutes

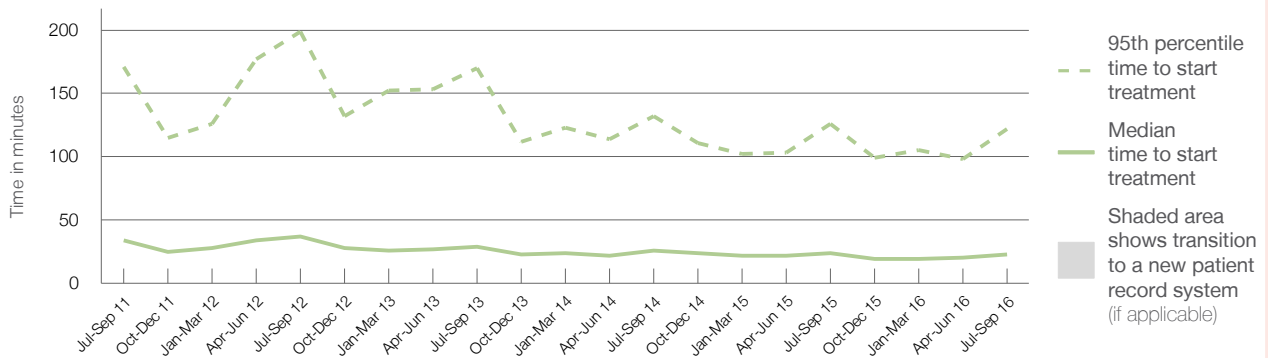
95th percentile time to start treatment⁵ 122 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,457 | 4,264 |
| 24 minutes | 27 minutes |
| 126 minutes | 139 minutes |

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|----------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 37 | 29 | 26 | 24 | 23 |
| 95th percentile time to start treatment ⁵ (minutes) | 171 | 199 | 170 | 132 | 126 | 122 |

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

July to September 2016

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

Number of triage 5 patients: 481

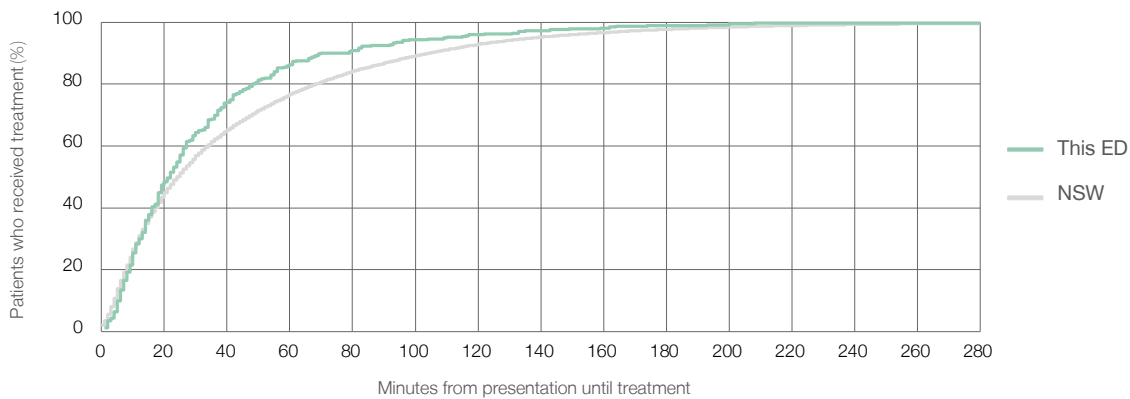
Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴ 22 minutes

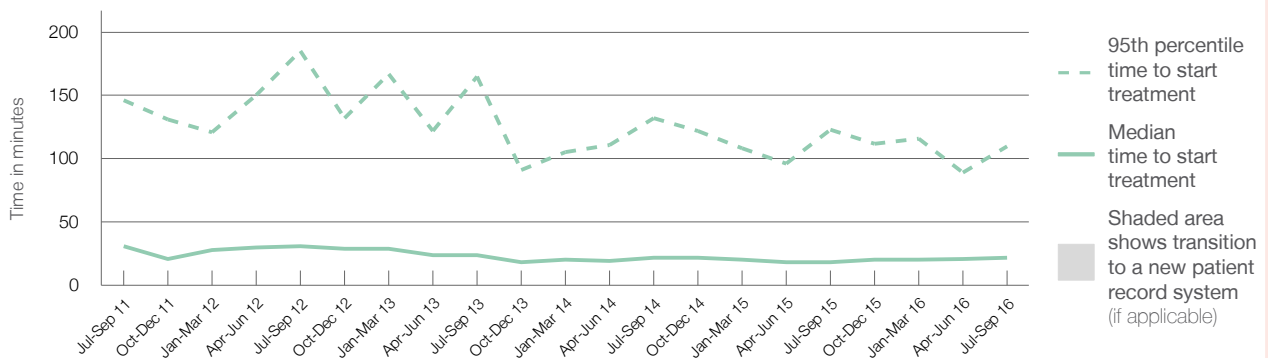
95th percentile time to start treatment⁵ 110 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 518 | |
| 397 | |
| 18 minutes | 24 minutes |
| 123 minutes | 138 minutes |

