

Manning Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,145 patients
Emergency presentations:² 7,992 patients

Same period last year	Change since one year ago
7,808	4.3%
7,584	5.4%

Manning Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,284 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,165 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,878 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,625 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
1,333	
8 minutes	8 minutes
20 minutes	23 minutes
2,072	
19 minutes	20 minutes
75 minutes	65 minutes
2,469	
29 minutes	26 minutes
116 minutes	99 minutes
1,675	
27 minutes	23 minutes
115 minutes	103 minutes

Manning Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,145 patients

Percentage of patients who spent four hours or less in the ED 77.3%

Same period last year	Change since one year ago
7,808	4.3%
81.9%	

* 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, July to September 2016*.
- 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.

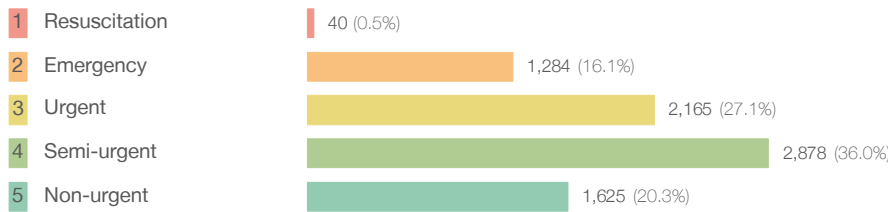
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Manning Base Hospital: Patients presenting to the emergency department October to December 2017

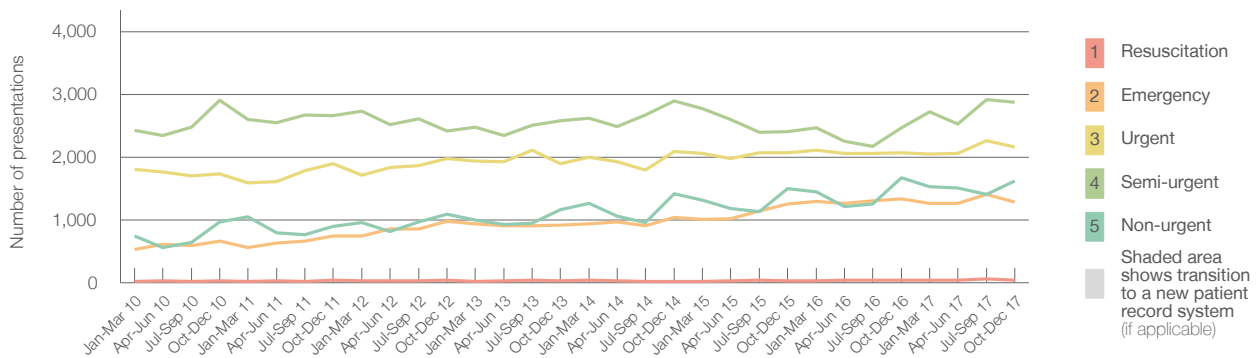
All presentations:¹ 8,145 patients

Emergency presentations² by triage category: 7,992 patients



	Same period last year	Change since one year ago
All presentations	7,808	4.3%
Emergency presentations	7,584	5.4%
1 Resuscitation	35	14.3%
2 Emergency	1,333	-3.7%
3 Urgent	2,072	4.5%
4 Semi-urgent	2,469	16.6%
5 Non-urgent	1,675	-3.0%

Emergency presentations² 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	29	35	40	32	17	34	35	40
Emergency	663	739	973	916	1,042	1,255	1,333	1,284
Urgent	1,729	1,901	1,979	1,899	2,089	2,071	2,072	2,165
Semi-urgent	2,911	2,659	2,412	2,575	2,900	2,403	2,469	2,878
Non-urgent	964	892	1,088	1,166	1,413	1,494	1,675	1,625
All emergency presentations	6,296	6,226	6,492	6,588	7,461	7,257	7,584	7,992

Manning Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,037 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,926	
ED Transfer of care time		
Median time	4 minutes	0 minutes
90th percentile time	16 minutes	5 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.

