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

Bankstown / Lidcombe Hospital: Emergency department (ED) overview
October to December 2017

	Same period last year	Change since one year ago
All presentations:[1] 13,745 patients	13,519	1.7%
Emergency presentations:[2] 13,661 patients	13,392	2.0%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment [3]
October to December 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients	2,521	
Median time to start treatment [4] — 10 minutes	9 minutes	8 minutes
90th percentile time to start treatment [5] — 29 minutes	27 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,397 patients	5,764	
Median time to start treatment [4] — 23 minutes	23 minutes	20 minutes
90th percentile time to start treatment [5] — 81 minutes	73 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,095 patients	4,351	
Median time to start treatment [4] — 27 minutes	23 minutes	26 minutes
90th percentile time to start treatment [5] — 108 minutes	80 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 548 patients	653	
Median time to start treatment [4] — 29 minutes	18 minutes	23 minutes
90th percentile time to start treatment [5] — 123 minutes	65 minutes	103 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED
October to December 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: [6] 13,745 patients	13,519	1.7%
Percentage of patients who spent four hours or less in the ED — 73.5%	78.5%	

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* 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.
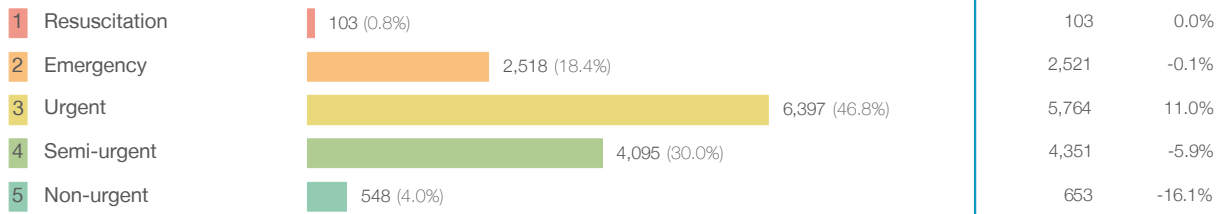6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient<s presenting problems.
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).
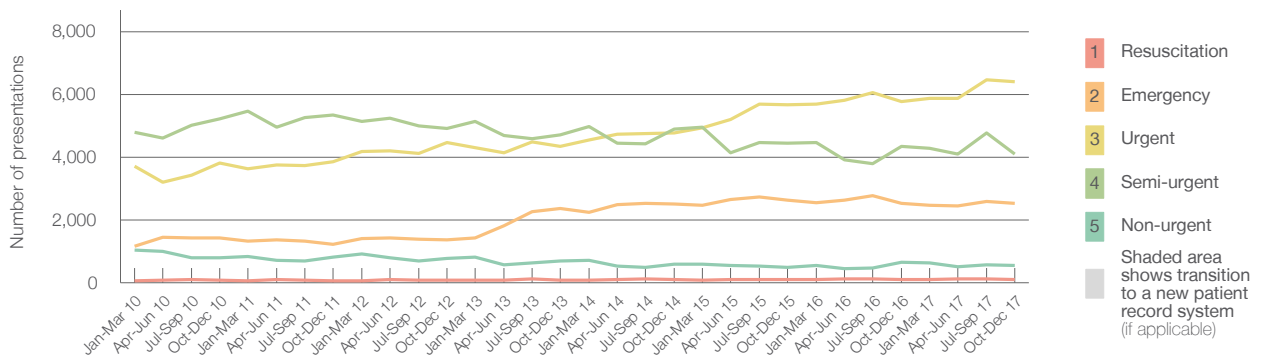
Bankstown / Lidcombe Hospital: Patients presenting to the emergency department
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 13,745 patients		13,519	1.7%
Emergency presentations[2] by triage category: 13,661 patients		13,392	2.0%
1 Resuscitation	103 (0.8%)	103	0.0%
2 Emergency	2,518 (18.4%)	2,521	-0.1%
3 Urgent	6,397 (46.8%)	5,764	11.0%
4 Semi-urgent	4,095 (30.0%)	4,351	-5.9%
5 Non-urgent	548 (4.0%)	653	-16.1%

