

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

January to March 2016

All attendances:<sup>1</sup> 13,482 patients  
 Emergency attendances:<sup>2</sup> 13,364 patients

Same period last year	Change since one year ago
13,057	3%
13,006	3%

## Bankstown / Lidcombe Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,549 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,691 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 95th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,464 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 95th percentile time to start treatment<sup>5</sup> 105 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 554 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 95th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
2,456	
11 minutes	8 minutes
49 minutes	35 minutes
4,934	
22 minutes	20 minutes
105 minutes	99 minutes
4,949	
22 minutes	26 minutes
102 minutes	137 minutes
581	
20 minutes	23 minutes
108 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,482 patients

Percentage of patients who left the ED within four hours 78%

Same period last year	Change since one year ago
13,057	3%
79%	

\* 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 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 attendances 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.

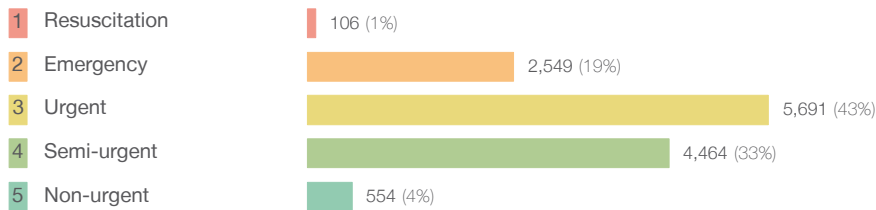
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Bankstown / Lidcombe Hospital: Patients attending the emergency department

January to March 2016

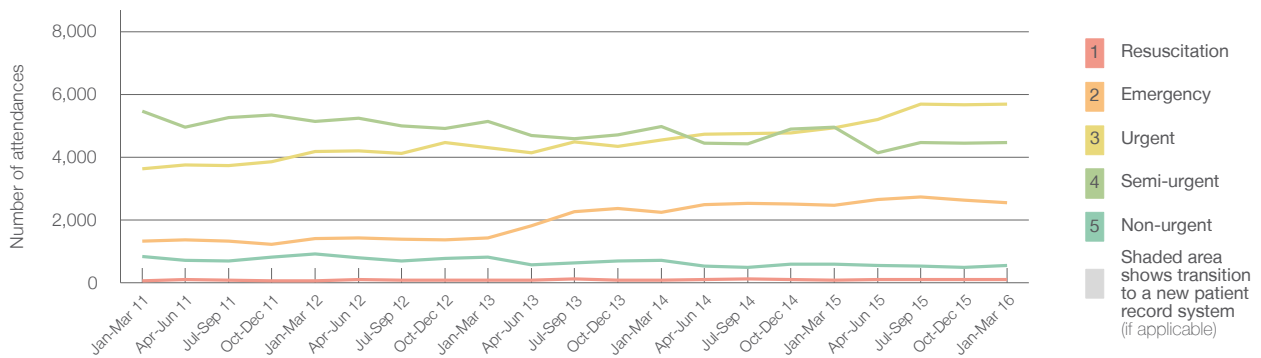
All attendances:<sup>1</sup> 13,482 patients

Emergency attendances<sup>2</sup> by triage category: 13,364 patients



Same period last year	Change since one year ago
13,057	3%
13,006	3%
86	23%
2,456	4%
4,934	15%
4,949	-10%
581	-5%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	61	65	73	83	86	106
Emergency	1,325	1,401	1,430	2,242	2,456	2,549
Urgent	3,620	4,184	4,295	4,556	4,934	5,691
Semi-urgent	5,455	5,130	5,145	4,984	4,949	4,464
Non-urgent	842	913	814	711	581	554
All emergency attendances	11,303	11,693	11,757	12,576	13,006	13,364

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,645 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
3,703	
15 minutes	-2 minutes
50 minutes	-13 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 2,549

