More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Emergency department (ED) overview
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 13,511 patients		13,418	0.7%
Emergency presentations:[2] 13,389 patients		13,318	0.5%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment[3]
October to December 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients		2,629	
Median time to start treatment[4]	9 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	27 minutes	24 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,761 patients		5,662	
Median time to start treatment[4]	23 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	73 minutes	59 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,350 patients		4,454	
Median time to start treatment[4]	23 minutes	19 minutes	25 minutes
90th percentile time to start treatment[5]	80 minutes	70 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 657 patients		479	
Median time to start treatment[4]	18 minutes	20 minutes	24 minutes
90th percentile time to start treatment[5]	65 minutes	65 minutes	103 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED
October to December 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 13,511 patients		13,416	0.7%
Percentage of patients who spent four hours or less in the ED	78.5%	77.6%	

* 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, January to March 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.
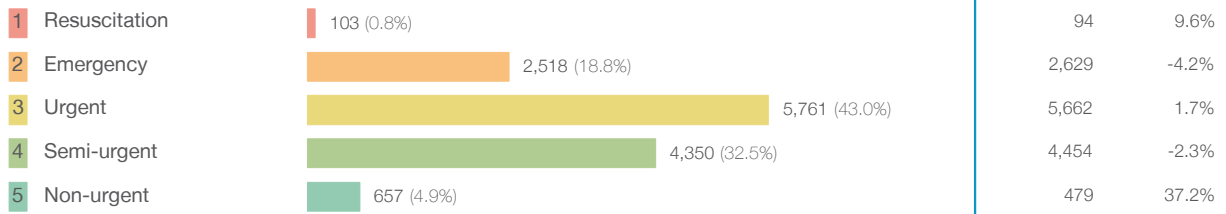
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department
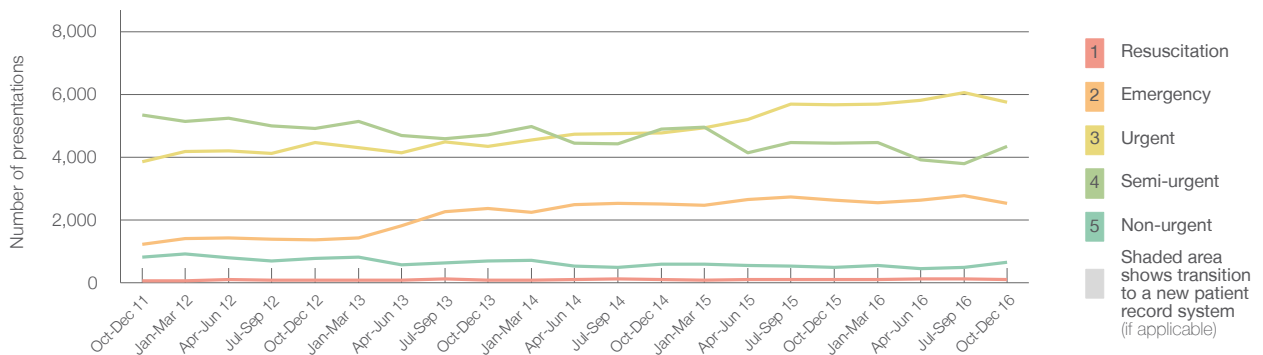October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 13,511 patients		13,418	0.7%
Emergency presentations[2] by triage category: 13,389 patients		13,318	0.5%
1 Resuscitation	103 (0.8%)	94	9.6%
2 Emergency	2,518 (18.8%)	2,629	-4.2%
3 Urgent	5,761 (43.0%)	5,662	1.7%
4 Semi-urgent	4,350 (32.5%)	4,454	-2.3%
5 Non-urgent	657 (4.9%)	479	37.2%

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	57	71	78	94	94	103
Emergency	1,227	1,359	2,371	2,509	2,629	2,518
Urgent	3,846	4,474	4,333	4,762	5,662	5,761
Semi-urgent	5,340	4,918	4,708	4,895	4,454	4,350
Non-urgent	822	773	682	594	479	657
All emergency presentations	11,292	11,595	12,172	12,854	13,318	13,389

