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
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 13,463 patients		13,481	-0.1%
Emergency presentations:[2] 13,356 patients		13,363	-0.1%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment[3]
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,468 patients		2,548	
Median time to start treatment[4]	9 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	28 minutes	22 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,880 patients		5,692	
Median time to start treatment[4]	22 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	67 minutes	56 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,279 patients		4,463	
Median time to start treatment[4]	24 minutes	19 minutes	26 minutes
90th percentile time to start treatment[5]	85 minutes	70 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 623 patients		554	
Median time to start treatment[4]	22 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]	93 minutes	71 minutes	104 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED
January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 13,463 patients		13,481	-0.1%
Percentage of patients who spent four hours or less in the ED	75.9%	78.3%	

* 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.
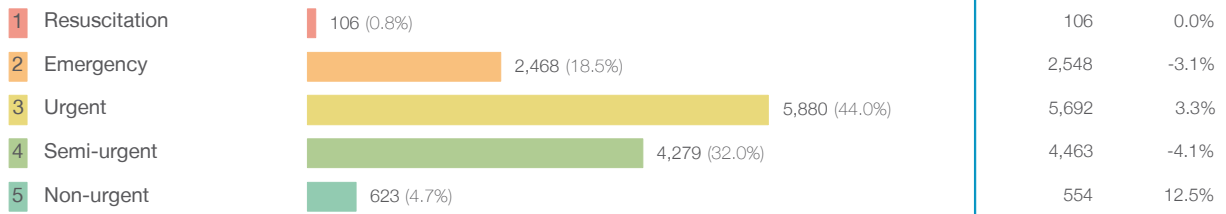Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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.

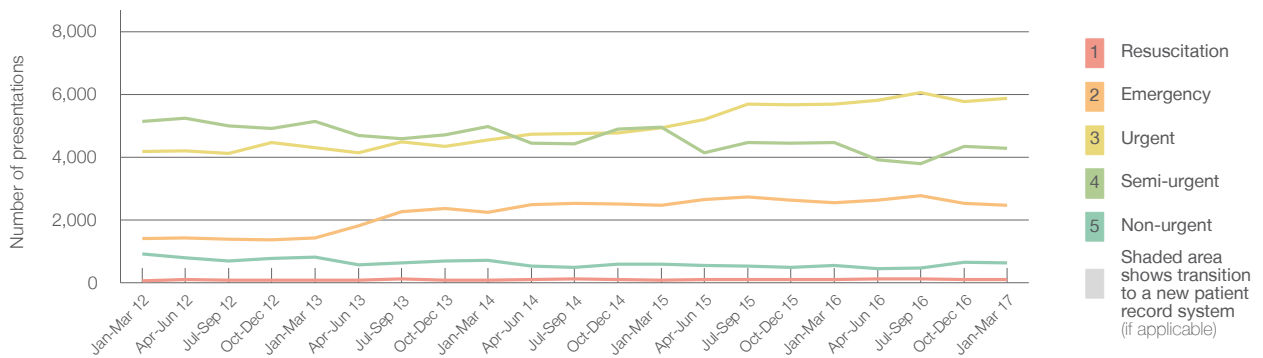## Bankstown / Lidcombe Hospital: Patients presenting to the emergency department
January to March 2017

			Same period last year	Change since one year ago
All presentations:[1] 13,463 patients			13,481	-0.1%
Emergency presentations[2] by triage category: 13,356 patients			13,363	-0.1%
1 Resuscitation	106 (0.8%)		106	0.0%
2 Emergency	2,468 (18.5%)		2,548	-3.1%
3 Urgent	5,880 (44.0%)		5,692	3.3%
4 Semi-urgent	4,279 (32.0%)		4,463	-4.1%
5 Non-urgent	623 (4.7%)		554	12.5%

Emergency presentations[2] by quarter, January 2012 to March 2017 ‡

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	65	73	83	87	106	106
Emergency	1,401	1,430	2,242	2,456	2,548	2,468
Urgent	4,184	4,295	4,556	4,934	5,692	5,880
Semi-urgent	5,130	5,145	4,984	4,949	4,463	4,279
Non-urgent	913	814	711	581	554	623
All emergency presentations	11,693	11,757	12,576	13,007	13,363	13,356

Bankstown / Lidcombe Hospital: Patients arriving by ambulance
January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 3,800 patients		3,645	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	25 minutes	29 minutes	-4 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.