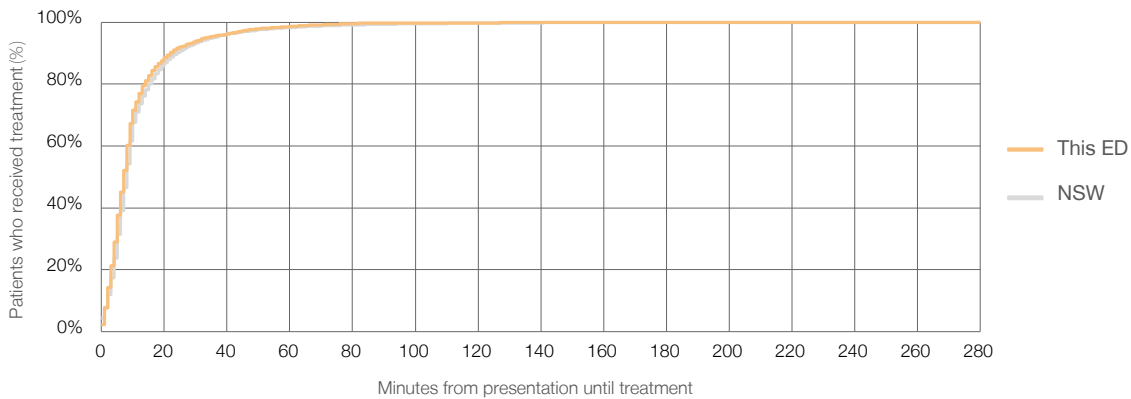
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,540

Median time to start treatment<sup>4</sup>  7 minutes

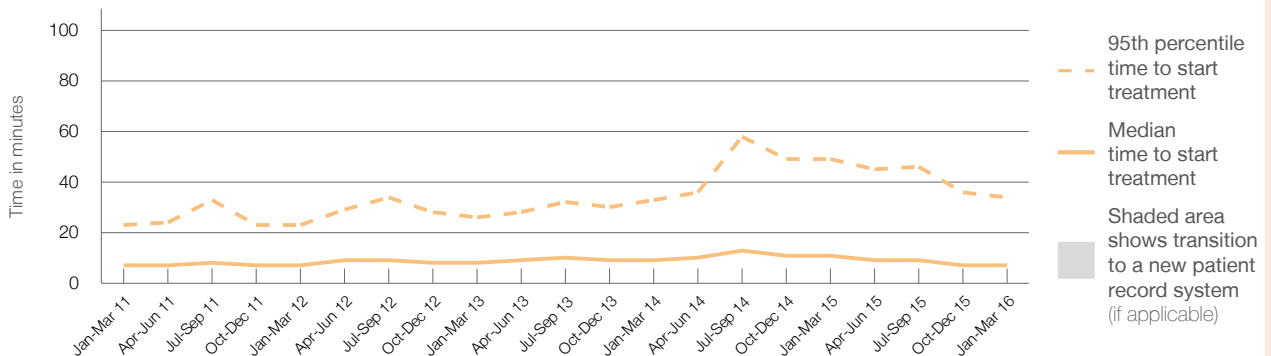
95th percentile time to start treatment<sup>5</sup>  34 minutes

Same period last year	NSW (this period)
2,456	
2,450	
11 minutes	8 minutes
49 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	9	11	7
95th percentile time to start treatment <sup>5</sup> (minutes)	23	23	26	33	49	34

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## Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 5,691

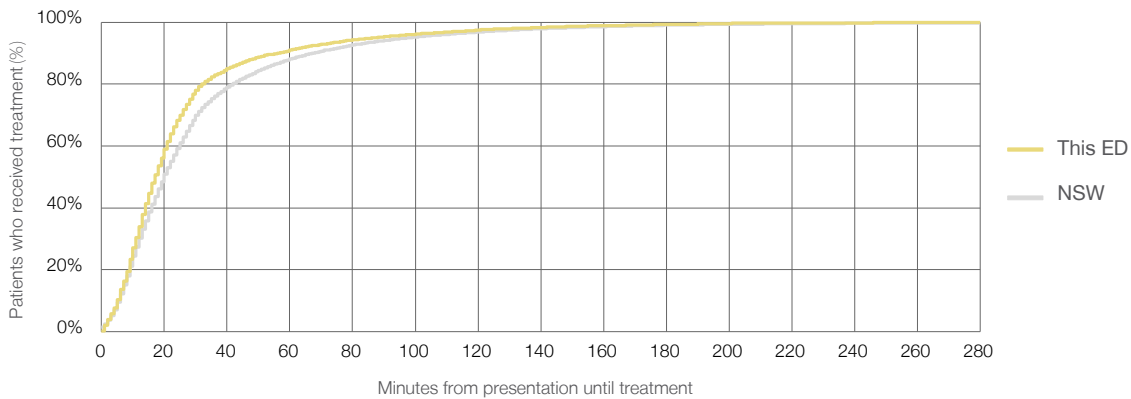
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,594