Bankstown / Lidcombe Hospital: Patients arriving by ambulance
October to December 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 3,527 patients		3,741	
ED Transfer of care time			
Median time	13 minutes	14 minutes	-1 minute
90th percentile time	24 minutes	31 minutes	-7 minutes
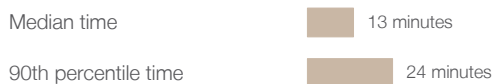
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2
October to December 2016

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 2,518			2,629	
Number of triage 2 patients used to calculate waiting time:[3] 2,511			2,617	
Median time to start treatment[4]		9 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]		27 minutes	24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016

Patients who received treatment (%) — y-axis; *Minutes from presentation until treatment* — x-axis. Legend: This ED, NSW
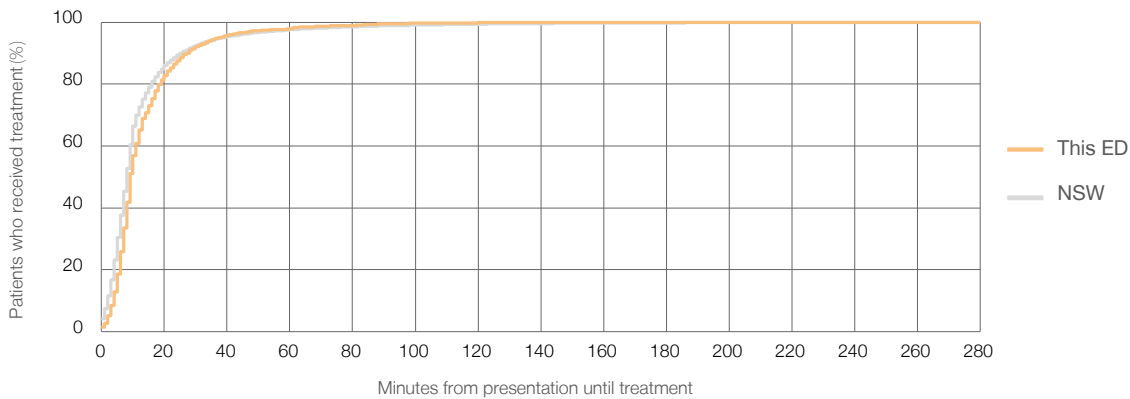
Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]
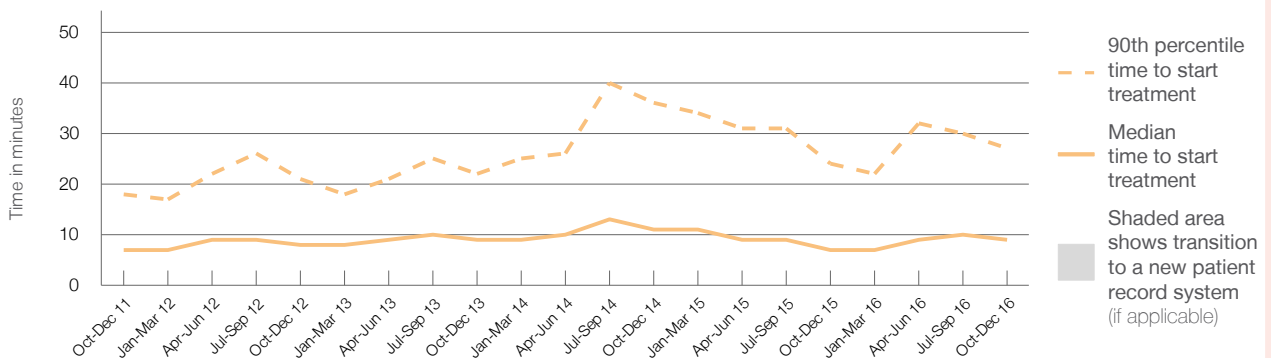
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	7	8	9	11	7	9
90th percentile time to start treatment[5] (minutes)	18	21	22	36	24	27

