

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 13,221 patients

Emergency presentations:² 13,042 patients

Same period last year	Change since one year ago
13,037	1.4%
12,929	0.9%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,445 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,883 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,097 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 507 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
2,635	
9 minutes	8 minutes
32 minutes	26 minutes
5,815	
19 minutes	20 minutes
62 minutes	67 minutes
3,922	
20 minutes	25 minutes
70 minutes	99 minutes
447	
21 minutes	23 minutes
57 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 13,221 patients

Percentage of patients who spent four hours or less in the ED 72.8%

Same period last year	Change since one year ago
13,037	1.4%
77.7%	

* 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.

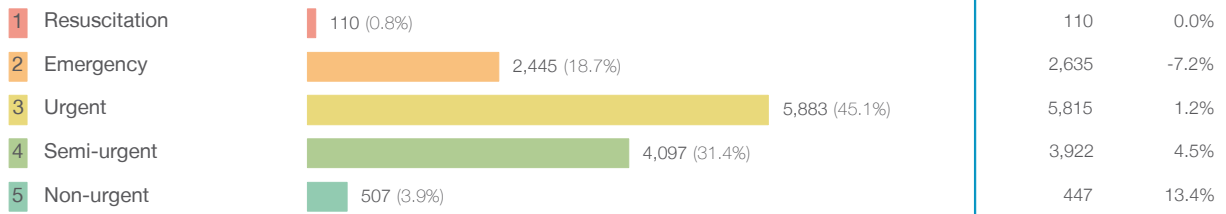
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

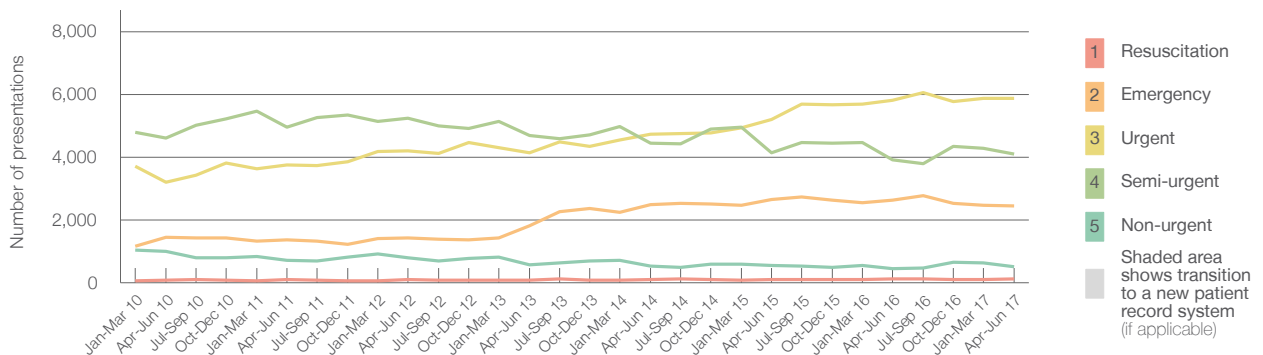
April to June 2017

All presentations:¹ 13,221 patients

Emergency presentations² by triage category: 13,042 patients



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	86	89	96	83	96	92	110	110
Emergency	1,445	1,364	1,417	1,816	2,482	2,643	2,635	2,445
Urgent	3,196	3,757	4,208	4,145	4,728	5,193	5,815	5,883
Semi-urgent	4,605	4,953	5,242	4,694	4,438	4,144	3,922	4,097
Non-urgent	991	709	794	575	534	549	447	507
All emergency presentations	10,323	10,872	11,757	11,313	12,278	12,621	12,929	13,042

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 3,764 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