Manning Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,284

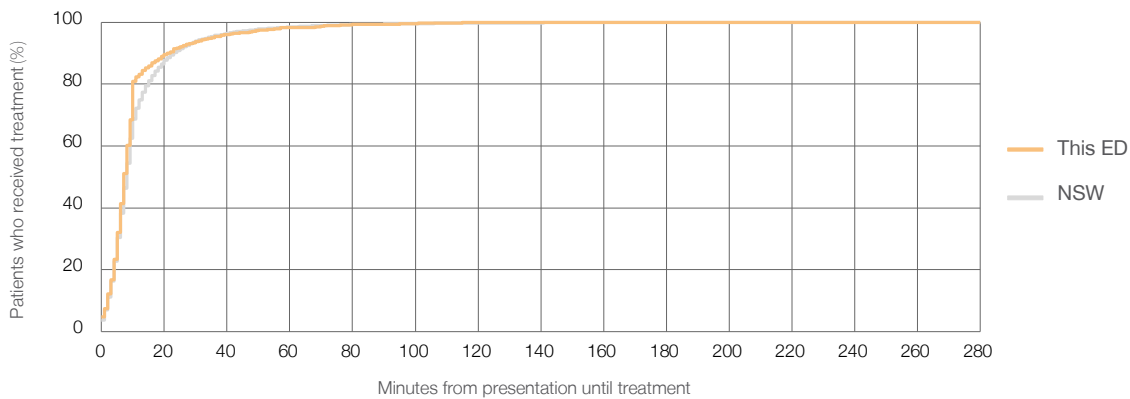
Number of triage 2 patients used to calculate waiting time:³ 1,274

Median time to start treatment⁴ 7 minutes

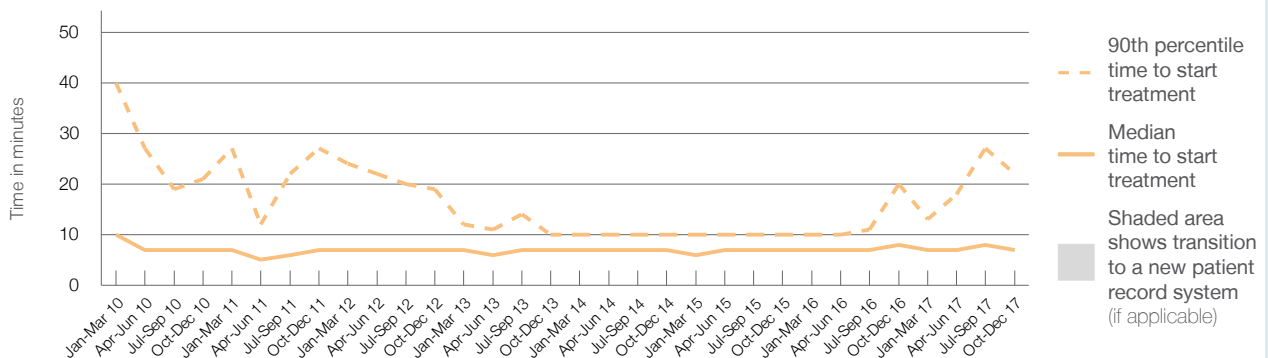
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,333	1,325
8 minutes	8 minutes
20 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^{†‡}



	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	7	7	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)	21	27	19	10	10	10	20	22

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Manning Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,165

