

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 14,572 patients

Emergency presentations:² 14,492 patients

Same period last year	Change since one year ago
13,336	9.3%
13,227	9.6%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,585 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,475 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 130 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,762 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 152 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 559 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
2,782	
10 minutes	9 minutes
30 minutes	29 minutes
6,054	
23 minutes	23 minutes
85 minutes	83 minutes
3,799	
23 minutes	30 minutes
85 minutes	121 minutes
474	
22 minutes	26 minutes
75 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 14,572 patients

Percentage of patients who spent four hours or less in the ED 59.0%

Same period last year	Change since one year ago
13,336	9.3%
71.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

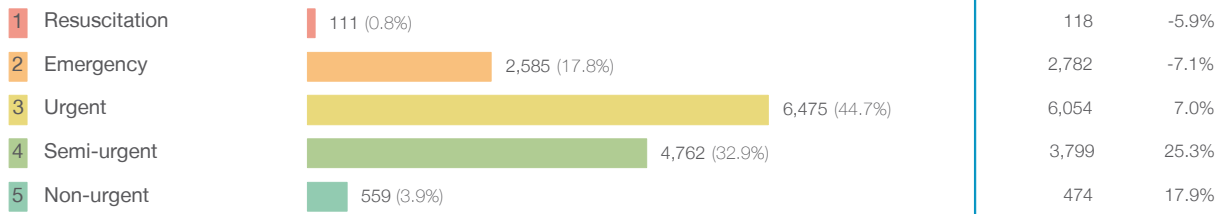
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

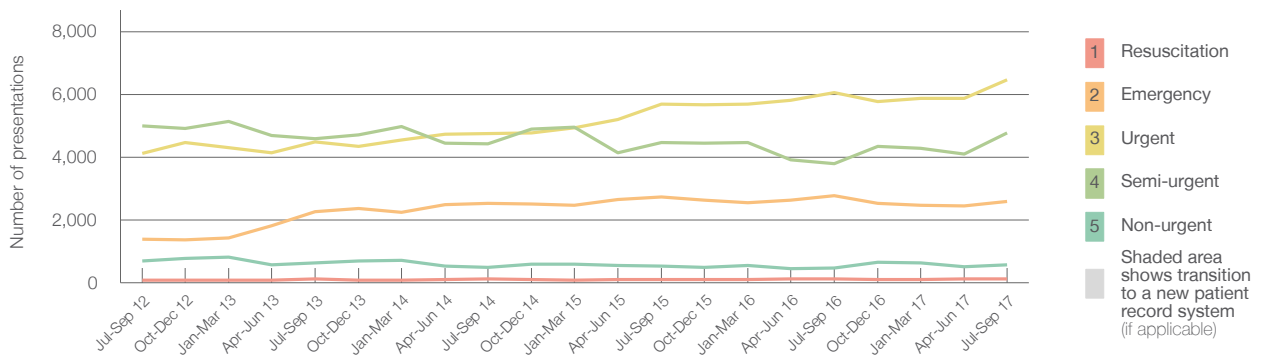
Bankstown / Lidcombe Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 14,572 patients

Emergency presentations² by triage category: 14,492 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	82	112	110	103	118	111
Emergency	1,392	2,262	2,535	2,723	2,782	2,585
Urgent	4,125	4,478	4,747	5,680	6,054	6,475
Semi-urgent	5,006	4,589	4,428	4,457	3,799	4,762
Non-urgent	695	634	478	518	474	559
All emergency presentations	11,300	12,075	12,298	13,481	13,227	14,492

Bankstown / Lidcombe Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,338 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 2017