April to June 2017

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

Number of triage 2 patients: 2,445

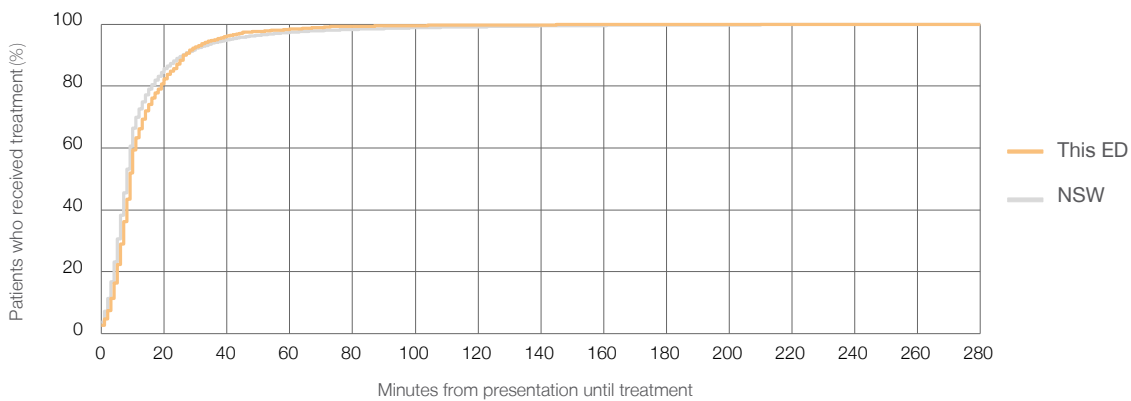
Number of triage 2 patients used to calculate waiting time:³ 2,441

Median time to start treatment⁴ 9 minutes

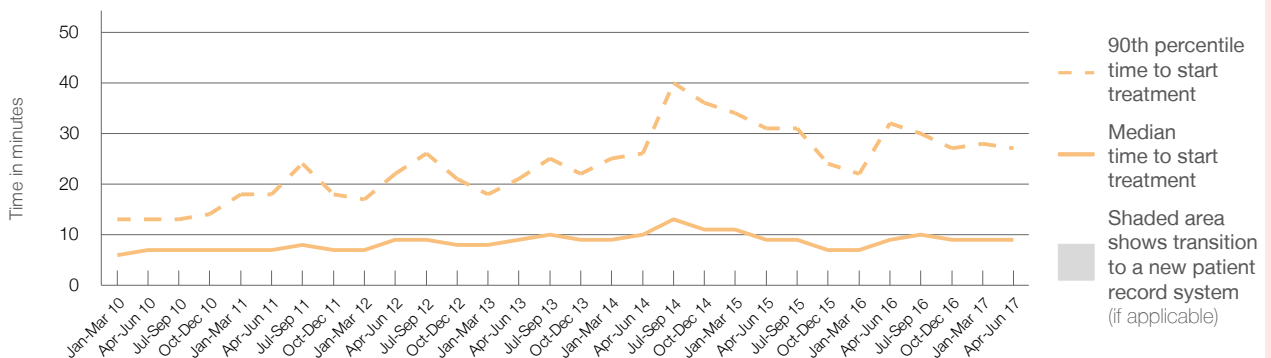
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
2,635	2,627
9 minutes	8 minutes
32 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)	7	7	9	9	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)	13	18	22	21	26	31	32	27

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Bankstown / Lidcombe 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: 5,883

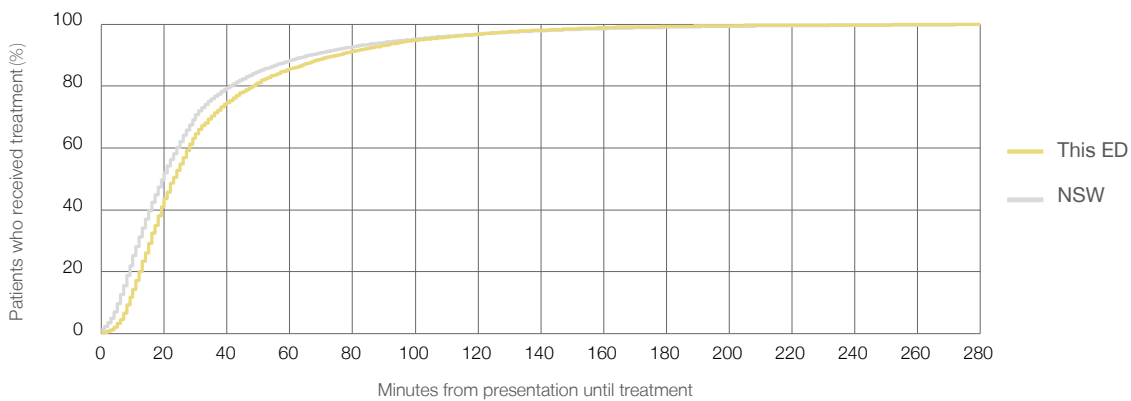
Number of triage 3 patients used to calculate waiting time:³ 5,801