Emergency presentations[2] by quarter, January 2010 to December 2017 ‡

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	88	57	71	78	94	94	103	103
Emergency	1,424	1,227	1,359	2,371	2,509	2,629	2,521	2,518
Urgent	3,820	3,846	4,474	4,333	4,762	5,662	5,764	6,397
Semi-urgent	5,221	5,340	4,918	4,708	4,895	4,454	4,351	4,095
Non-urgent	785	822	773	682	594	479	653	548
All emergency presentations	11,338	11,292	11,595	12,172	12,854	13,318	13,392	13,661

Bankstown / Lidcombe Hospital: Patients arriving by ambulance
October to December 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 4,035 patients		3,527	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	26 minutes	24 minutes	2 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

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

October to December 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 2,518		2,521	
Number of triage 2 patients used to calculate waiting time:[3] 2,511		2,514	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	29 minutes	27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017
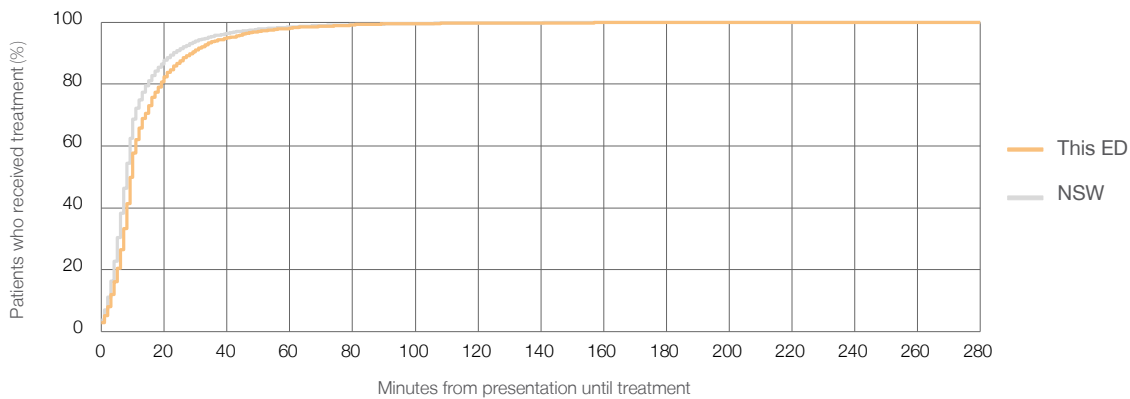
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 [†‡]
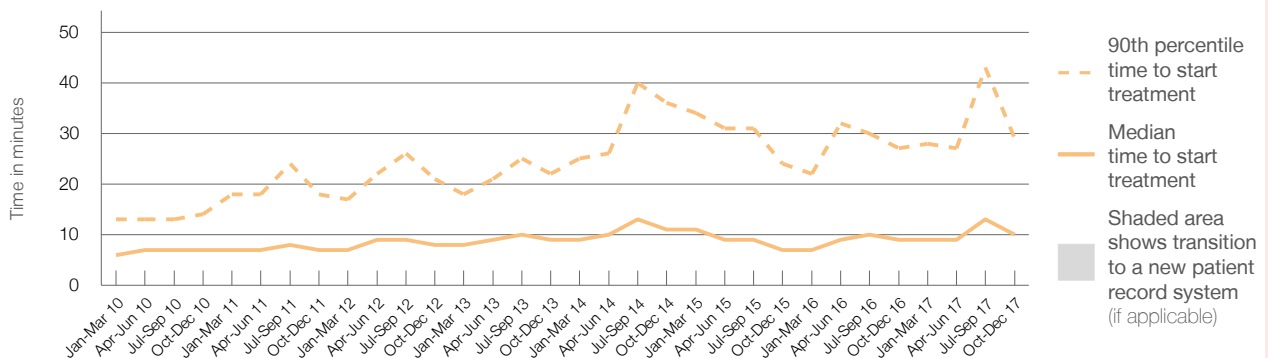
Legend:
- 90th percentile time to start treatment (dashed)
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment[4] (minutes)	7	7	8	9	11	7	9	10
90th percentile time to start treatment[5] (minutes)	14	18	21	22	36	24	27	29