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

Number of triage 2 patients: 2,585

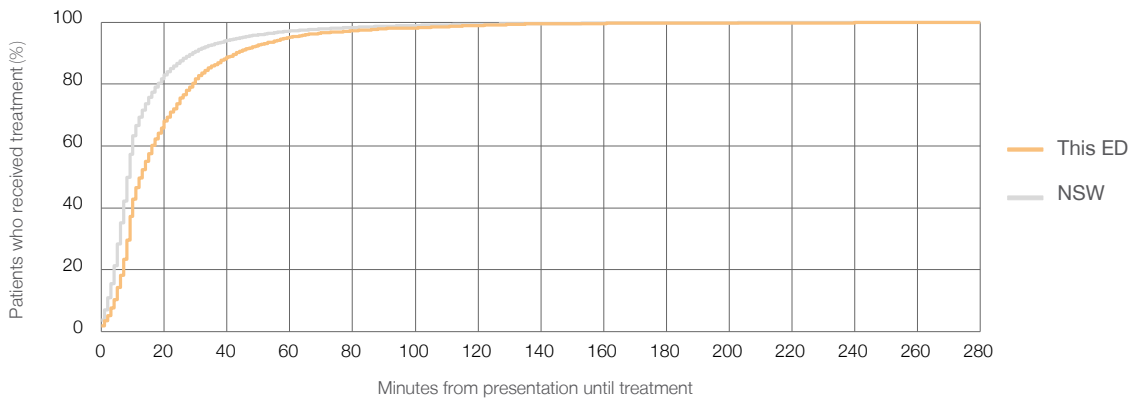
Number of triage 2 patients used to calculate waiting time:³ 2,576

Median time to start treatment⁴ 13 minutes

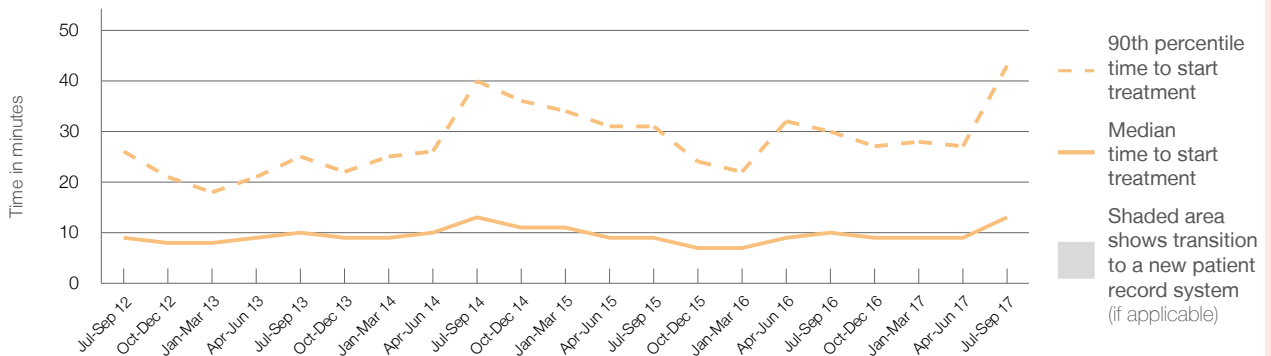
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
2,782	
2,774	
10 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	10	13	9	10	13
90th percentile time to start treatment ⁵ (minutes)	26	25	40	31	30	43

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,475

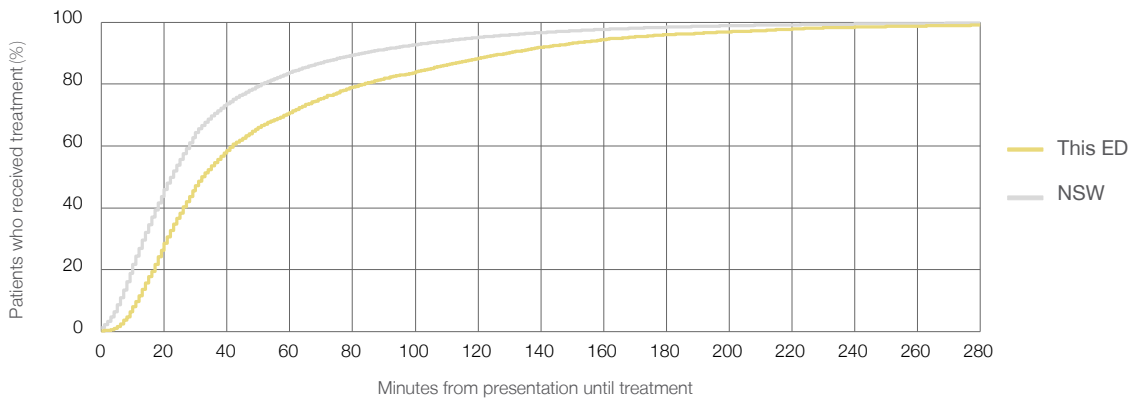
Number of triage 3 patients used to calculate waiting time:³ 6,277