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 2
January to March 2017

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 2,468			2,548	
Number of triage 2 patients used to calculate waiting time:[3] 2,463			2,540	
Median time to start treatment[4]		9 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]		28 minutes	22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017
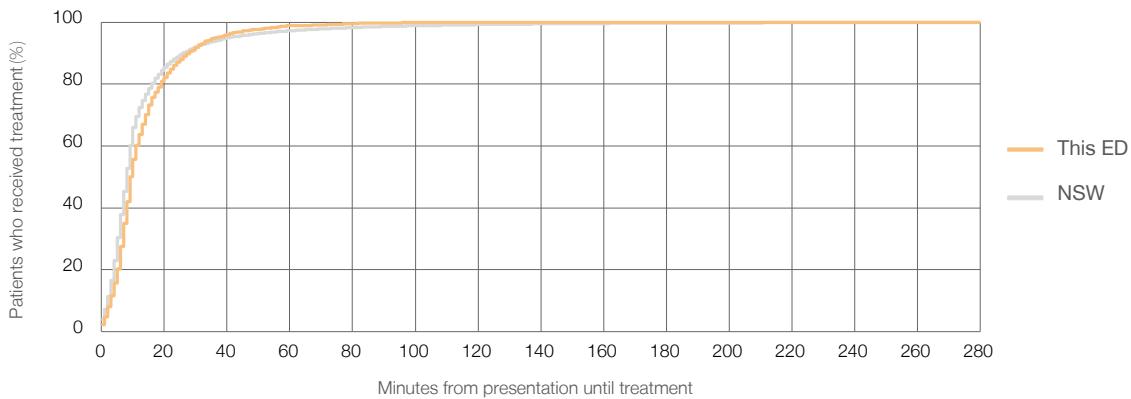
Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017 [†‡]
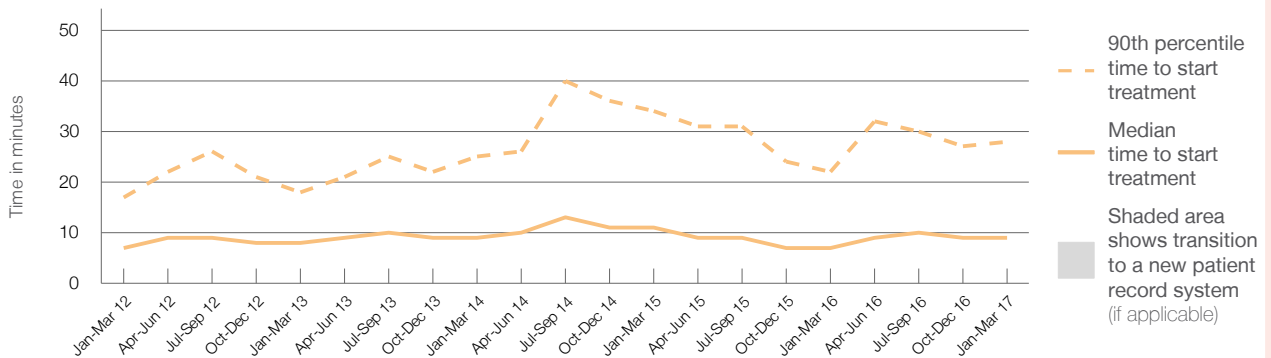
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	7	8	9	11	7	9
90th percentile time to start treatment[5] (minutes)	17	18	25	34	22	28