Median time to start treatment⁴ 23 minutes

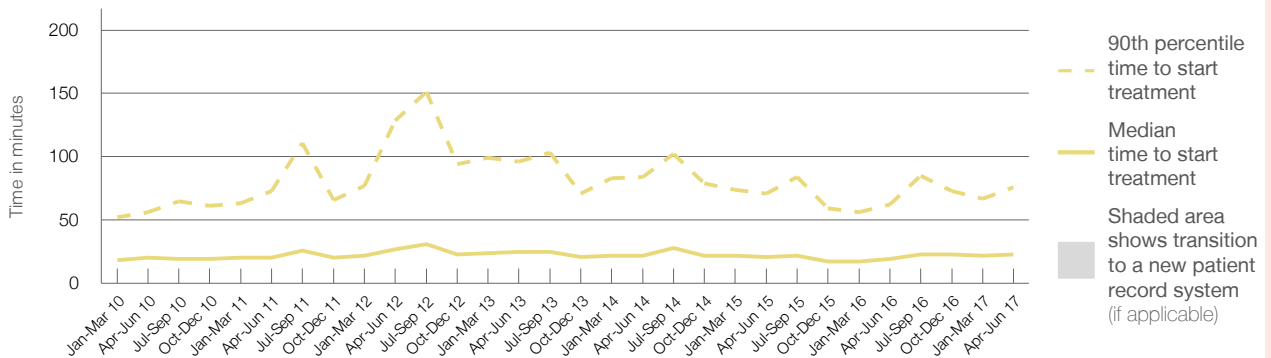
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
5,815	5,713
19 minutes	20 minutes
62 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)	20	20	27	25	22	21	19	23
90th percentile time to start treatment ⁵ (minutes)	56	73	129	96	84	71	62	76

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Bankstown / Lidcombe 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: 4,097

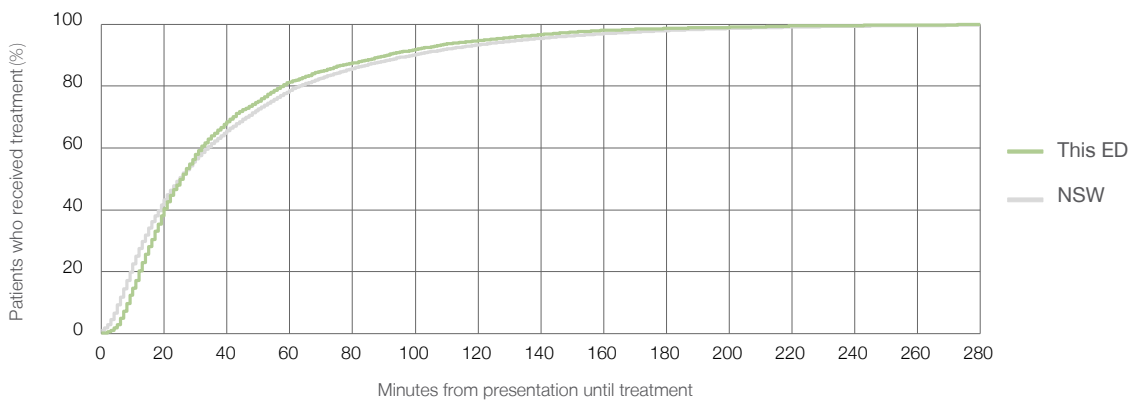
Number of triage 4 patients used to calculate waiting time:³ 3,956

