

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 13,645 patients

Emergency presentations:² 13,534 patients

Same period last year	Change since one year ago
14,570	-6%
14,488	-7%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,617 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,809 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,518 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 471 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,585	
13 minutes	8 minutes
43 minutes	28 minutes
6,474	
32 minutes	21 minutes
129 minutes	72 minutes
4,762	
39 minutes	26 minutes
152 minutes	105 minutes
556	
31 minutes	22 minutes
147 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 13,645 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
14,570	-6%
59%	

* 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.

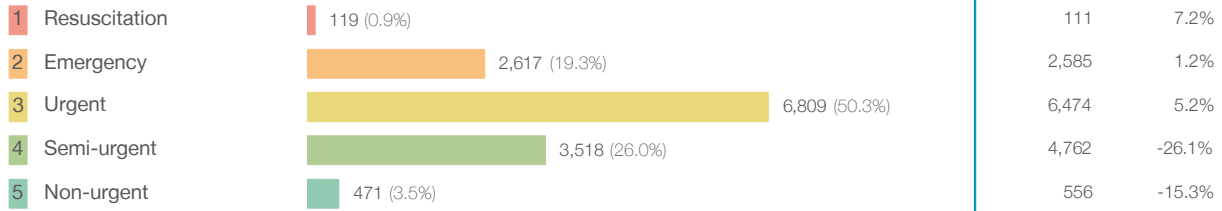
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

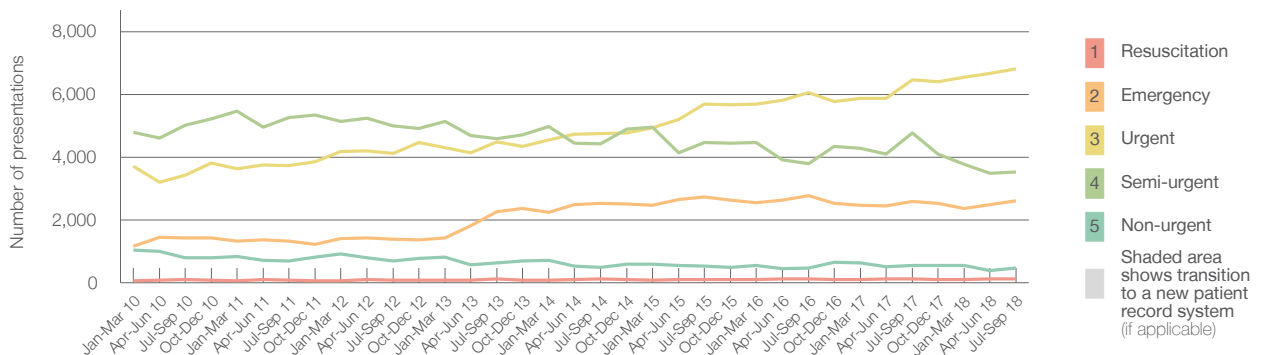
July to September 2018

All presentations:¹ 13,645 patients

Emergency presentations² by triage category: 13,534 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	93	81	82	112	110	103	118	111	119
Emergency	1,423	1,325	1,392	2,262	2,535	2,723	2,782	2,585	2,617
Urgent	3,419	3,741	4,125	4,478	4,747	5,680	6,054	6,474	6,809
Semi-urgent	5,013	5,266	5,006	4,589	4,428	4,457	3,799	4,762	3,518
Non-urgent	797	689	695	634	478	518	474	556	471
All emergency presentations	10,745	11,102	11,300	12,075	12,298	13,481	13,227	14,488	13,534

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,142 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 2018

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

Number of triage 2 patients: 2,617

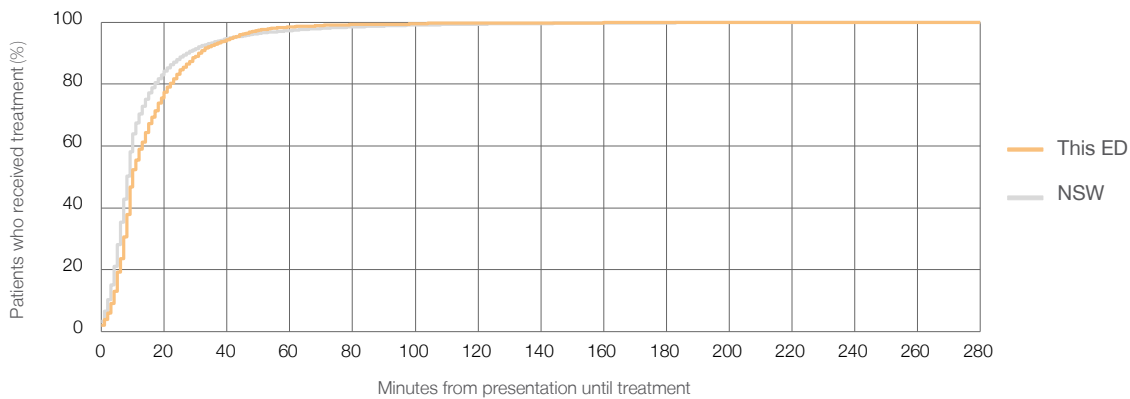
Number of triage 2 patients used to calculate waiting time:³ 2,615