Median time to start treatment<sup>4</sup> 17 minutes

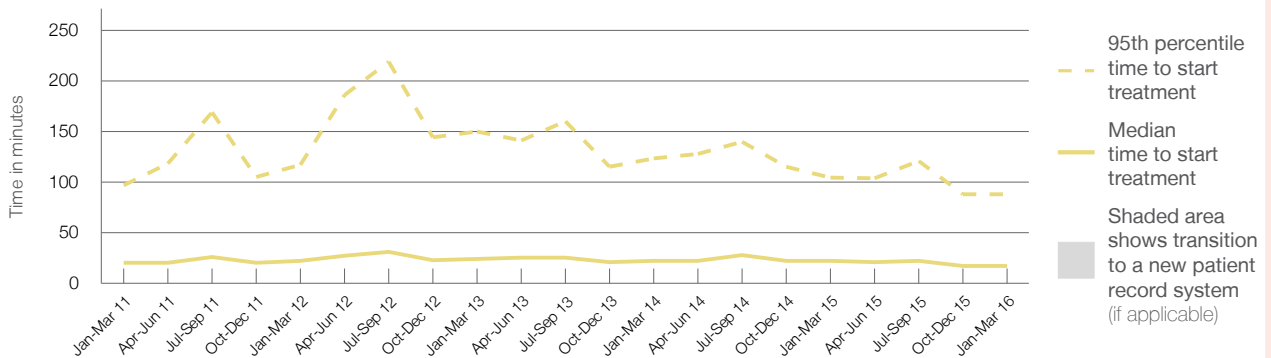
95th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
4,934	
4,860	
22 minutes	20 minutes
105 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	20	22	24	22	22	17
95th percentile time to start treatment <sup>5</sup> (minutes)	97	117	150	123	105	88

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## Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,464