(†)   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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3
October to December 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 6,397			5,764	
Number of triage 3 patients used to calculate waiting time: [3] 6,289			5,661	
Median time to start treatment [4]		23 minutes	23 minutes	20 minutes
90th percentile time to start treatment [5]		81 minutes	73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017

— This ED
— NSW
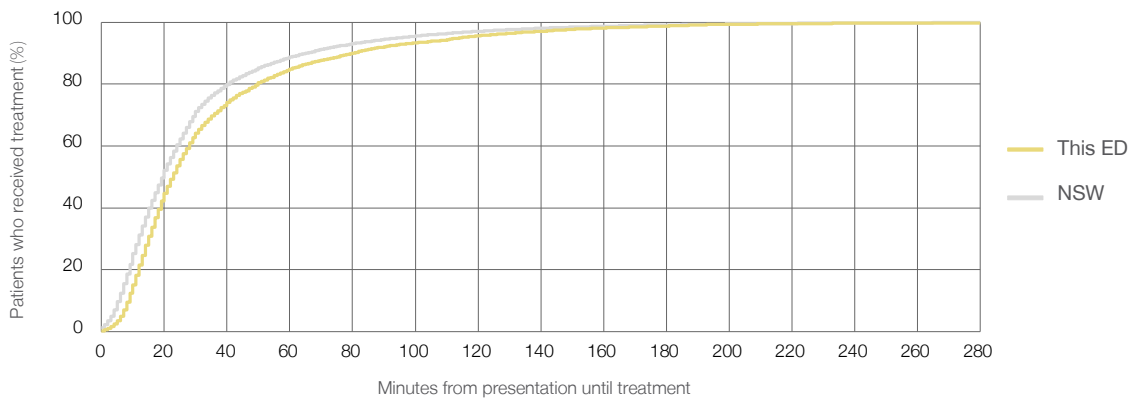
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 [†‡]
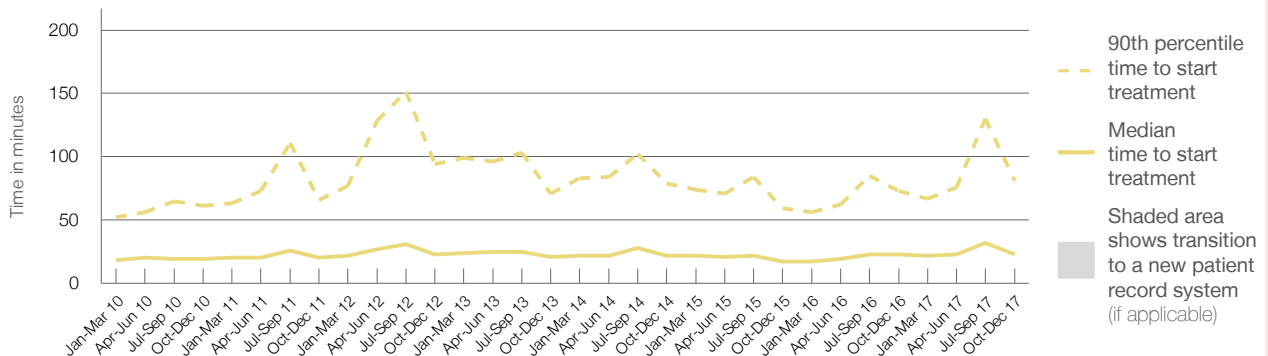
- - 90th percentile time to start treatment
— Median time to start treatment
▨ Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	19	20	23	21	22	17	23	23
90th percentile time to start treatment [5] (minutes)	61	66	94	71	79	59	73	81

(†) 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 4
October to December 2017