(†)   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

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
January to March 2017

			Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 5,880			5,692	
Number of triage 3 patients used to calculate waiting time:[3] 5,794			5,595	
Median time to start treatment[4]		22 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]		67 minutes	56 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017
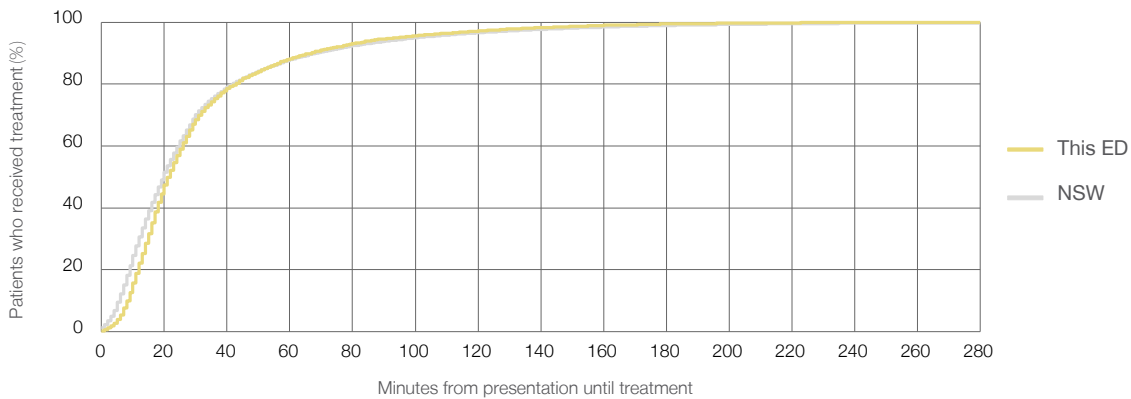
Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017[†‡]
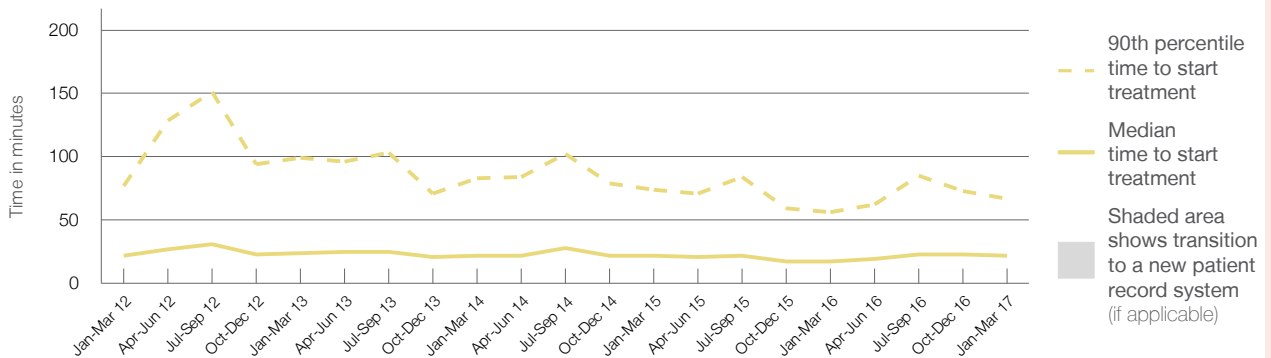
Legend:
- 90th percentile time to start treatment (dashed)
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	22	24	22	22	17	22
90th percentile time to start treatment[5] (minutes)	77	99	83	74	56	67