(†) 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 trans For more information, see Background Paper:
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Bankstown / Lidcombe Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3
October to December 2016

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 5,761			5,662	
Number of triage 3 patients used to calculate waiting time:[3] 5,657			5,556	
Median time to start treatment[4]		23 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]		73 minutes	59 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016
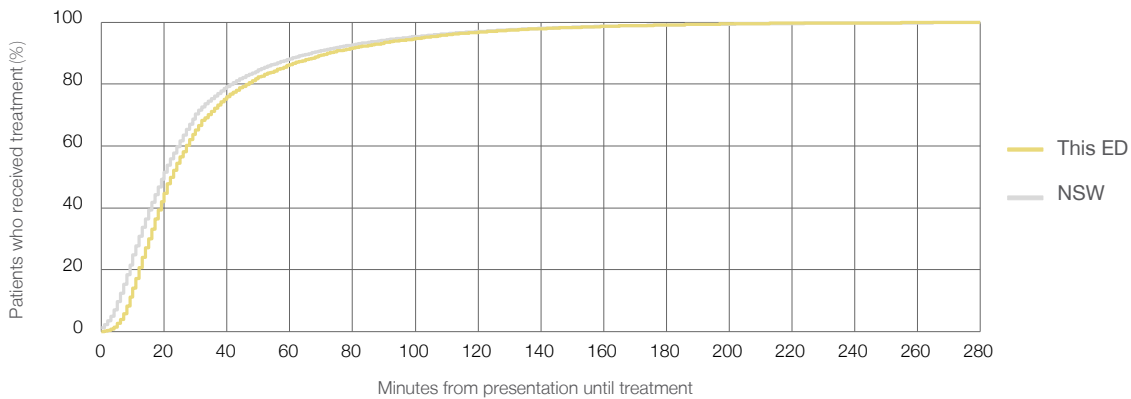
Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]
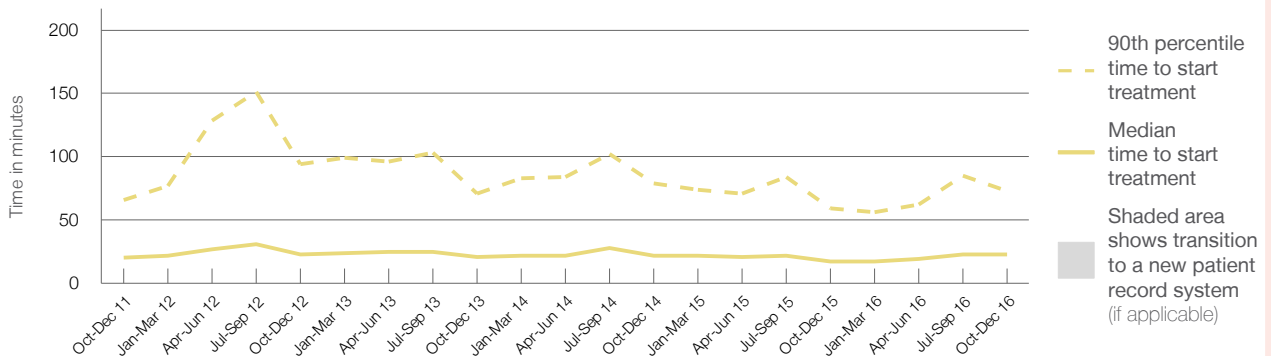
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	20	23	21	22	17	23
90th percentile time to start treatment[5] (minutes)	66	94	71	79	59	73

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Approaches to reporting time measures of emergency department performance, December 2011.