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|----------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 31 | 31 | 24 | 22 | 18 | 22 |
| 95th percentile time to start treatment ⁵ (minutes) | 146 | 185 | 165 | 132 | 123 | 110 |

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 13,333 patients

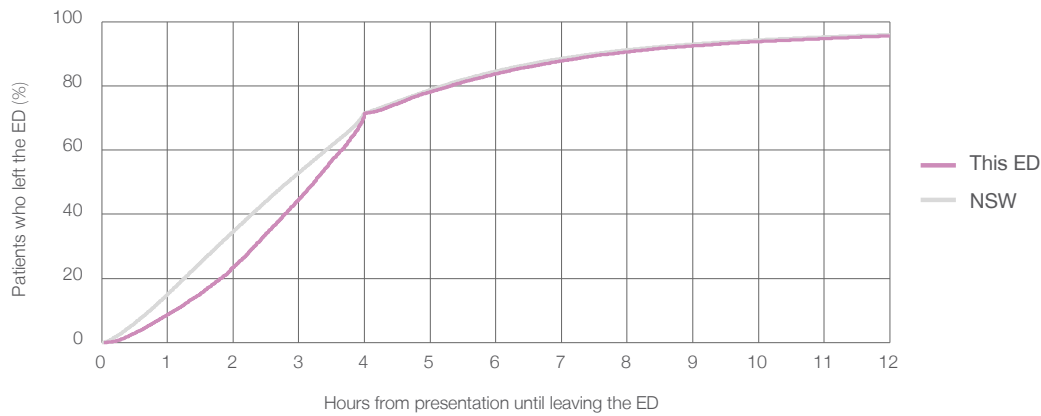
Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

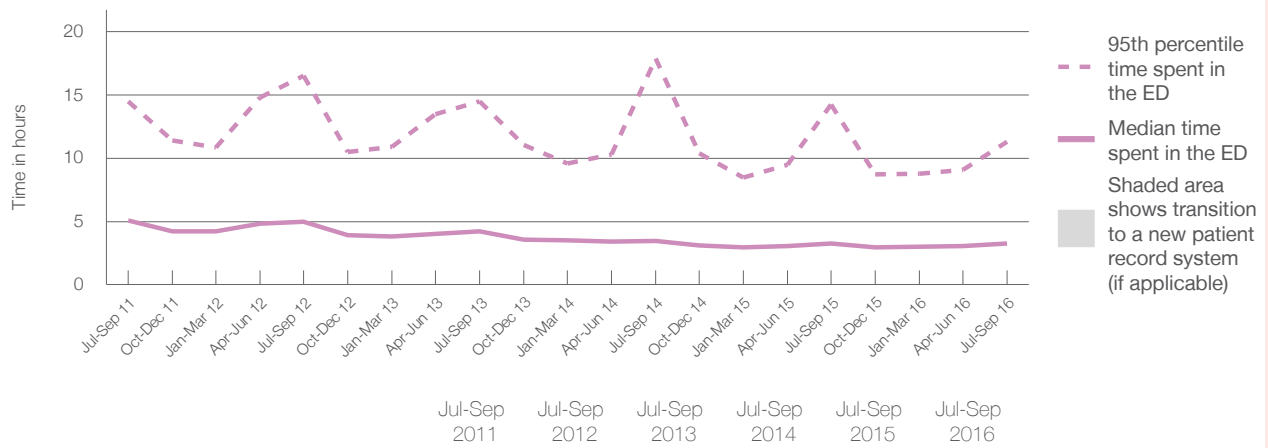
95th percentile time spent in the ED⁹ 11 hours and 19 minutes

| Same period last year | NSW (this period) |
|-------------------------|-------------------------|
| 13,582 | 13,582 |
| 3 hours and 16 minutes | 2 hours and 50 minutes |
| 14 hours and 15 minutes | 10 hours and 43 minutes |

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



| | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 |
|----------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 5h 6m | 4h 59m | 4h 12m | 3h 28m | 3h 16m | 3h 15m |
| 95th percentile time to leaving the ED ⁹ (hours, minutes) | 14h 30m | 16h 30m | 14h 28m | 17h 51m | 14h 15m | 11h 19m |

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Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