Median time to start treatment⁴ 10 minutes

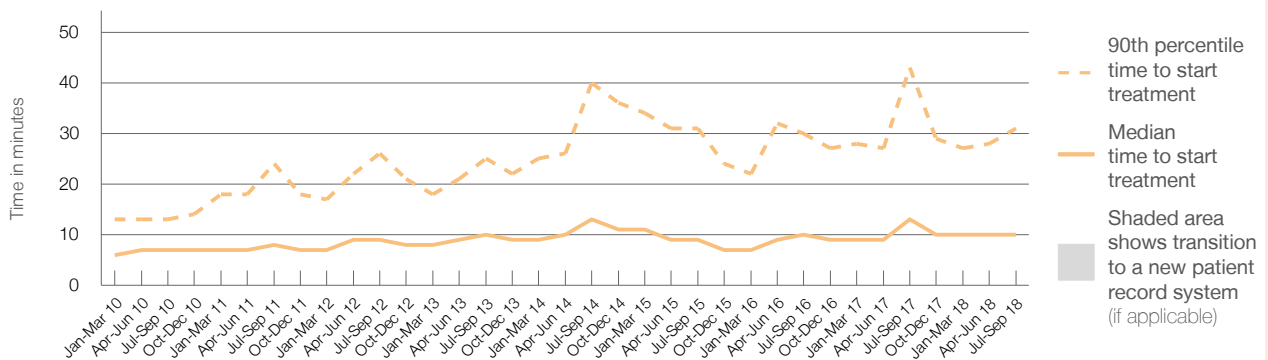
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
2,585	
2,576	
13 minutes	8 minutes
43 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	8	9	10	13	9	10	13	10
90th percentile time to start treatment ⁵ (minutes)	13	24	26	25	40	31	30	43	31

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 6,809

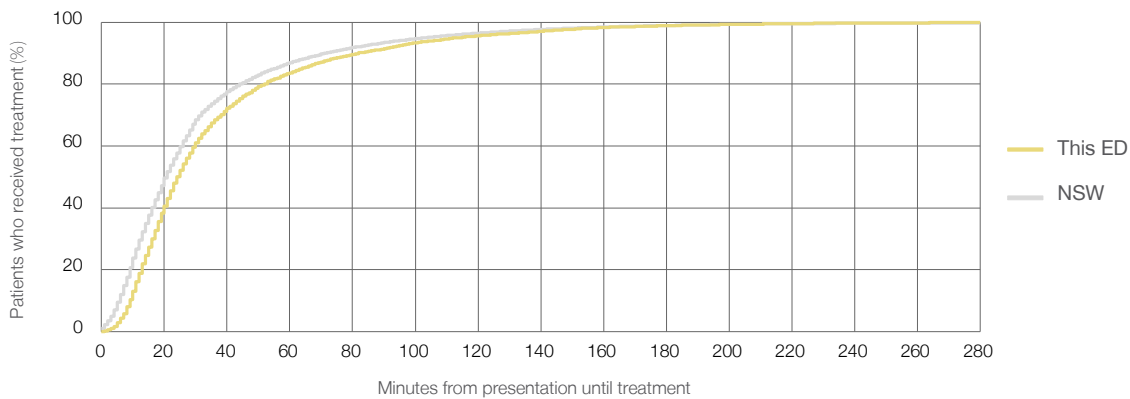
Number of triage 3 patients used to calculate waiting time:³ 6,710