Median time to start treatment⁴ 26 minutes

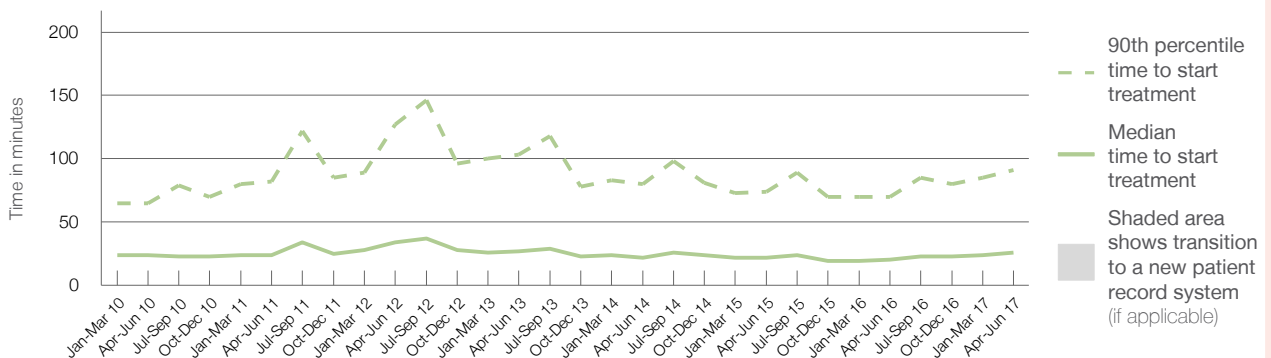
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
3,922	3,781
20 minutes	25 minutes
70 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)	24	24	34	27	22	22	20	26
90th percentile time to start treatment ⁵ (minutes)	65	82	127	103	80	74	70	91

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Bankstown / Lidcombe 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: 507

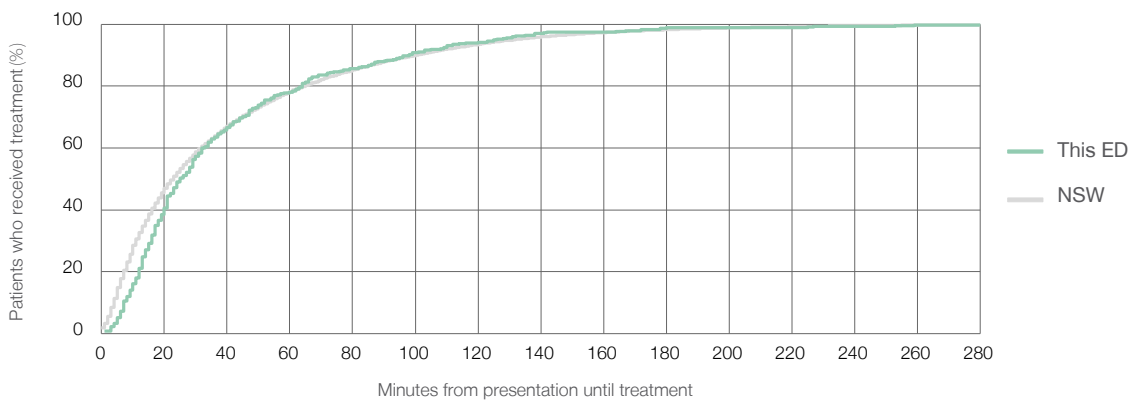
Number of triage 5 patients used to calculate waiting time:³ 428

Median time to start treatment⁴ 25 minutes

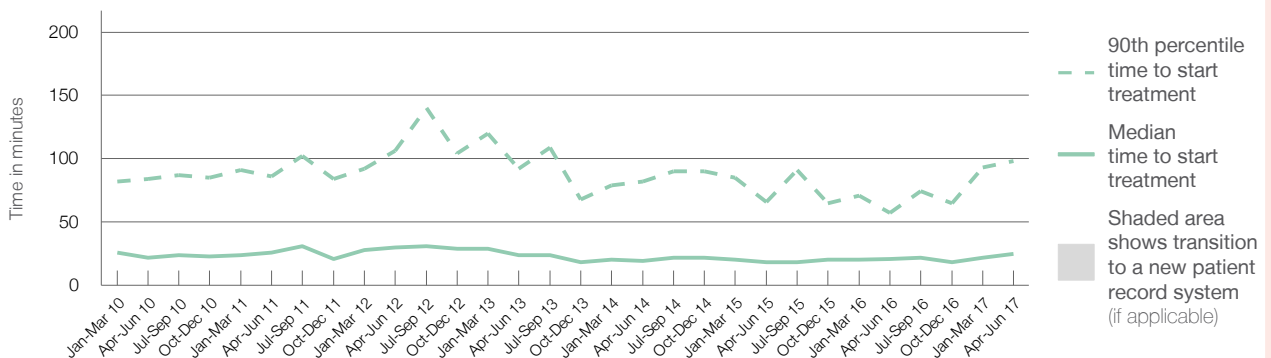
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
447	371
21 minutes	23 minutes
57 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)	22	26	30	24	19	18	21	25
90th percentile time to start treatment ⁵ (minutes)	84	86	106	92	82	66	57	98