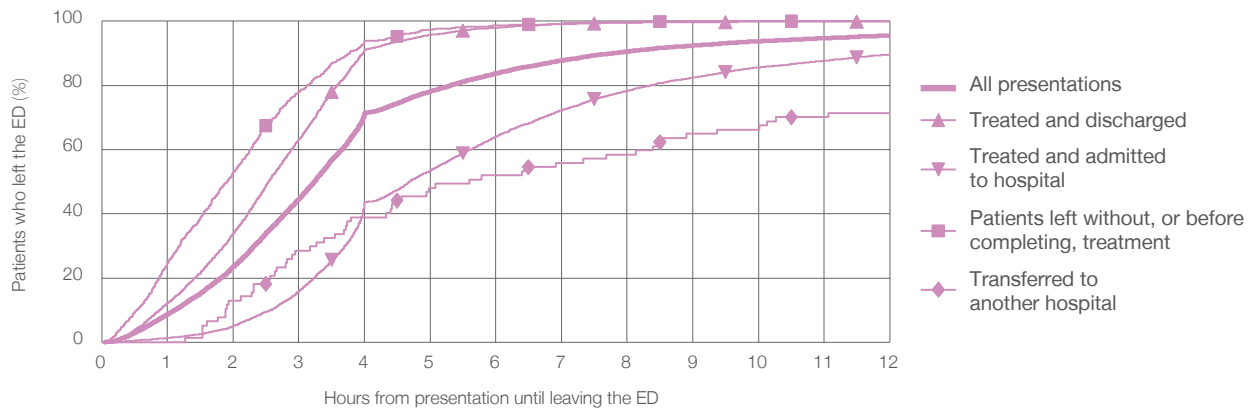
All presentations:¹ 13,333 patients

Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

| | |
|-------------------------------------------------------|---------------|
| Treated and discharged | 6,704 (50.3%) |
| Treated and admitted to hospital | 5,508 (41.3%) |
| Patient left without, or before completing, treatment | 971 (7.3%) |
| Transferred to another hospital | 77 (0.6%) |
| Other | 73 (0.5%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,582 | -1.8% |
| 7,039 | -4.8% |
| 5,345 | 3.0% |
| 1,033 | -6.0% |
| 83 | -7.2% |
| 82 | -11.0% |

Percentage of patients who left the ED by time and mode of separation, July to September 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 | 12.2% | 33.9% | 63.2% | 91.1% | 98.0% | 99.5% | 99.8% | 100% |
| Treated and admitted to hospital | 1.3% | 5.1% | 15.9% | 43.6% | 64.1% | 78.3% | 85.6% | 89.6% |
| Patient left without, or before completing, treatment | 24.6% | 53.0% | 78.0% | 93.8% | 98.8% | 99.8% | 100% | 100% |
| Transferred to another hospital | 0% | 13.0% | 28.6% | 39.0% | 51.9% | 58.4% | 66.2% | 71.4% |
| All presentations | 8.8% | 23.5% | 44.7% | 71.4% | 83.8% | 90.6% | 93.8% | 95.5% |

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Bankstown / Lidcombe Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 13,333 patients

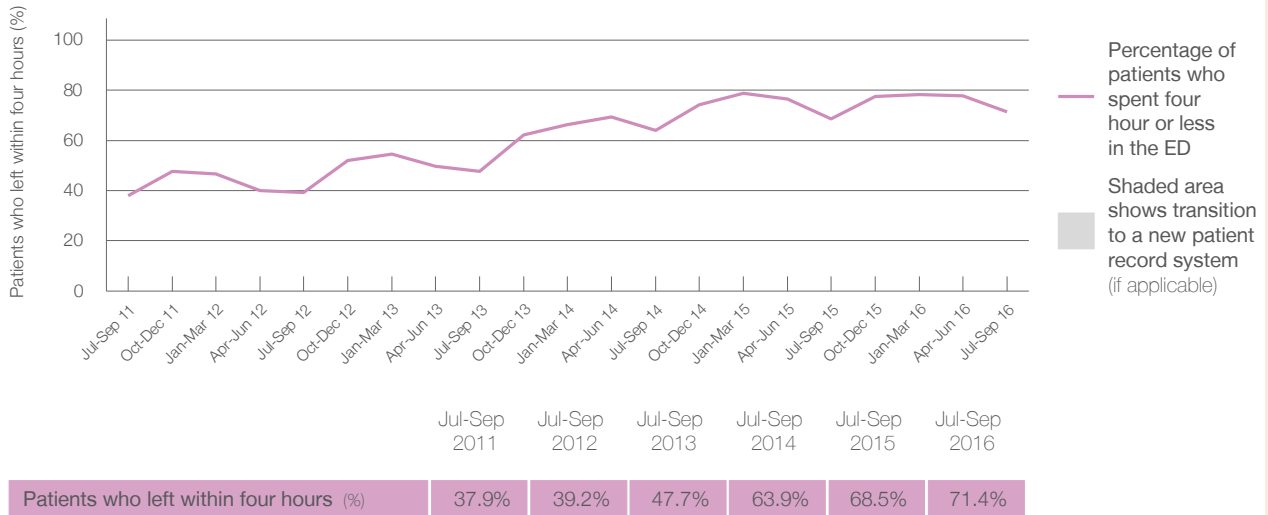
Presentations used to calculate time to leaving the ED: ⁶ 13,333 patients

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 | 13,582 | -1.8% |
| Presentations used to calculate time to leaving the ED | 13,582 | -1.8% |
| Percentage of patients who spent four hours or less in the ED | 68.5% | |

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).