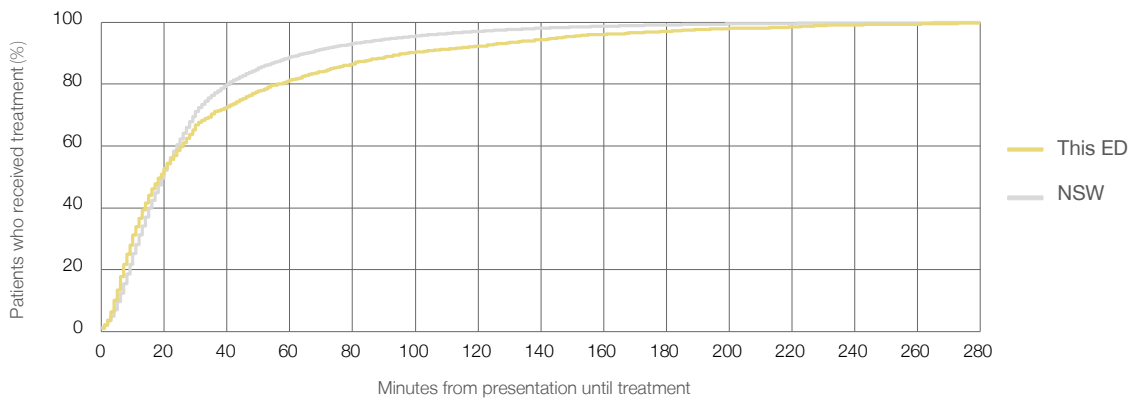
Number of triage 3 patients used to calculate waiting time:³ 2,117

Median time to start treatment⁴ 19 minutes

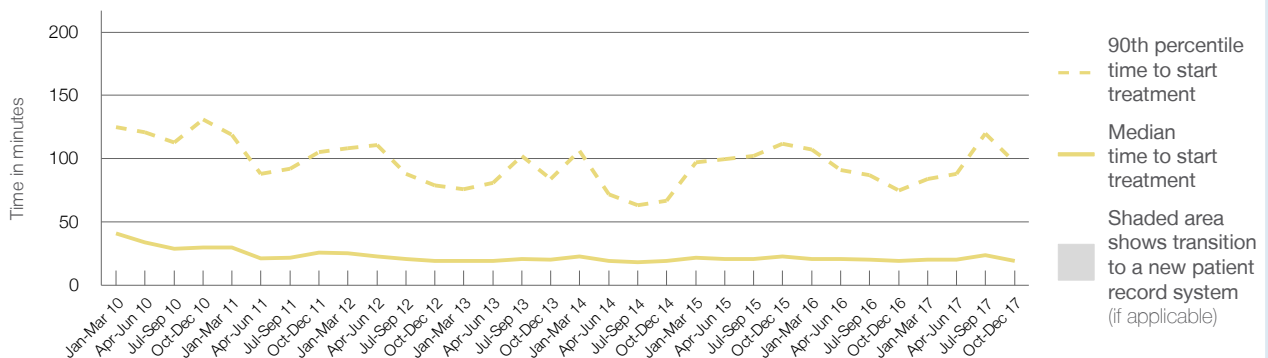
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,072	2,034
19 minutes	20 minutes
75 minutes	65 minutes

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



Time patients waited to start treatment (minutes) for triage 3 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)	30	26	19	20	19	23	19	19
90th percentile time to start treatment ⁵ (minutes)	131	105	79	84	67	112	75	97

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Manning Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,878

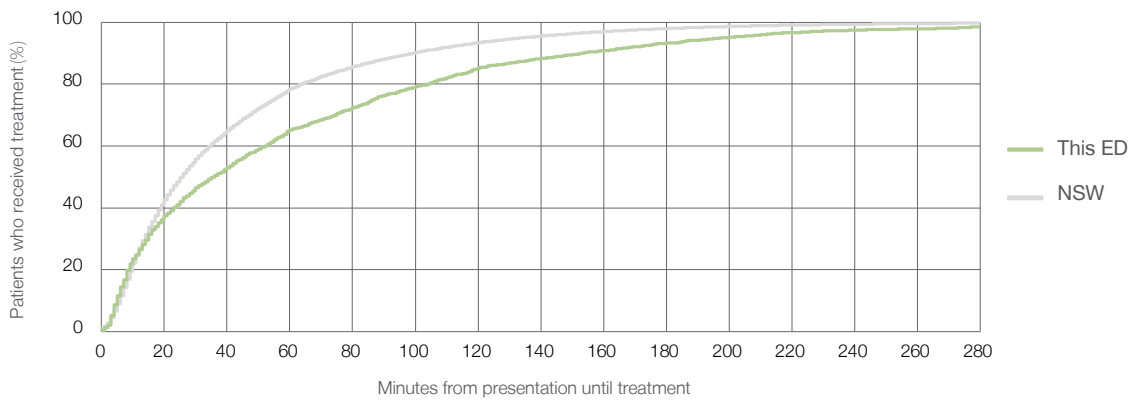
Number of triage 4 patients used to calculate waiting time:³ 2,682