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 4,095			4,351	
Number of triage 4 patients used to calculate waiting time:[3] 3,935			4,185	
Median time to start treatment[4]		27 minutes	23 minutes	26 minutes
90th percentile time to start treatment[5]		108 minutes	80 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017
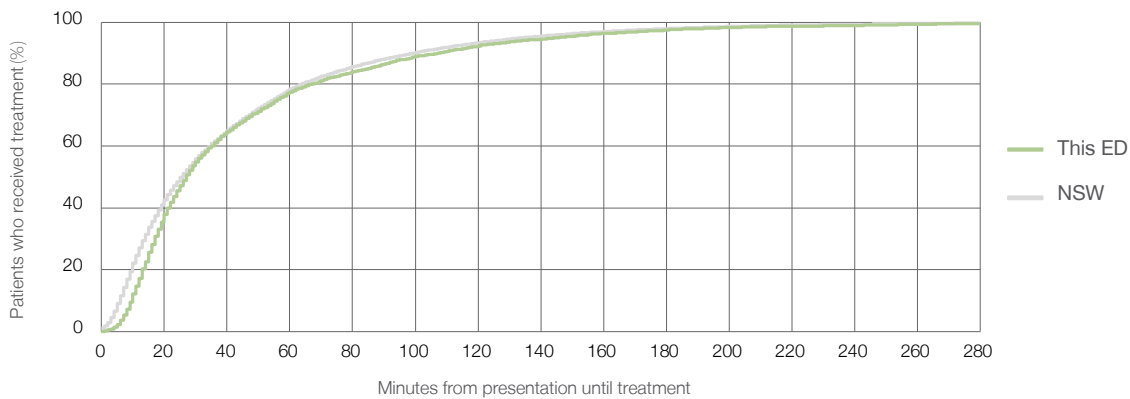
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017 [†‡]
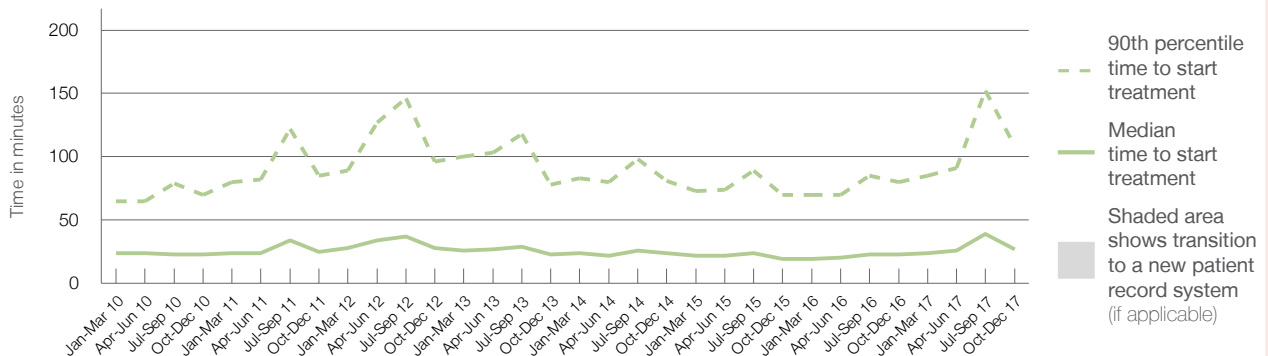
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment[4] (minutes)	23	25	28	23	24	19	23	27
90th percentile time to start treatment[5] (minutes)	70	85	96	78	81	70	80	108

(†) 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.