Bankstown / Lidcombe Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4
October to December 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,350		4,454	
Number of triage 4 patients used to calculate waiting time:[3] 4,185		4,301	
Median time to start treatment[4]	23 minutes	19 minutes	25 minutes
90th percentile time to start treatment[5]	80 minutes	70 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016
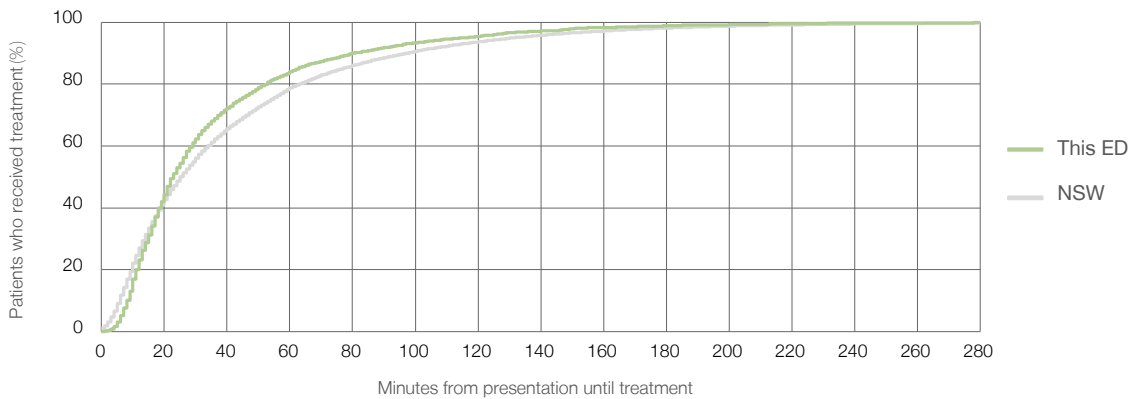
Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]
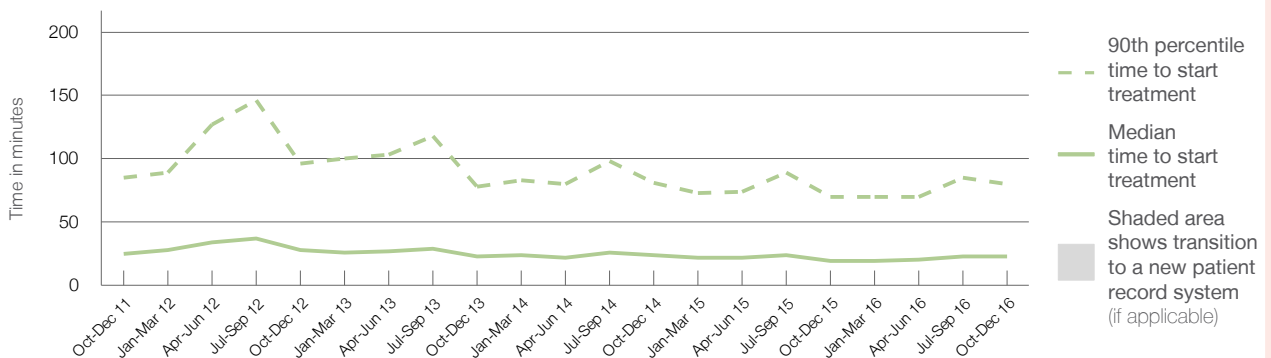
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	25	28	23	24	19	23
90th percentile time to start treatment[5] (minutes)	85	96	78	81	70	80

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Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5
October to December 2016