(†) 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

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
January to March 2017

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,279			4,463	
Number of triage 4 patients used to calculate waiting time:[3] 4,121			4,317	
Median time to start treatment[4]		24 minutes	19 minutes	26 minutes
90th percentile time to start treatment[5]		85 minutes	70 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017
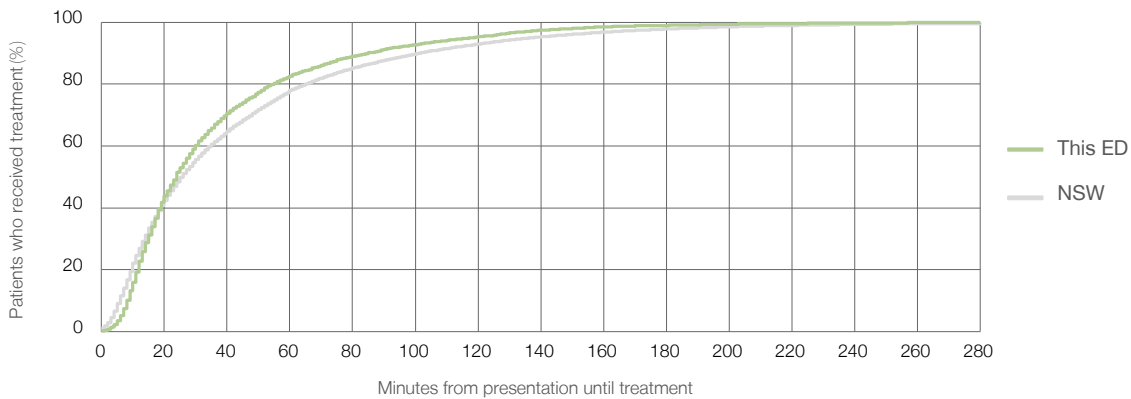
Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017[†‡]
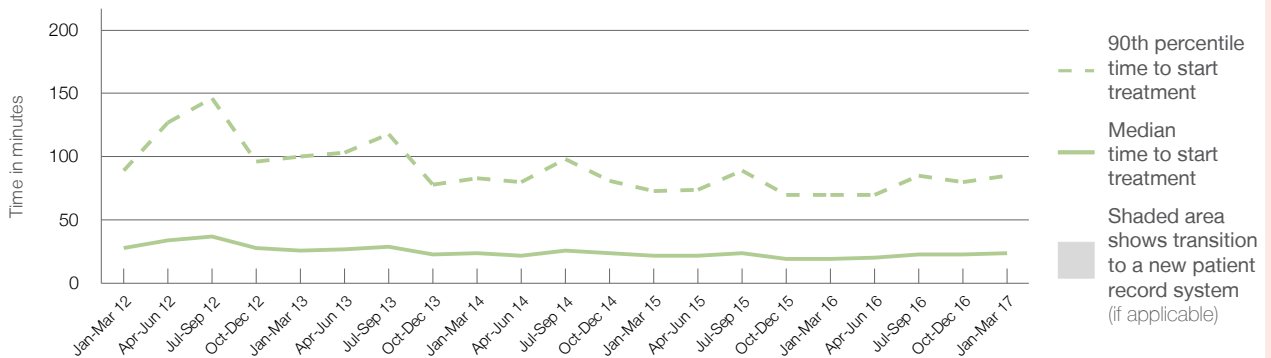
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	28	26	24	22	19	24
90th percentile time to start treatment[5] (minutes)	89	100	83	73	70	85

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(‡) 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.