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5
October to December 2017

| Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 548		653	
Number of triage 5 patients used to calculate waiting time: [3] 419		544	
Median time to start treatment [4]	29 minutes	18 minutes	23 minutes
90th percentile time to start treatment [5]	123 minutes	65 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017
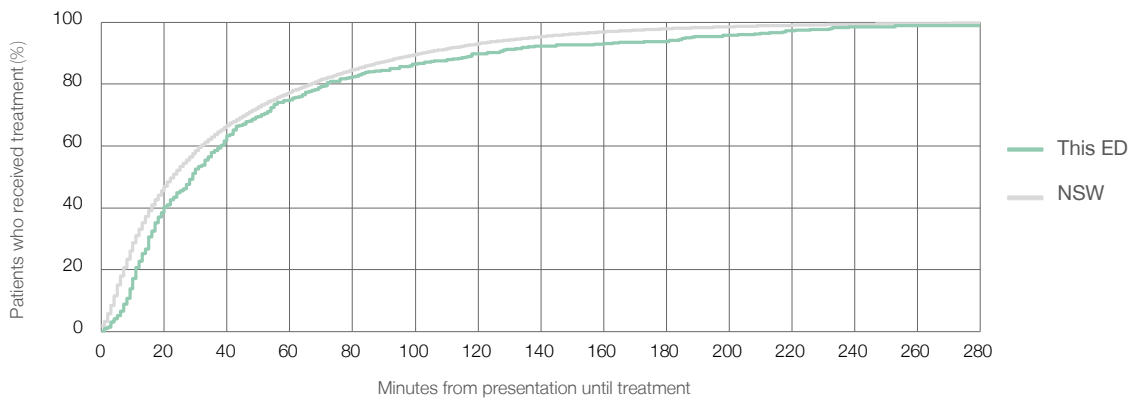
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 [†‡]
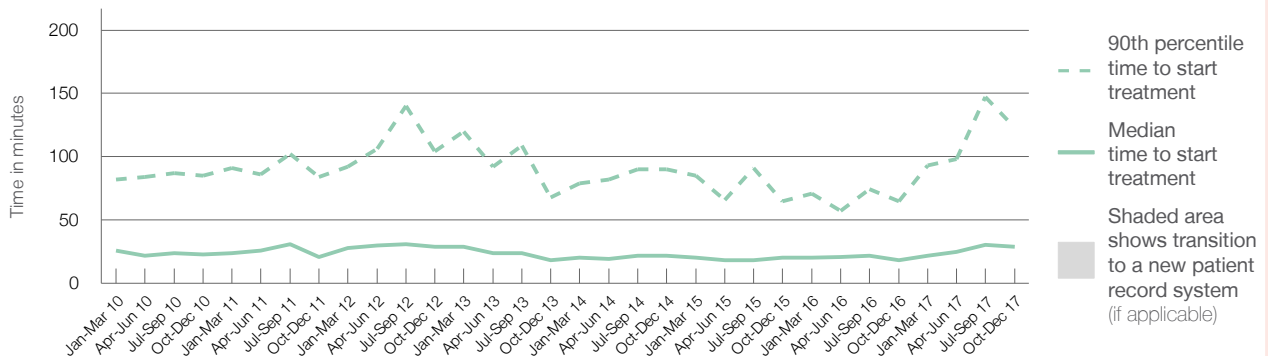
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	23	21	29	18	22	20	18	29
90th percentile time to start treatment [5] (minutes)	85	84	104	68	90	65	65	123

(†) 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

Bankstown / Lidcombe Hospital: Time patients spent in the ED
October to December 2017

			Same period last year	NSW (this period)
All presentations:[1] 13,745 patients			13,519	
Presentations used to calculate time to leaving the ED: [6] 13,745 patients			13,519	
Median time spent in the ED [8]		3 hours and 12 minutes	3 hours and 0 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]		6 hours and 53 minutes	6 hours and 14 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017