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 657			479	
Number of triage 5 patients used to calculate waiting time:[3] 544			393	
Median time to start treatment[4]	18 minutes		20 minutes	24 minutes
90th percentile time to start treatment[5]	65 minutes		65 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016
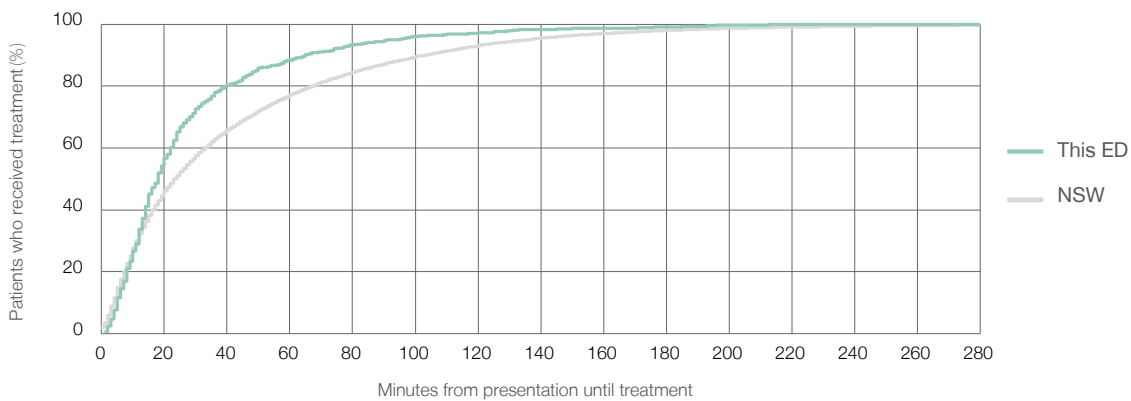
Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]
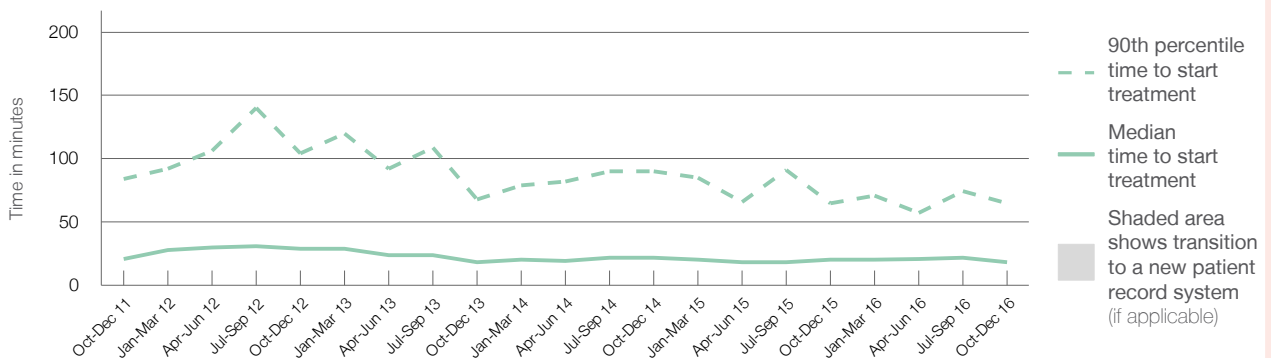
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	21	29	18	22	20	18
90th percentile time to start treatment[5] (minutes)	84	104	68	90	65	65

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Approaches to reporting time measures of emergency department performance, December 2011.

Bankstown / Lidcombe Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Time patients spent in the ED
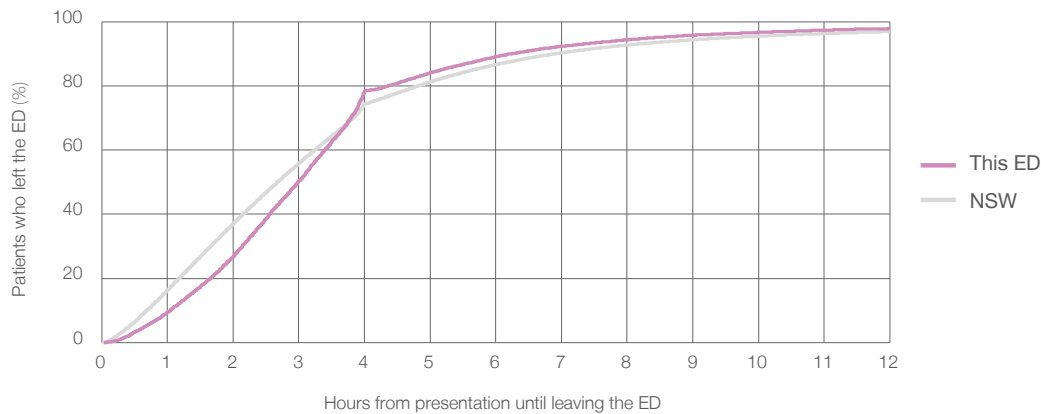October to December 2016