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 13,221 patients

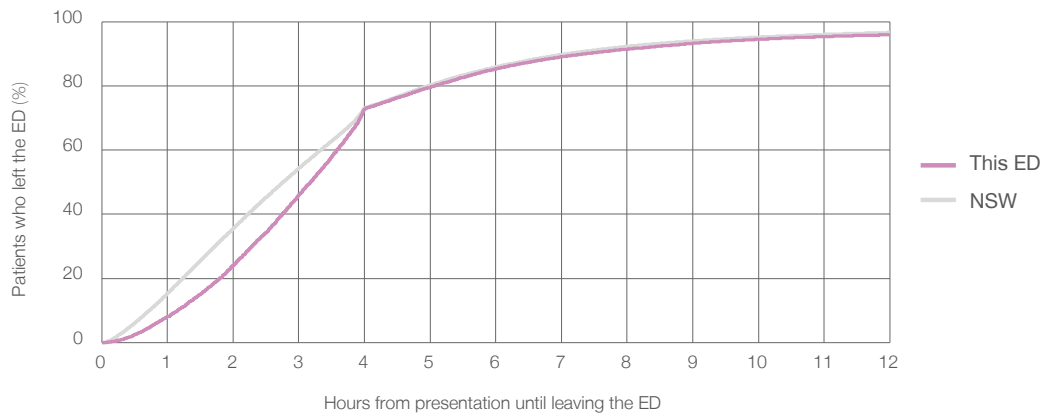
Presentations used to calculate time to leaving the ED:⁶ 13,221 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

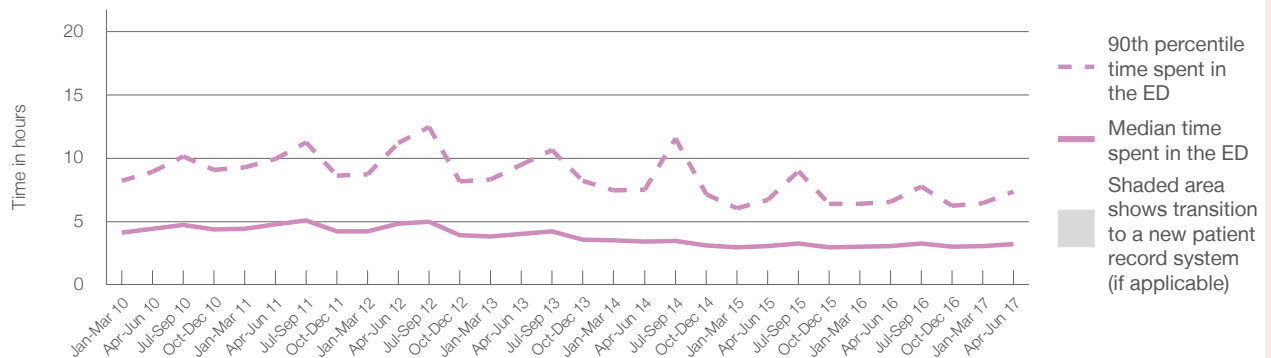
90th percentile time spent in the ED⁹ 7 hours and 22 minutes

Same period last year	NSW (this period)
13,037	13,037
3 hours and 2 minutes	2 hours and 46 minutes
6 hours and 34 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 24m	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 54m	9h 57m	11h 13m	9h 29m	7h 30m	6h 42m	6h 34m	7h 22m

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Bankstown / Lidcombe Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2017