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,318

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

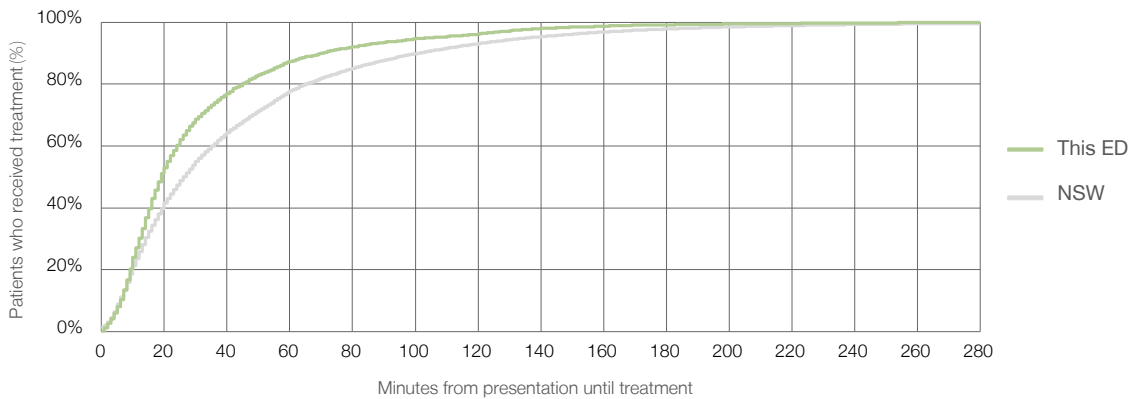
19 minutes

95th percentile time to start treatment<sup>5</sup>

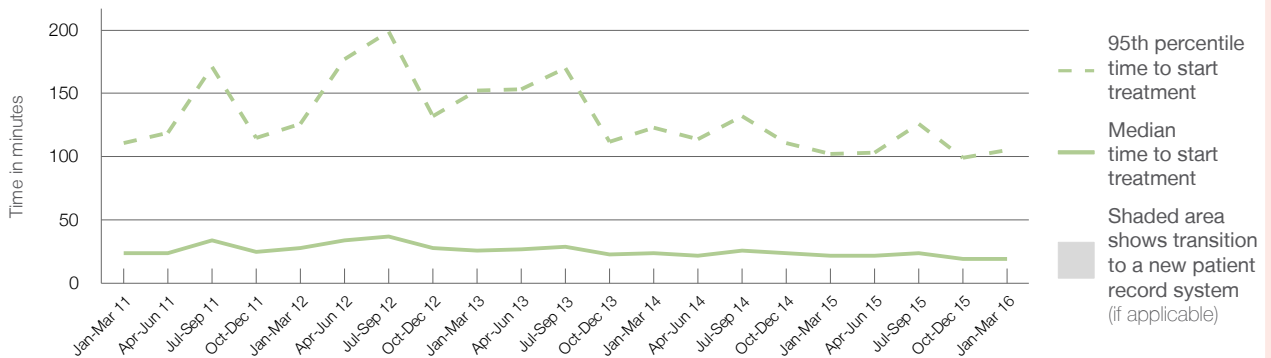
105 minutes

Same period last year	NSW (this period)
4,949	4,835
22 minutes	26 minutes
102 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	24	28	26	24	22	19
95th percentile time to start treatment <sup>5</sup> (minutes)	111	126	152	123	102	105

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## Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 554

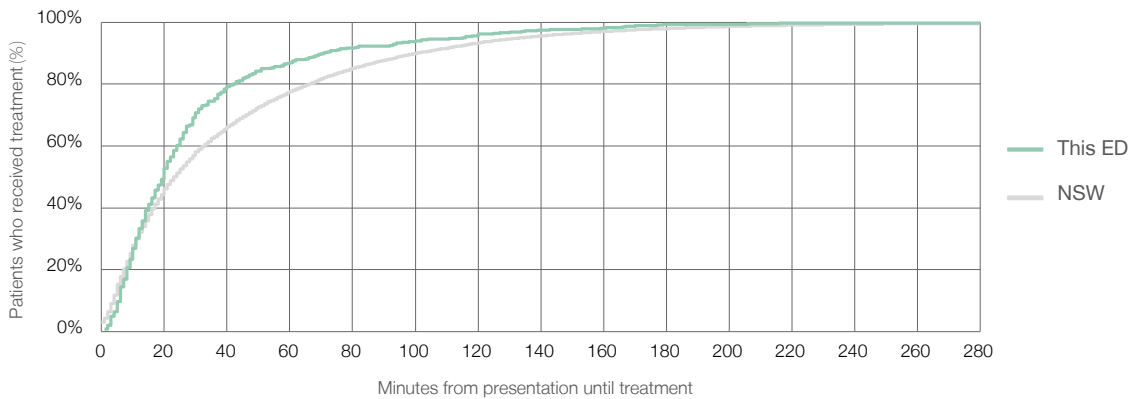
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 475

Median time to start treatment<sup>4</sup>  20 minutes

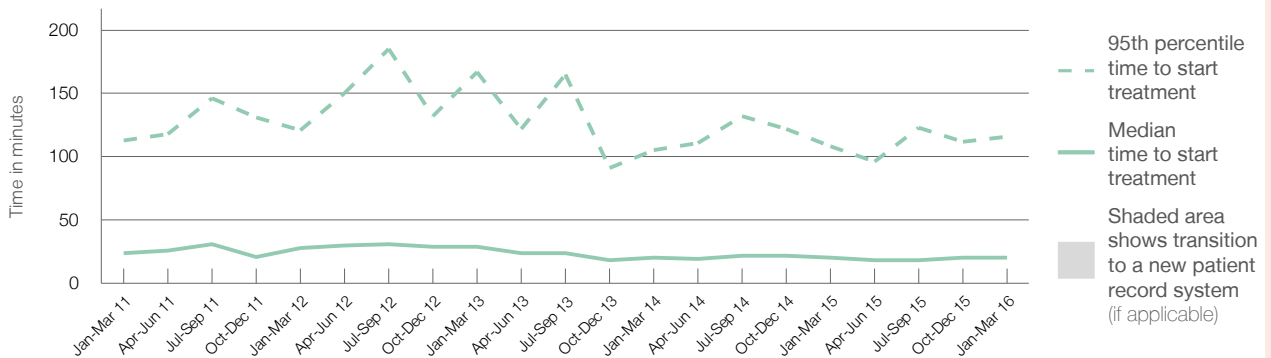
95th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
581	519
20 minutes	23 minutes
108 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	24	28	29	20	20	20
95th percentile time to start treatment <sup>5</sup> (minutes)	113	121	167	105	108	116