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
January to March 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 623			554	
Number of triage 5 patients used to calculate waiting time:[3] 514			475	
Median time to start treatment[4]		22 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]		93 minutes	71 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017
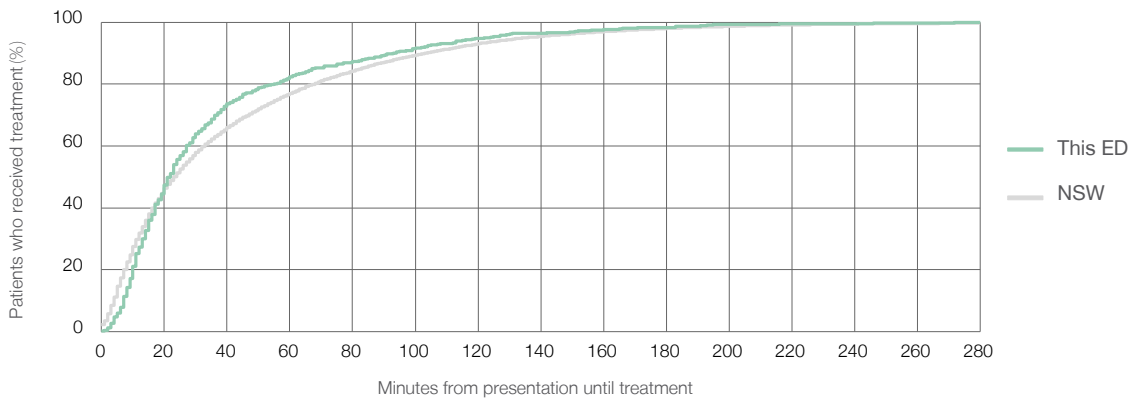
Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017 [†‡]
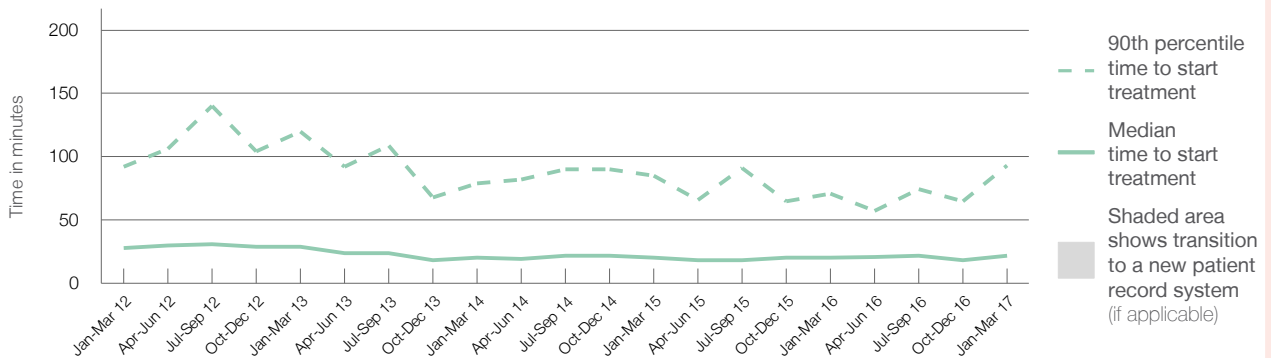
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	28	29	20	20	20	22
90th percentile time to start treatment[5] (minutes)	92	120	79	85	71	93