Median time to start treatment⁴ 32 minutes

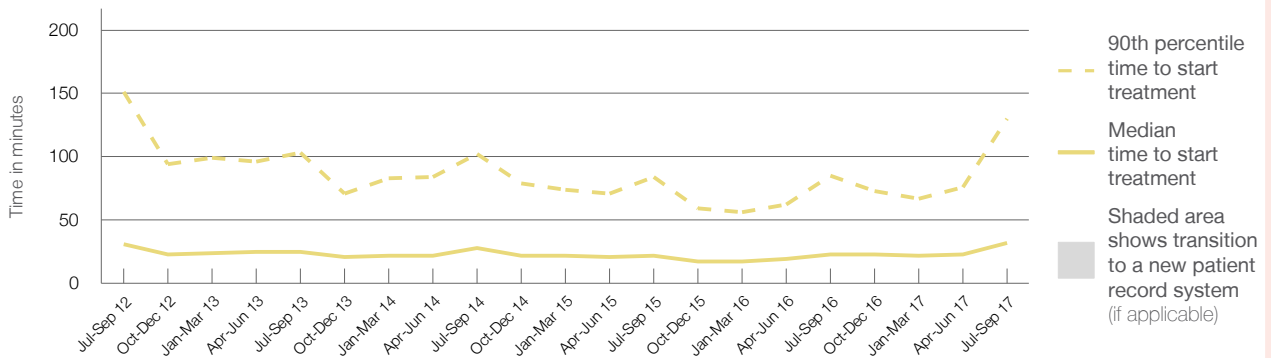
90th percentile time to start treatment⁵ 130 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	6,054	
Number of triage 3 patients used to calculate waiting time: ³	5,916	
Median time to start treatment ⁴	23 minutes	23 minutes
90th percentile time to start treatment ⁵	85 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	25	28	22	23	32
90th percentile time to start treatment ⁵ (minutes)	151	103	102	84	85	130

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,762

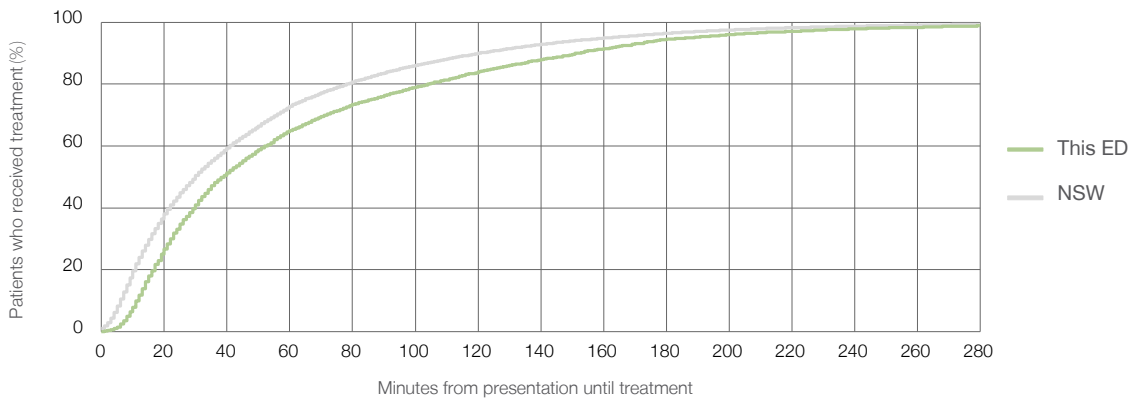
Number of triage 4 patients used to calculate waiting time:³ 4,479

Median time to start treatment⁴ 39 minutes

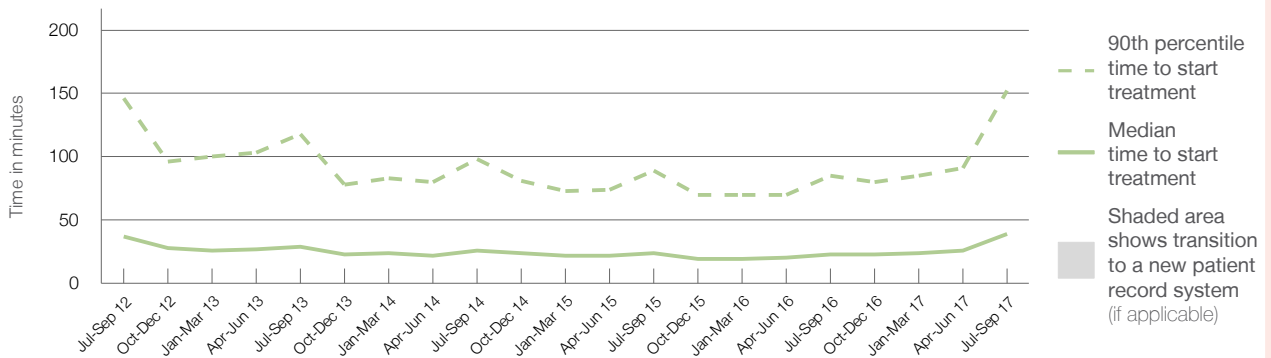
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
3,799	3,621
23 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	29	26	24	23	39
90th percentile time to start treatment ⁵ (minutes)	146	118	98	89	85	152