		Same period last year	NSW (this period)
All presentations:[1] 13,511 patients		13,418	
Presentations used to calculate time to leaving the ED:[6] 13,511 patients		13,416	
Median time spent in the ED [8]	3 hours and 0 minutes	2 hours and 58 minutes	2 hours and 41 minutes
90th percentile time spent in the ED [9]	6 hours and 14 minutes	6 hours and 24 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016

Legend: This ED, NSW

X-axis: Hours from presentation until leaving the ED
Y-axis: Patients who left the ED (%)

Time patients spent in the ED, by quarter, October 2011 to December 2016 [†‡]

Legend:
- 90th percentile time spent in the ED
- Median time spent in the ED
- Shaded area shows transition to a new patient record system (if applicable)

Y-axis: Time in hours
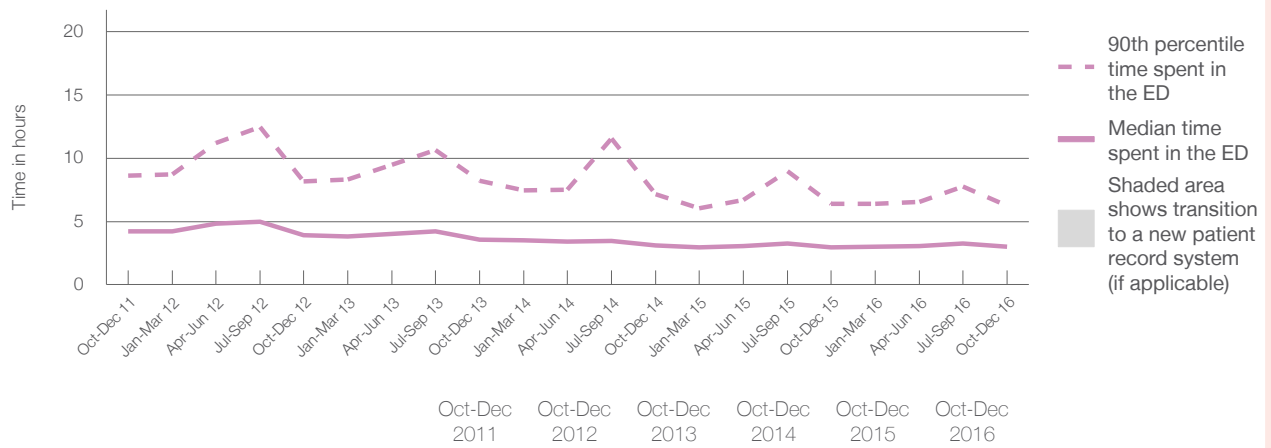
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED [8] (hours, minutes)	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m
90th percentile time to leaving the ED [9] (hours, minutes)	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bankstown / Lidcombe Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bankstown / Lidcombe Hospital: Time patients spent in the ED
### By mode of separation
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 13,511 patients			
Presentations used to calculate time to leaving the ED:[6] 13,511 patients		13,416	0.7%
Treated and discharged	6,896 (51.0%)	7,157	-3.6%
Treated and admitted to hospital	5,511 (40.8%)	5,289	4.2%
Patient left without, or before completing, treatment	975 (7.2%)	794	22.8%
Transferred to another hospital	100 (0.7%)	78	28.2%
Other	29 (0.2%)	100	-71.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016[†‡]
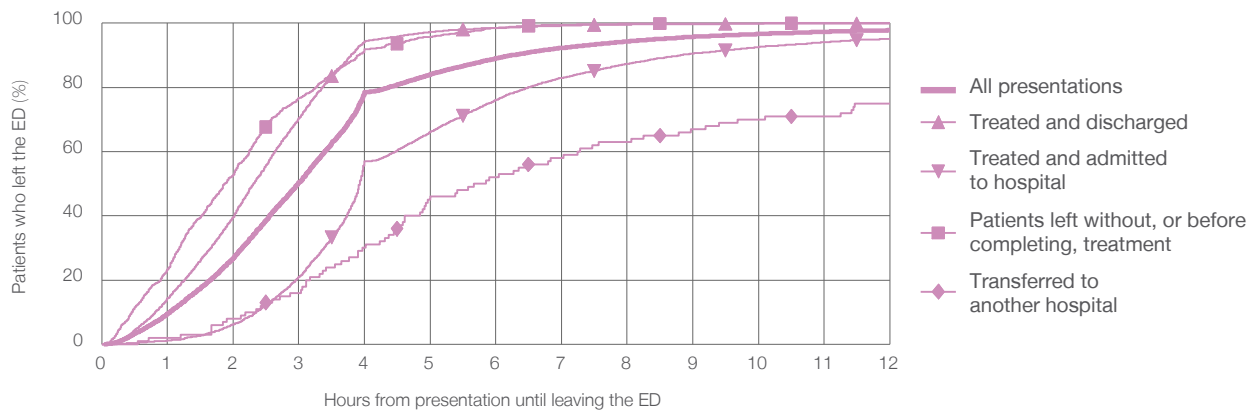
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.3%	39.7%	70.4%	94.4%	98.6%	99.6%	99.8%	100%
Treated and admitted to hospital	1.1%	6.2%	21.0%	56.9%	76.1%	87.4%	92.6%	95.2%
Patient left without, or before completing, treatment	23.4%	52.9%	76.7%	91.9%	98.6%	99.9%	99.9%	100%
Transferred to another hospital	2.0%	8.0%	16.0%	30.0%	52.0%	63.0%	70.0%	75.0%
All presentations	9.6%	26.9%	50.4%	78.5%	89.1%	94.4%	96.7%	97.8%