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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 spent in the ED
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1] 13,463 patients			13,481
Presentations used to calculate time to leaving the ED:[6] 13,463 patients			13,481
Median time spent in the ED [8]	3 hours and 4 minutes	3 hours and 0 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]	6 hours and 28 minutes	6 hours and 24 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017
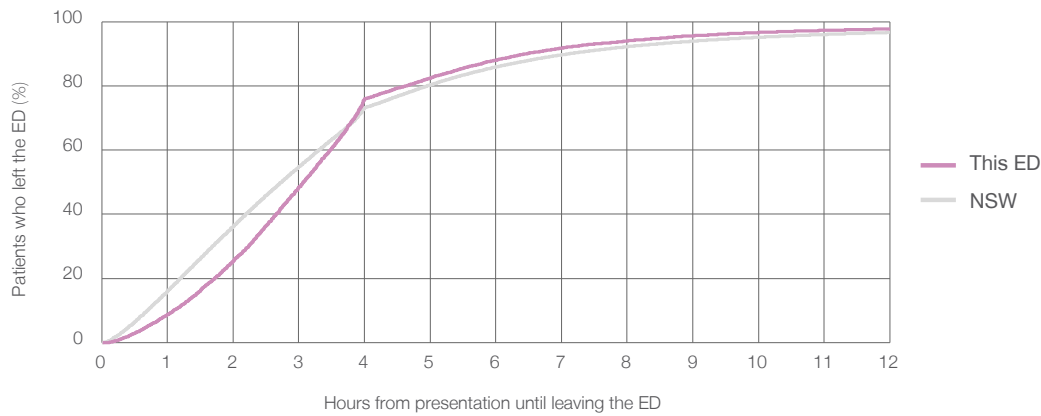
Time patients spent in the ED, by quarter, January 2012 to March 2017 [†‡]
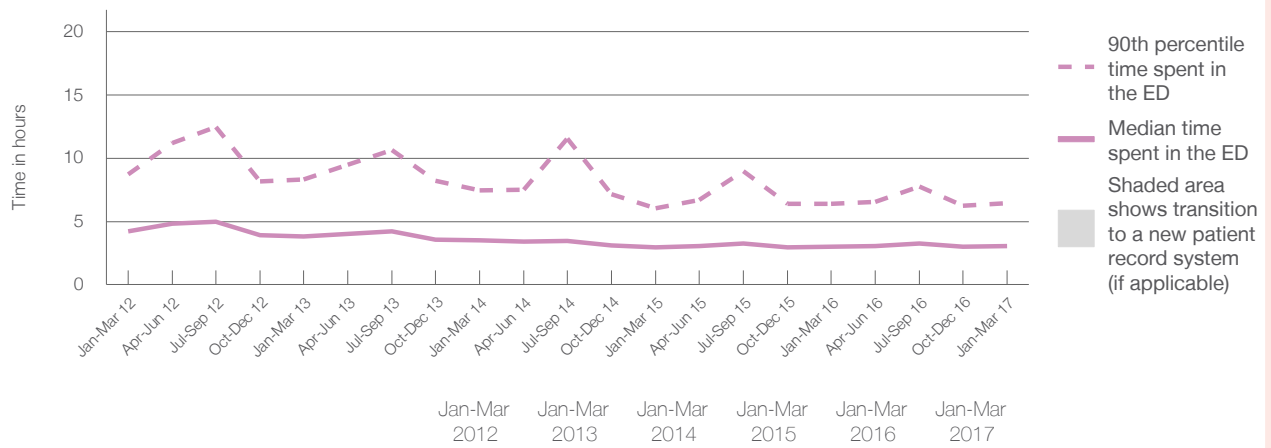
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED [8] (hours, minutes)	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m	3h 4m
90th percentile time to leaving the ED [9] (hours, minutes)	8h 42m	8h 18m	7h 26m	6h 3m	6h 24m	6h 28m