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 559

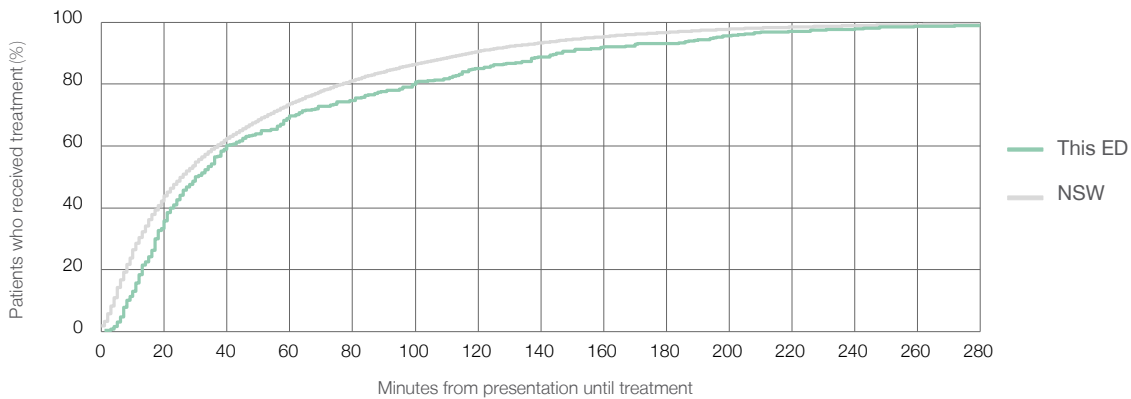
Number of triage 5 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 31 minutes

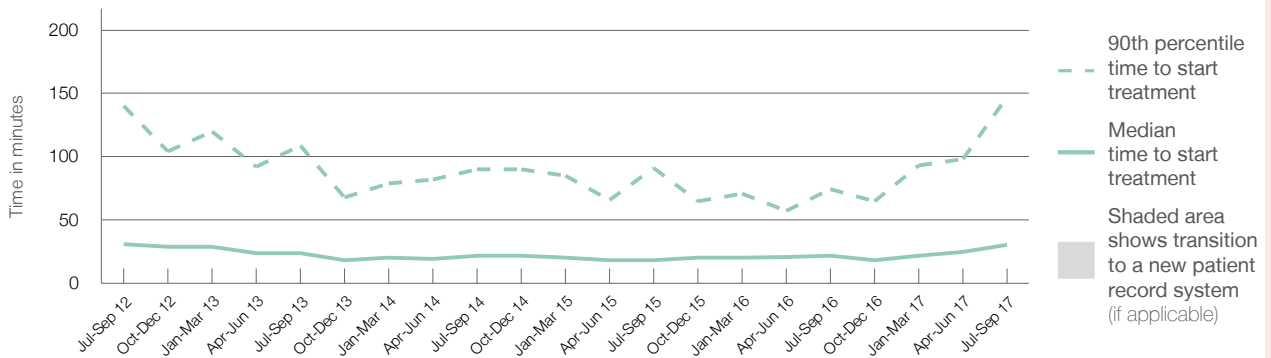
90th percentile time to start treatment⁵ 147 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	474	370
Median time to start treatment ⁴	22 minutes	26 minutes
90th percentile time to start treatment ⁵	75 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	24	22	18	22	31
90th percentile time to start treatment ⁵ (minutes)	140	109	90	91	75	147