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

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## Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:<sup>1</sup> 13,482 patients

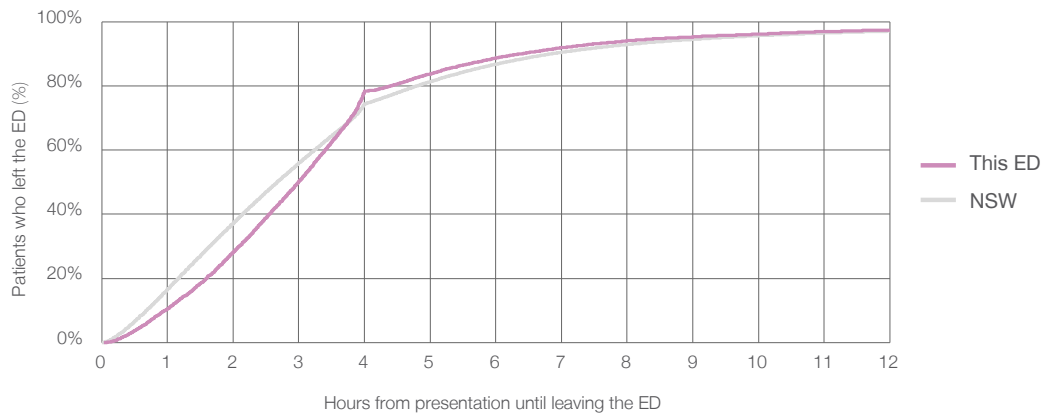
Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,482 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 0 minutes

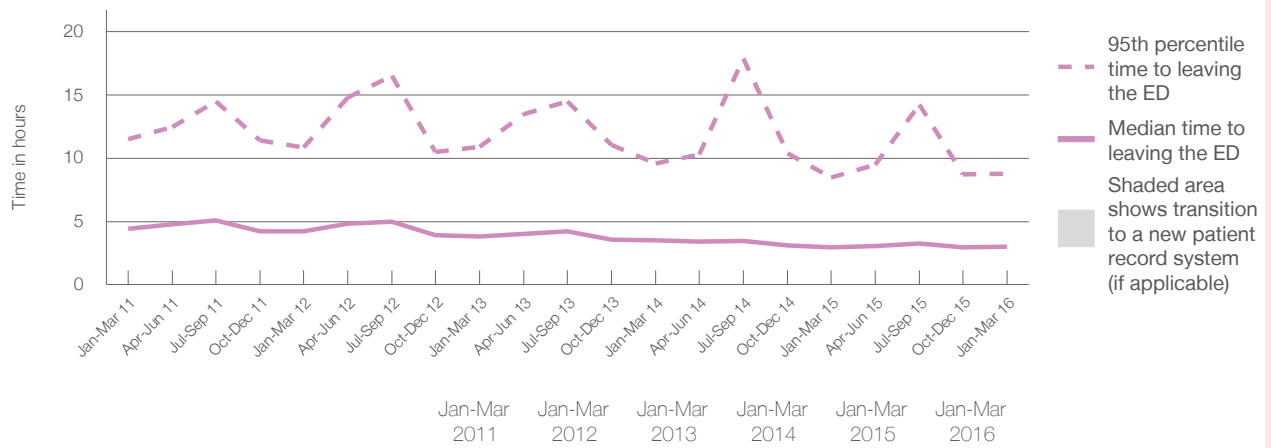
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 45 minutes

Same period last year	NSW (this period)
13,057	13,057
2 hours and 56 minutes	2 hours and 40 minutes
8 hours and 29 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 25m	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 31m	10h 51m	10h 55m	9h 35m	8h 29m	8h 45m

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**Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