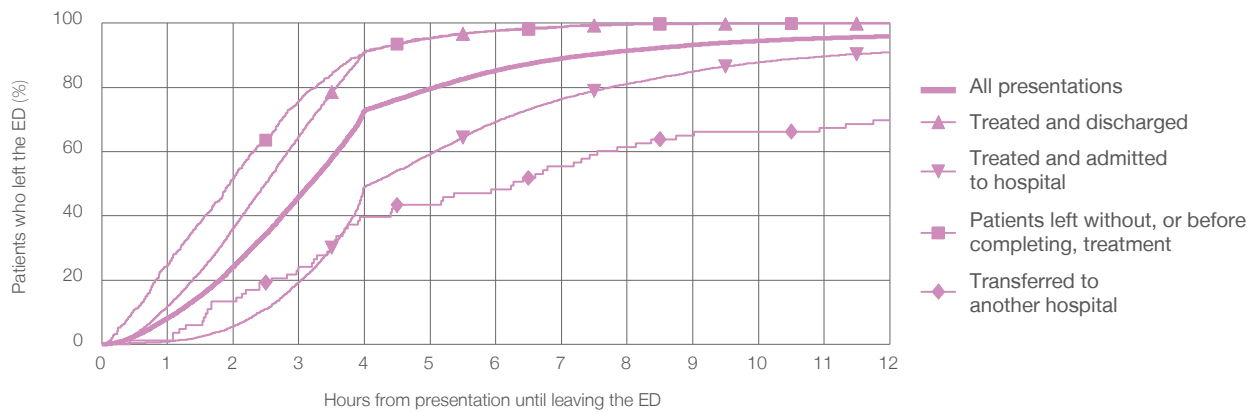
All presentations:¹ 13,221 patients

Presentations used to calculate time to leaving the ED:⁶ 13,221 patients

Treated and discharged	6,556 (49.6%)
Treated and admitted to hospital	5,638 (42.6%)
Patient left without, or before completing, treatment	907 (6.9%)
Transferred to another hospital	83 (0.6%)
Other	37 (0.3%)

Same period last year	Change since one year ago
13,037	1.4%
6,551	0.1%
5,538	1.8%
844	7.5%
66	25.8%
38	-2.6%

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

Treated and discharged	11.9%	36.2%	64.7%	91.0%	97.7%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.8%	5.6%	19.4%	49.0%	69.4%	81.1%	87.8%	91.0%
Patient left without, or before completing, treatment	24.6%	51.6%	75.7%	91.2%	97.7%	99.8%	99.9%	100%
Transferred to another hospital	1.2%	13.3%	24.1%	39.8%	48.2%	61.4%	66.3%	69.9%
All presentations	8.1%	24.2%	46.0%	72.8%	85.3%	91.4%	94.5%	95.9%

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Bankstown / Lidcombe 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 13,221 patients

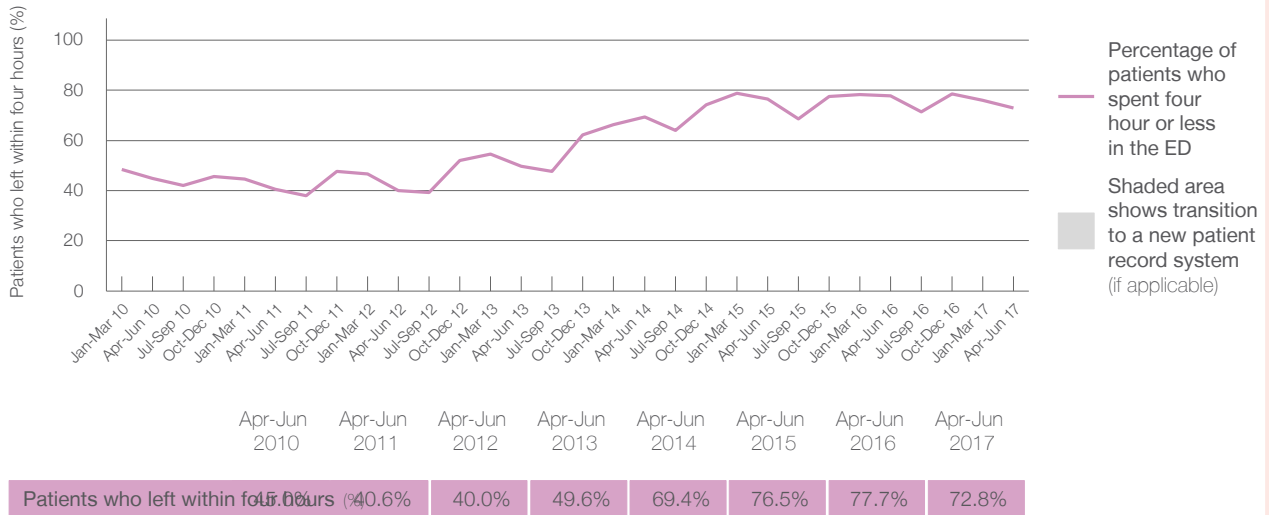
Presentations used to calculate time to leaving the ED:⁶ 13,221 patients

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



Same period last year	Change since one year ago
13,037	1.4%
13,037	1.4%
77.7%	

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.

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- 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).