(†)   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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 13,511 patients		13,418	0.7%
Presentations used to calculate time to leaving the ED:[6] 13,511 patients		13,416	0.7%
Percentage of patients who spent four hours or less in the ED	78.5%	77.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)
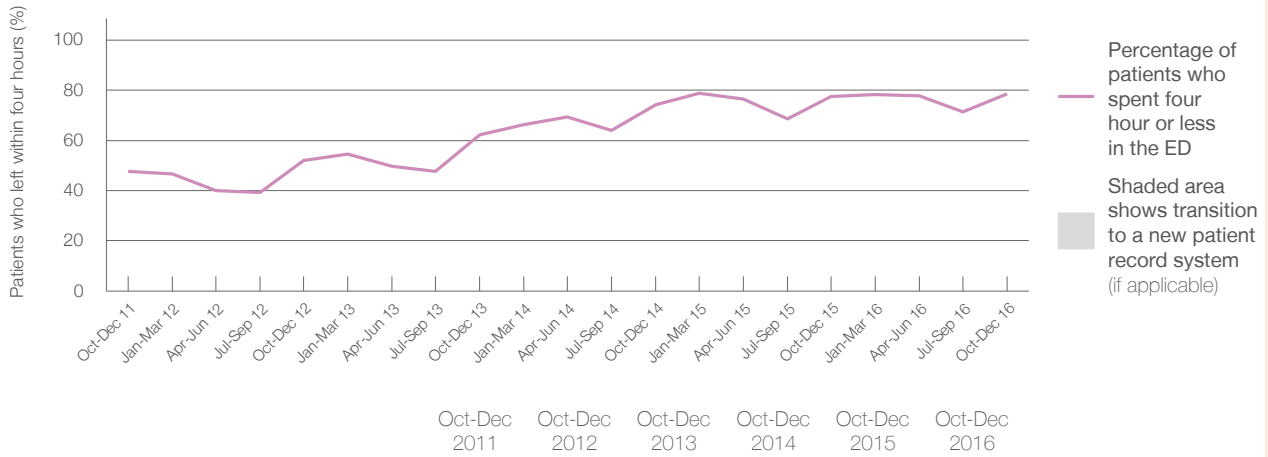
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	47.6%	52.1%	62.1%	74.2%	77.6%	78.5%

* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations 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, January to March 2016.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).