(†) 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

Principal referral hospitals (A1)
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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
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 13,463 patients			
Presentations used to calculate time to leaving the ED:[6] 13,463 patients		13,481	-0.1%
Treated and discharged	6,755 (50.2%)	6,926	-2.5%
Treated and admitted to hospital	5,543 (41.2%)	5,531	0.2%
Patient left without, or before completing, treatment	1,038 (7.7%)	883	17.6%
Transferred to another hospital	91 (0.7%)	86	5.8%
Other	36 (0.3%)	55	-34.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017[†‡]
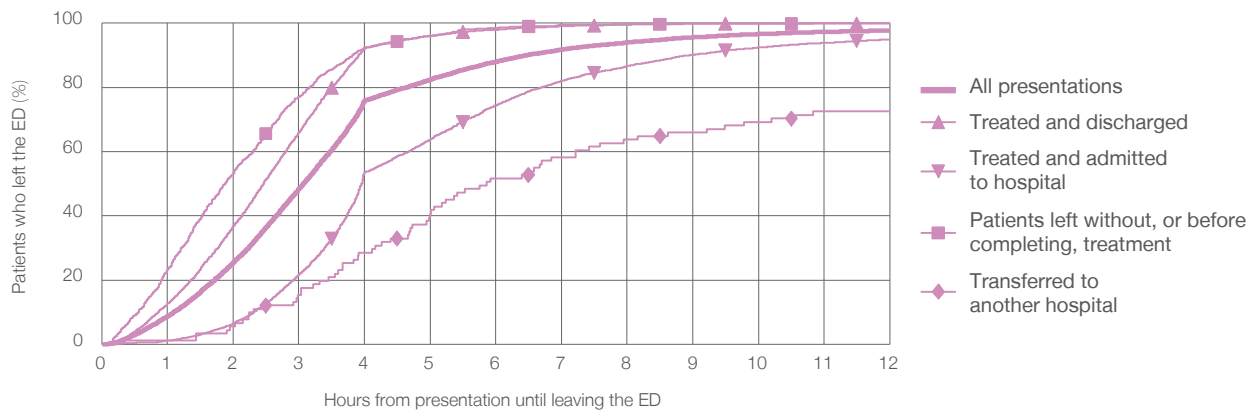
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.6%	36.9%	66.0%	92.1%	98.0%	99.6%	99.9%	100%
Treated and admitted to hospital	1.1%	6.5%	21.8%	53.7%	74.4%	86.7%	92.5%	95.0%
Patient left without, or before completing, treatment	23.3%	53.3%	77.0%	92.5%	98.6%	99.6%	99.8%	100%
Transferred to another hospital	1.1%	5.5%	15.4%	28.6%	51.6%	63.7%	69.2%	72.5%
All presentations	8.8%	25.6%	48.4%	75.9%	88.0%	94.0%	96.6%	97.7%

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(‡) 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.

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
January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 13,463 patients		13,481	-0.1%
Presentations used to calculate time to leaving the ED:[6] 13,463 patients		13,481	-0.1%
Percentage of patients who spent four hours or less in the ED	75.9%	78.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)
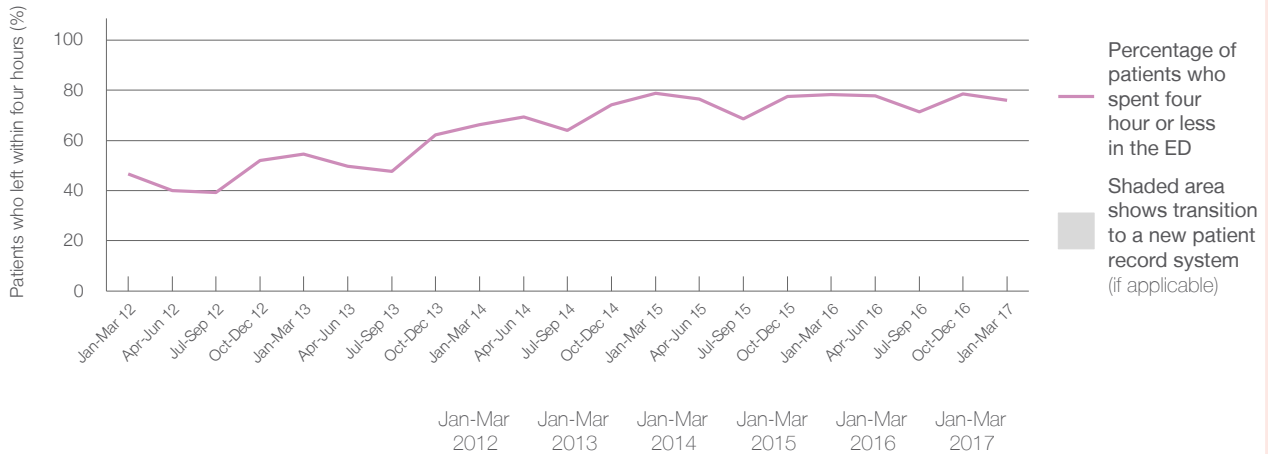
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who left within four hours (%)	46.6%	54.7%	66.3%	78.9%	78.3%	75.9%

* 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, July to September 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

Bankstown / Lidcombe Hospital

Principal referral hospitals (A1)
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