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 14,572 patients

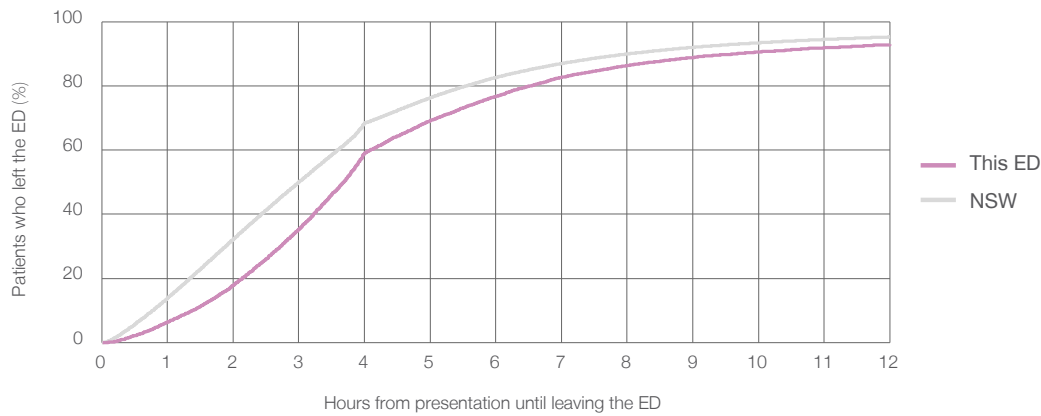
Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

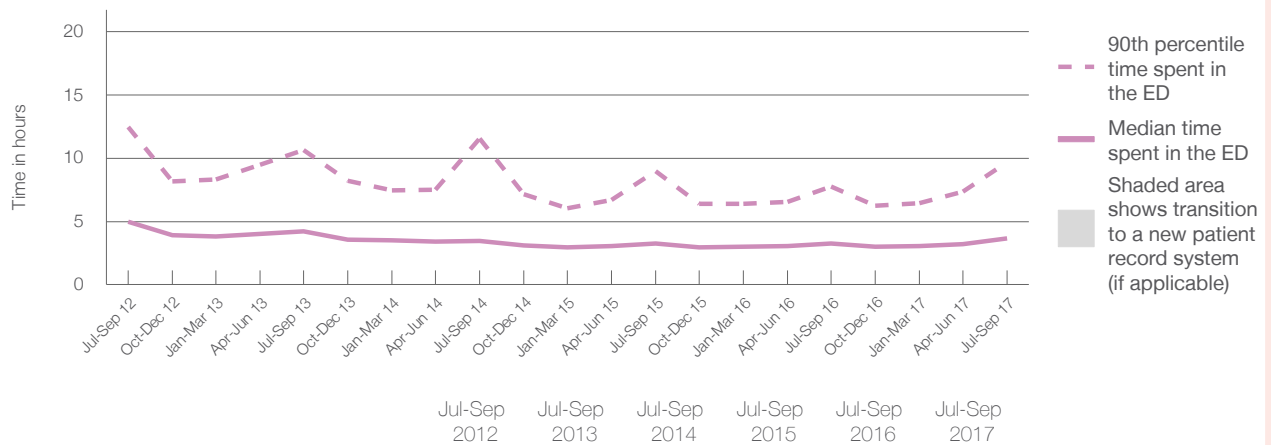
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
13,336	13,336
3 hours and 15 minutes	3 hours and 0 minutes
7 hours and 46 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m	3h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 28m	10h 39m	11h 32m	8h 58m	7h 46m	9h 40m