Median time to start treatment⁴ 24 minutes

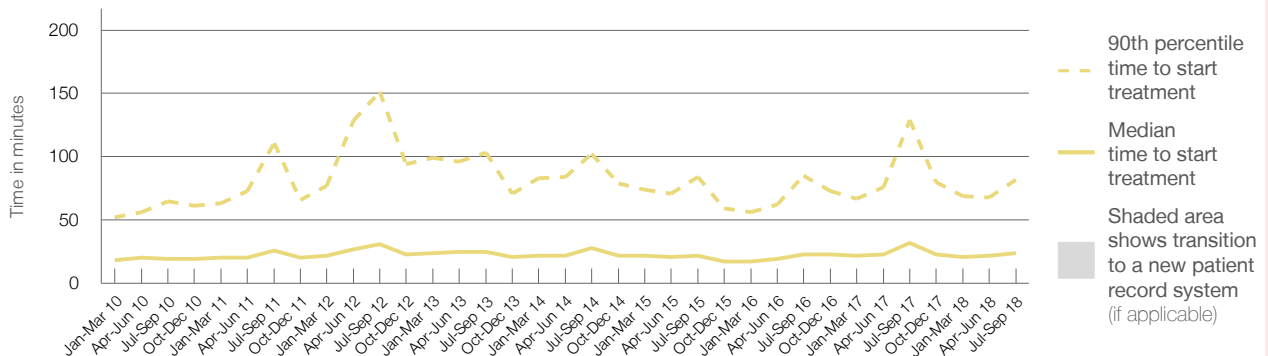
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
6,474	
6,278	
32 minutes	21 minutes
129 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	19	26	31	25	28	22	23	32	24
90th percentile time to start treatment ⁵ (minutes)	65	111	151	103	102	84	85	129	82

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,518

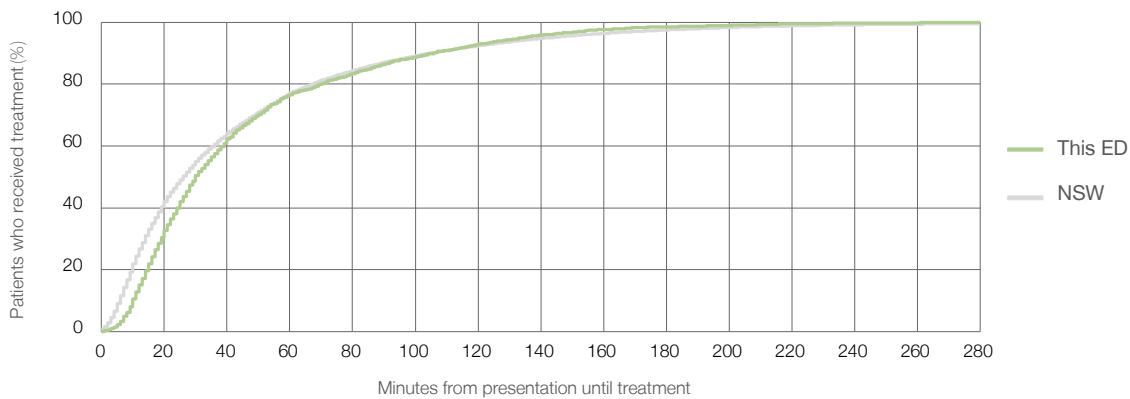
Number of triage 4 patients used to calculate waiting time:³ 3,408

Median time to start treatment⁴ 30 minutes

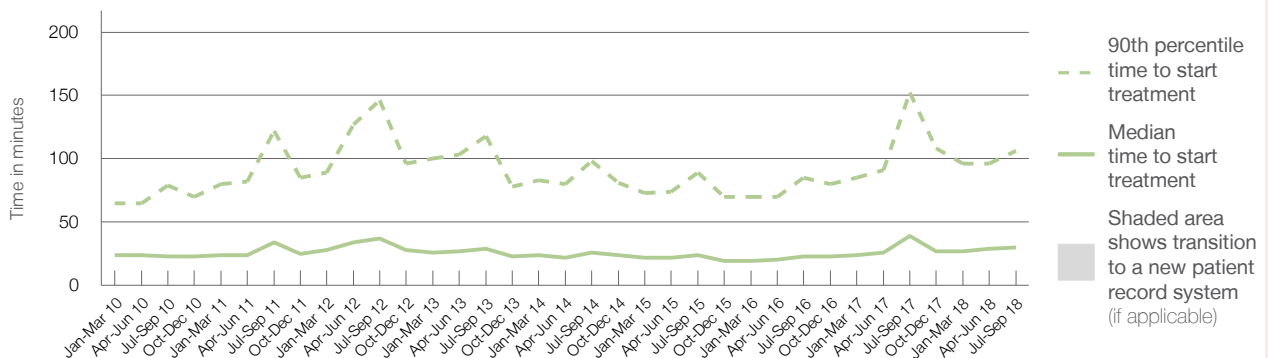
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
4,762	4,479
39 minutes	26 minutes
152 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	23	34	37	29	26	24	23	39	30
90th percentile time to start treatment ⁵ (minutes)	79	122	146	118	98	89	85	152	106