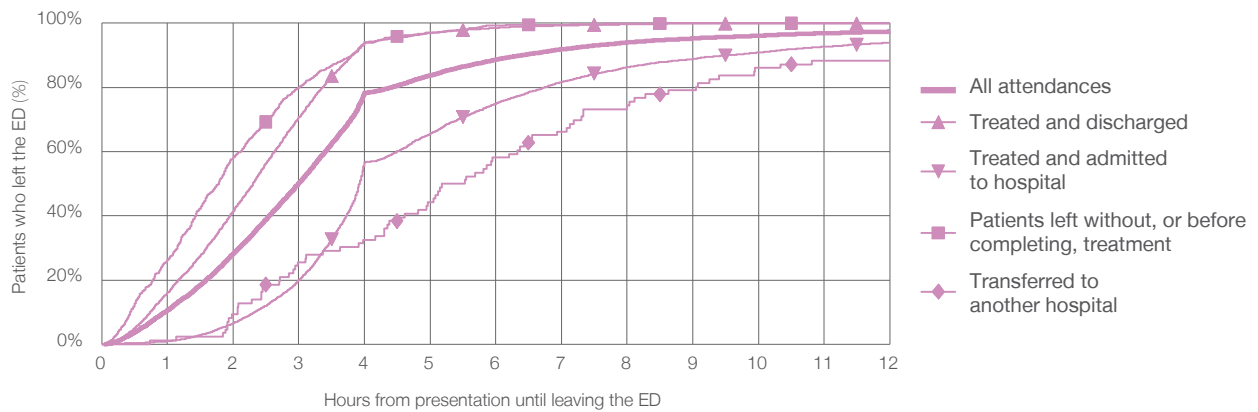
All attendances:<sup>1</sup> 13,482 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,482 patients

Treated and discharged	6,925 (51%)
Treated and admitted to hospital	5,532 (41%)
Patient left without, or before completing, treatment	882 (7%)
Transferred to another hospital	86 (1%)
Other	57 (0%)

Same period last year	Change since one year ago
13,057	3%
6,914	0%
5,179	7%
789	12%
100	-14%
75	-24%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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	16%	42%	71%	94%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	20%	57%	75%	86%	91%	94%
Patient left without, or before completing, treatment	26%	58%	80%	94%	99%	100%	100%	100%
Transferred to another hospital	1%	9%	26%	33%	58%	74%	86%	88%
All attendances	11%	28%	50%	78%	89%	94%	96%	97%

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**Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED**  
**Percentage of patients who left the ED within four hours of presentation**  
 January to March 2016

All attendances:<sup>1</sup> 13,482 patients

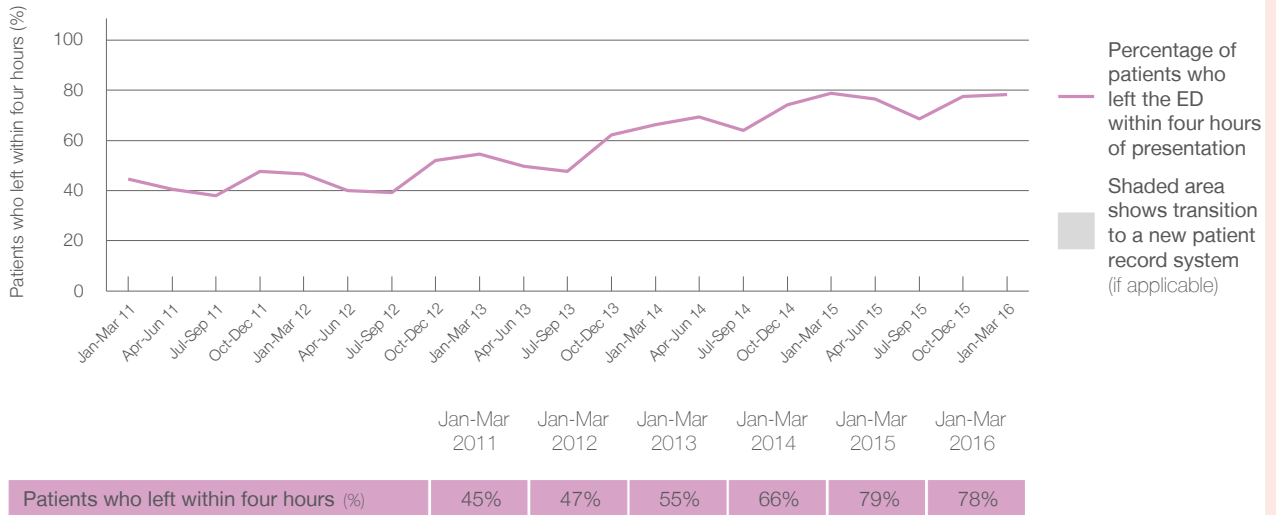
Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,482 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	13,057	3%
Attendances used to calculate time to leaving the ED	13,057	3%
Percentage of patients who left the ED within four hours	79%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<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.

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- 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 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 attendances 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).