Patients who left the ED (%) vs Hours from presentation until leaving the ED

- This ED
- NSW
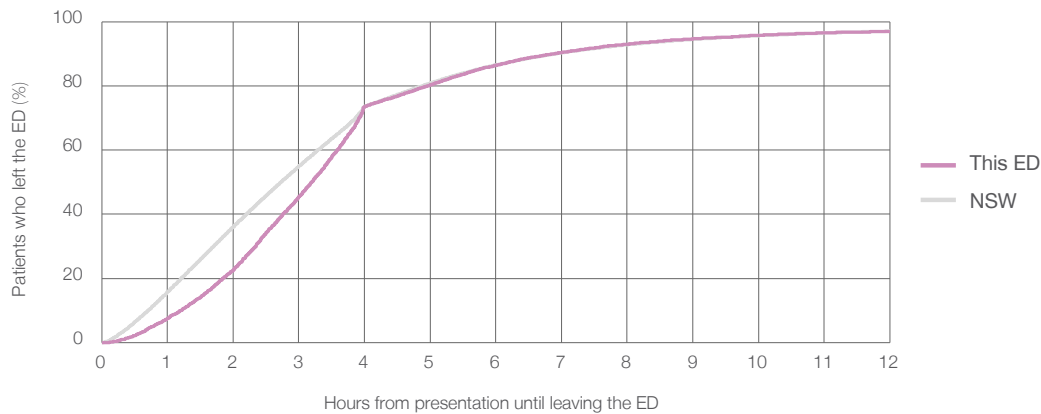
Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡]
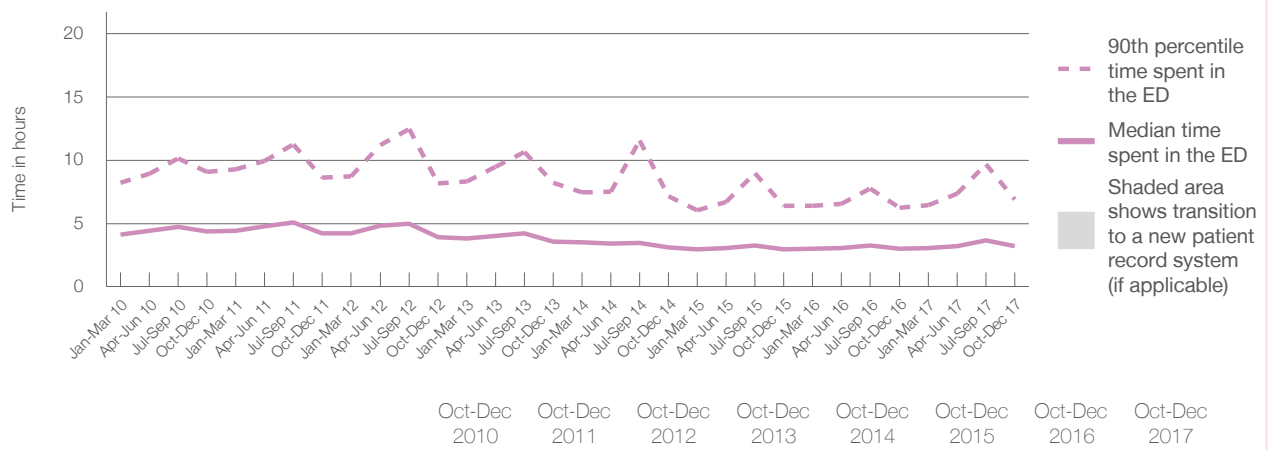
- 90th percentile time spent in the ED
- Median time spent in the ED
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED [8] (hours, minutes)	4h 23m	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m	3h 12m
90th percentile time to leaving the ED [9] (hours, minutes)	9h 5m	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m	6h 53m

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(†) 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

Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 13,745 patients			
Presentations used to calculate time to leaving the ED: [6] 13,745 patients		13,519	1.7%
Treated and discharged	7,537 (54.8%)	6,900	9.2%
Treated and admitted to hospital	4,897 (35.6%)	5,515	-11.2%
Patient left without, or before completing, treatment	1,222 (8.9%)	975	25.3%
Transferred to another hospital	73 (0.5%)	100	-27.0%
Other	16 (0.1%)	29	-44.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2017 [†‡]