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 471

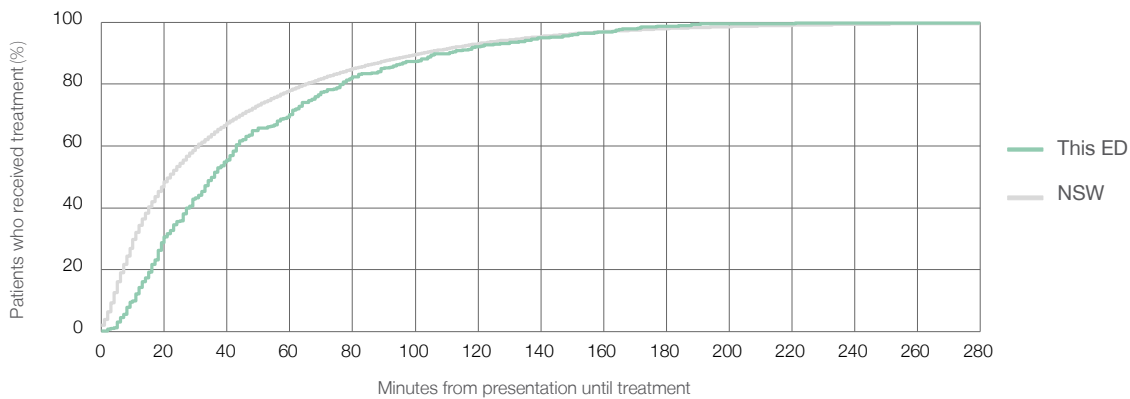
Number of triage 5 patients used to calculate waiting time:³ 379

Median time to start treatment⁴ 36 minutes

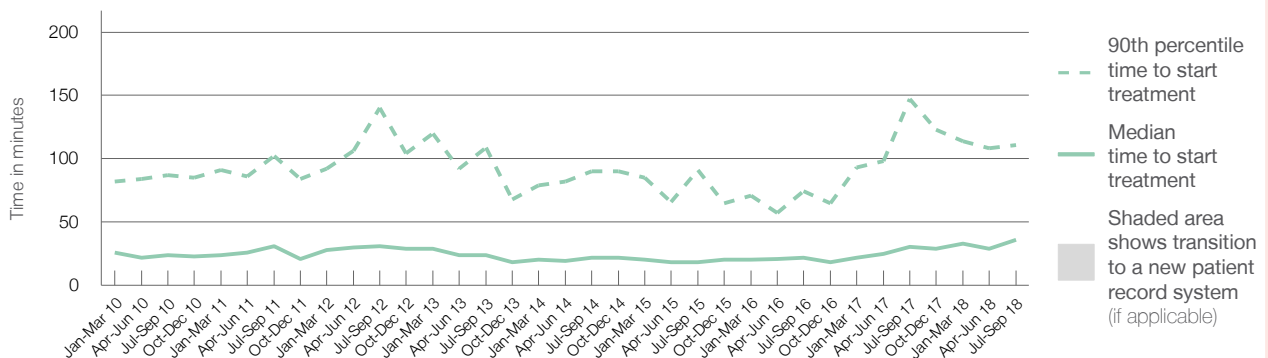
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
556	376
31 minutes	22 minutes
147 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	31	31	24	22	18	22	31	36
90th percentile time to start treatment ⁵ (minutes)	87	102	140	109	90	91	75	147	111

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Bankstown-Lidcombe Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 13,645 patients