(†) 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 July to September 2017

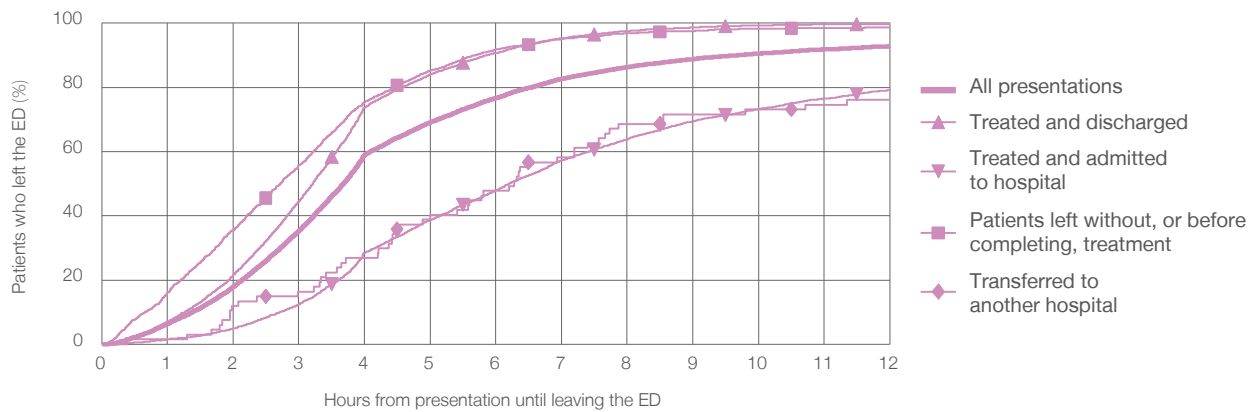
All presentations:¹ 14,572 patients

Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

Treated and discharged	7,865 (54.0%)
Treated and admitted to hospital	4,759 (32.7%)
Patient left without, or before completing, treatment	1,859 (12.8%)
Transferred to another hospital	67 (0.5%)
Other	22 (0.2%)

Same period last year	Change since one year ago
13,336	9.3%
6,707	17.3%
5,509	-13.6%
981	89.5%
77	-13.0%
62	-64.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	7.1%	21.6%	44.5%	73.8%	90.7%	97.6%	99.3%	99.8%
Treated and admitted to hospital	1.6%	4.9%	12.4%	28.6%	48.0%	63.9%	73.2%	79.3%
Patient left without, or before completing, treatment	16.0%	35.6%	55.7%	75.5%	91.8%	96.8%	98.3%	98.7%
Transferred to another hospital	1.5%	11.9%	16.4%	26.9%	47.8%	68.7%	73.1%	76.1%
All presentations	6.4%	17.9%	35.3%	59.0%	76.7%	86.3%	90.5%	92.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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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 2017

All presentations at the emergency department:¹ 14,572 patients

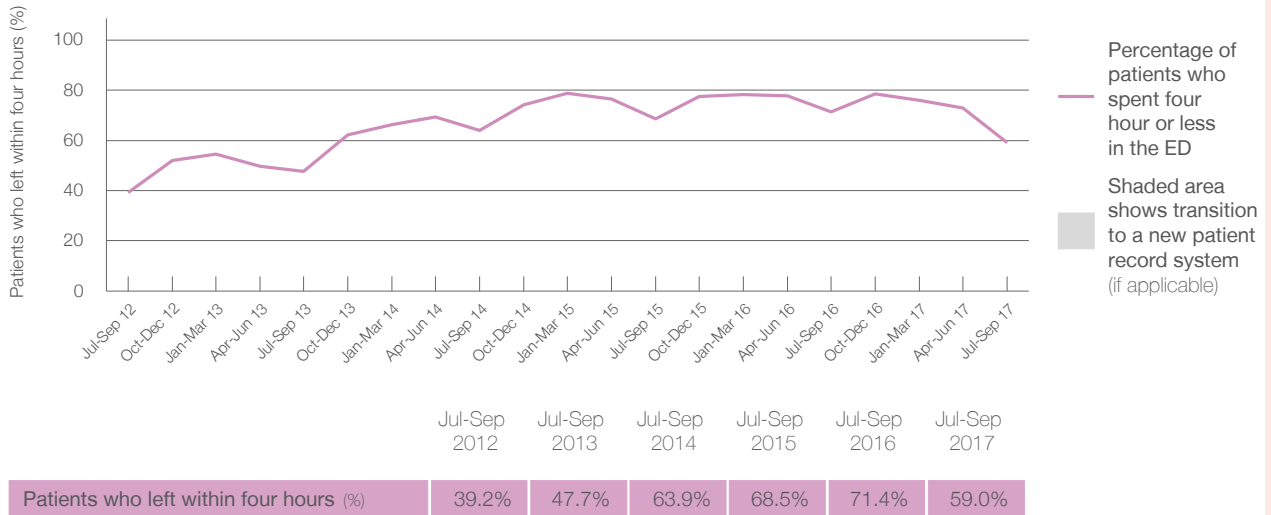
Presentations used to calculate time to leaving the ED:⁶ 14,572 patients

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	13,336	9.3%
Presentations used to calculate time to leaving the ED	13,336	9.3%
Percentage of patients who spent four hours or less in the ED	71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).