Patients who left the ED (%) — Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
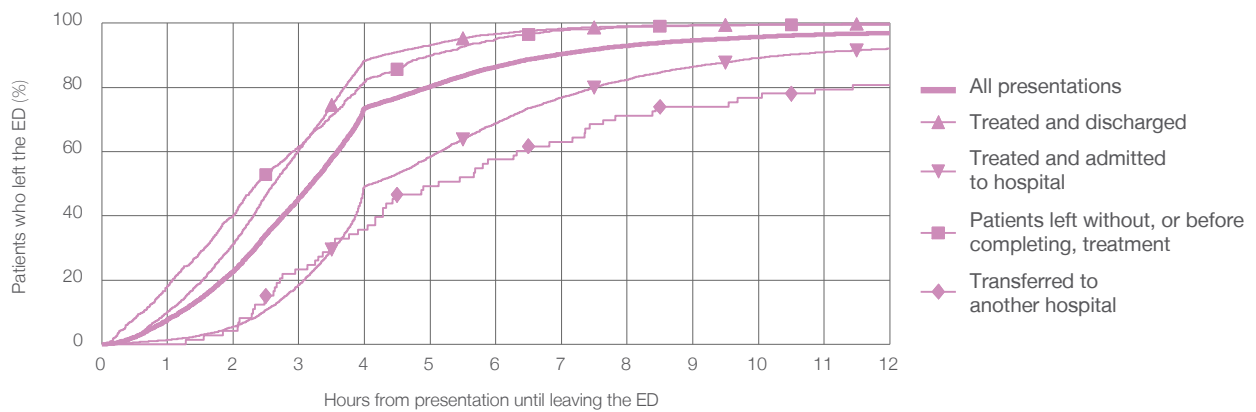
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	31.2%	60.6%	88.3%	96.7%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.3%	5.5%	18.6%	49.2%	68.8%	82.4%	89.2%	92.1%
Patient left without, or before completing, treatment	18.2%	40.2%	61.7%	81.8%	95.1%	98.9%	99.5%	99.6%
Transferred to another hospital	0%	4.1%	23.3%	35.6%	57.5%	71.2%	76.7%	80.8%
All presentations	7.7%	22.7%	45.6%	73.5%	86.4%	93.0%	95.7%	97.0%

(†) 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 spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2017

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 13,745 patients		13,519	1.7%
Presentations used to calculate time to leaving the ED: [6] 13,745 patients		13,519	1.7%
Percentage of patients who spent four hours or less in the ED	73.5%	78.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Patients who spent four hours or less in the ED (%)	45.7%	47.6%	52.1%	62.1%	74.2%	77.6%	78.5%	73.5%
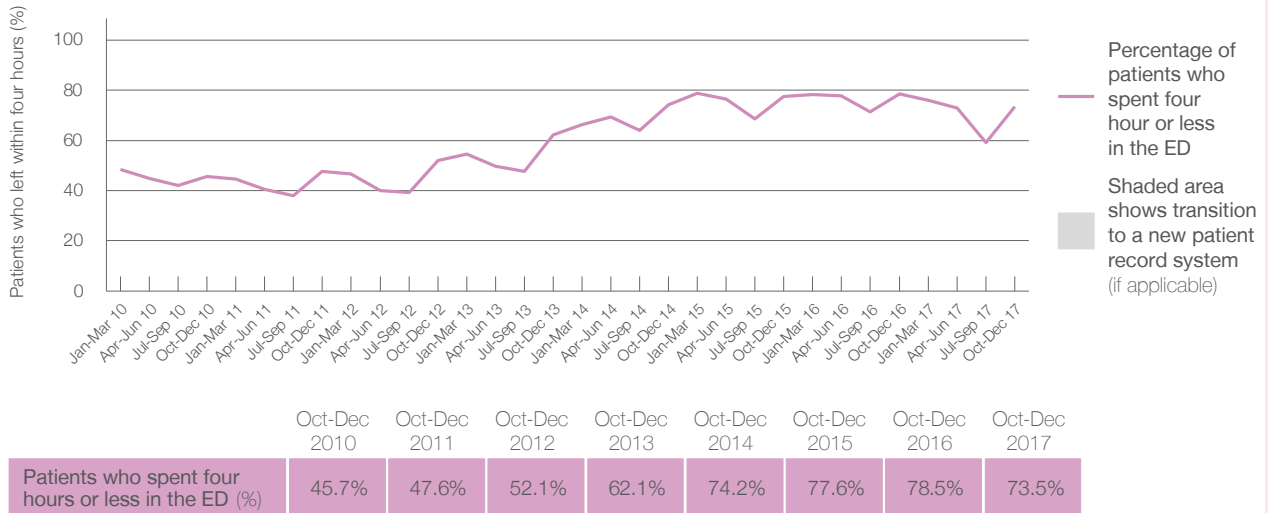
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† 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, 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 final105% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).