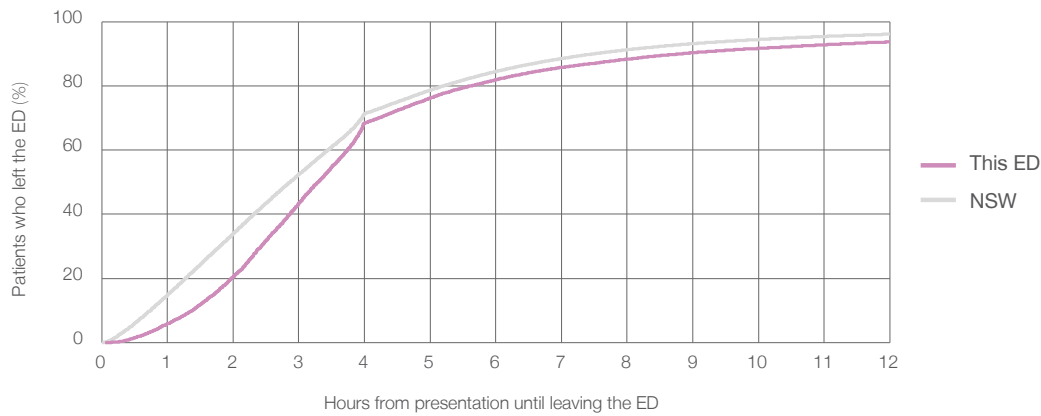
Presentations used to calculate time to leaving the ED:⁶ 13,645 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

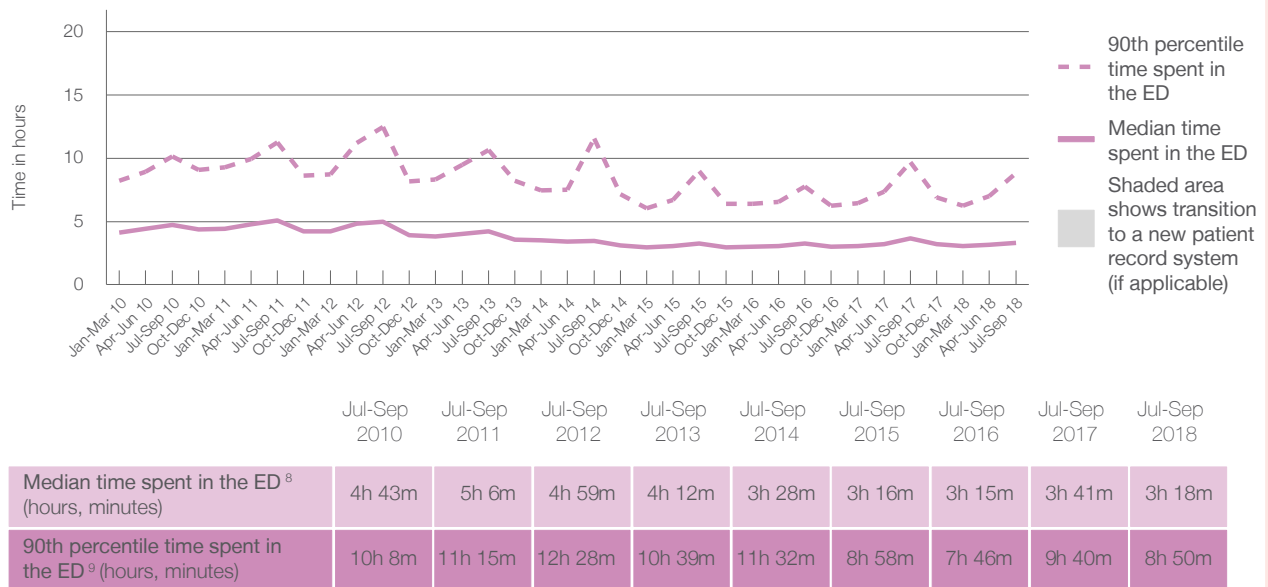
90th percentile time spent in the ED⁹ 8 hours and 50 minutes

Same period last year	NSW (this period)
14,570	14,570
3 hours and 41 minutes	2 hours and 52 minutes
9 hours and 40 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



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Bankstown-Lidcombe Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

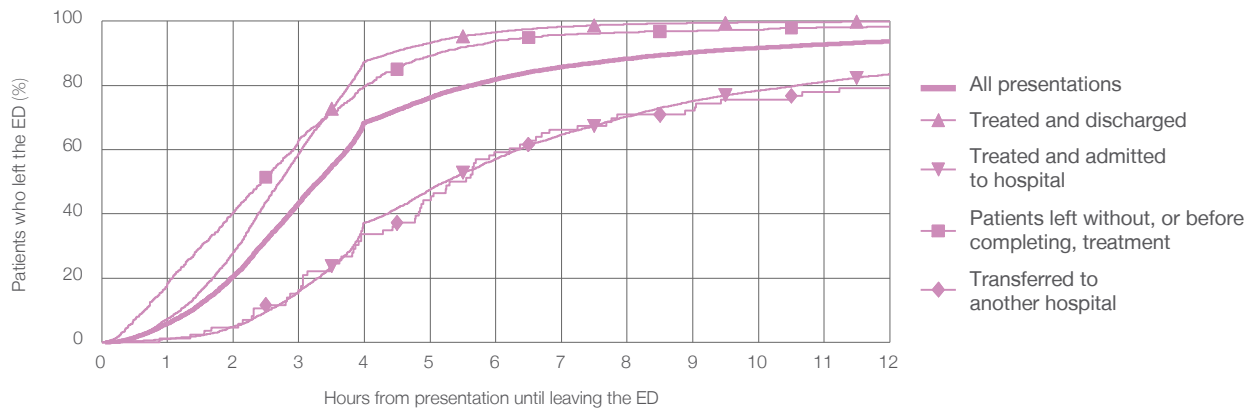
All presentations:¹ 13,645 patients

Presentations used to calculate time to leaving the ED:⁶ 13,645 patients

Treated and discharged	7,527 (55.2%)
Treated and admitted to hospital	4,903 (35.9%)
Patient left without, or before completing, treatment	1,106 (8.1%)
Transferred to another hospital	86 (0.6%)
Other	23 (0.2%)

Same period last year	Change since one year ago
14,570	-6%
7,866	-4.3%
4,759	3.0%
1,857	-40.4%
67	28.4%
21	9.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	7.3%	28.1%	58.9%	87.4%	96.6%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.0%	4.8%	15.9%	37.2%	57.1%	70.3%	78.4%	83.5%
Patient left without, or before completing, treatment	18.3%	40.4%	62.9%	79.8%	93.9%	96.5%	97.4%	98.3%
Transferred to another hospital	1.2%	4.7%	16.3%	33.7%	59.3%	70.9%	75.6%	79.1%
All presentations	5.9%	20.6%	43.5%	68.4%	81.9%	88.3%	91.7%	93.7%

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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 2018

All presentations at the emergency department: ¹ 13,645 patients

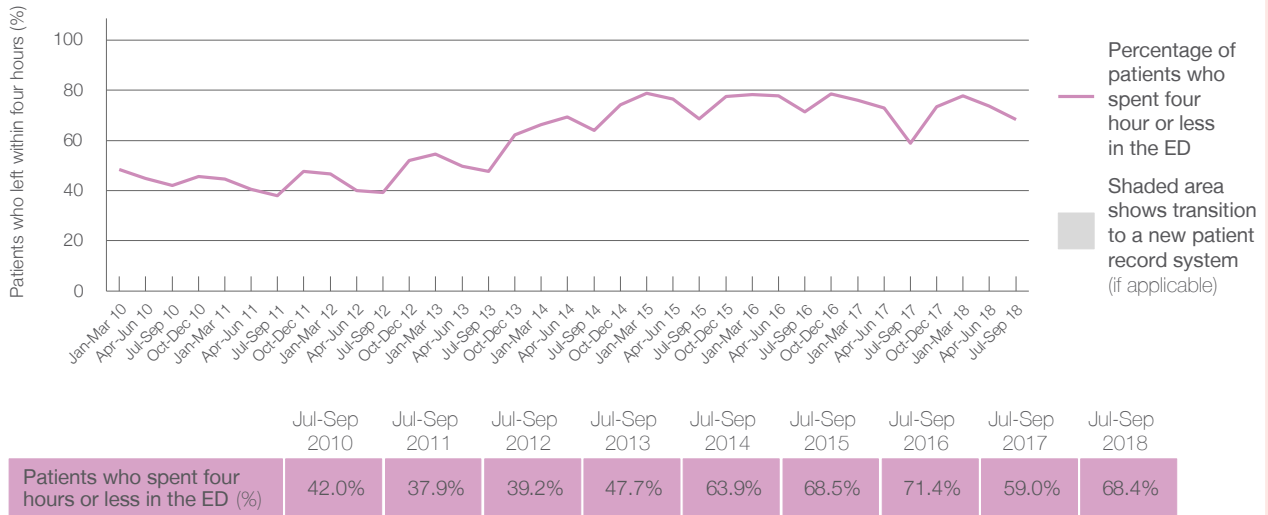
Presentations used to calculate time to leaving the ED: ⁶ 13,645 patients

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	14,570	-6%
Presentations used to calculate time to leaving the ED	14,570	-6%
Percentage of patients who spent four hours or less in the ED	59.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).
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- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).