Median time to start treatment⁴ 36 minutes

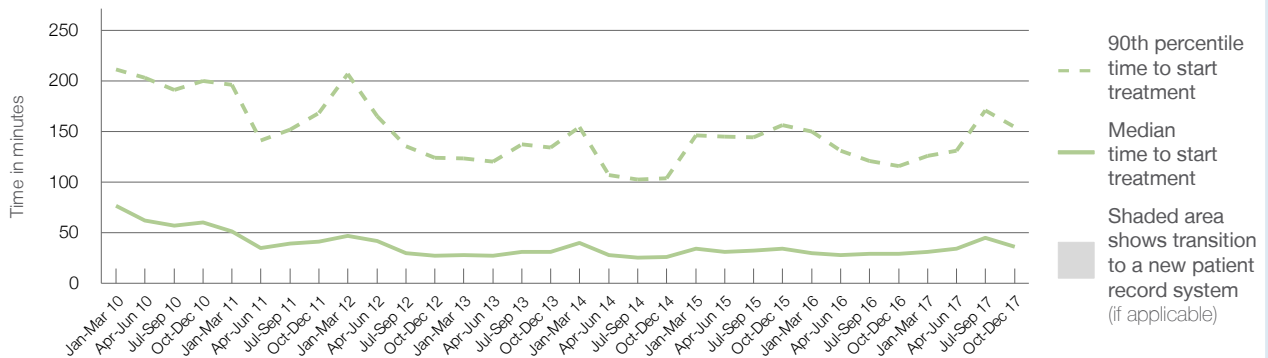
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,469	2,336
29 minutes	26 minutes
116 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)	60	41	27	31	26	34	29	36
90th percentile time to start treatment ⁵ (minutes)	200	168	124	134	104	156	116	154

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Manning Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,625

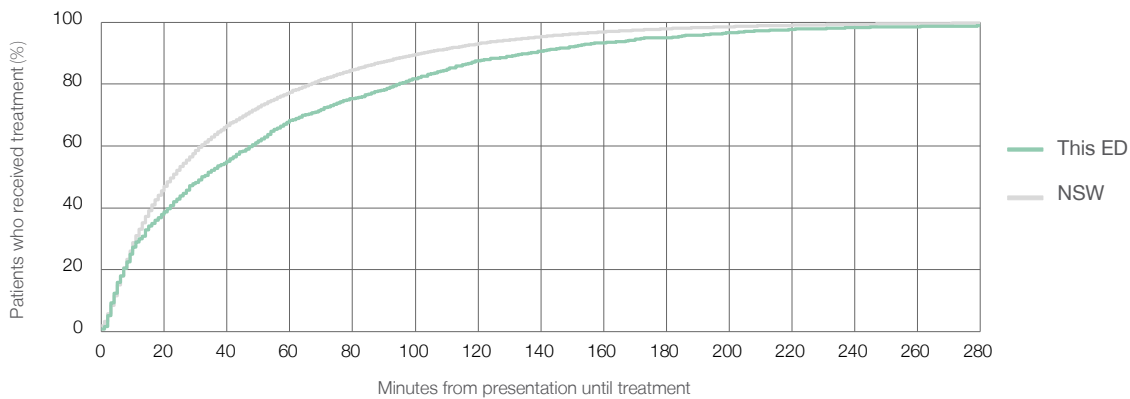
Number of triage 5 patients used to calculate waiting time:³ 1,460

Median time to start treatment⁴ 32 minutes

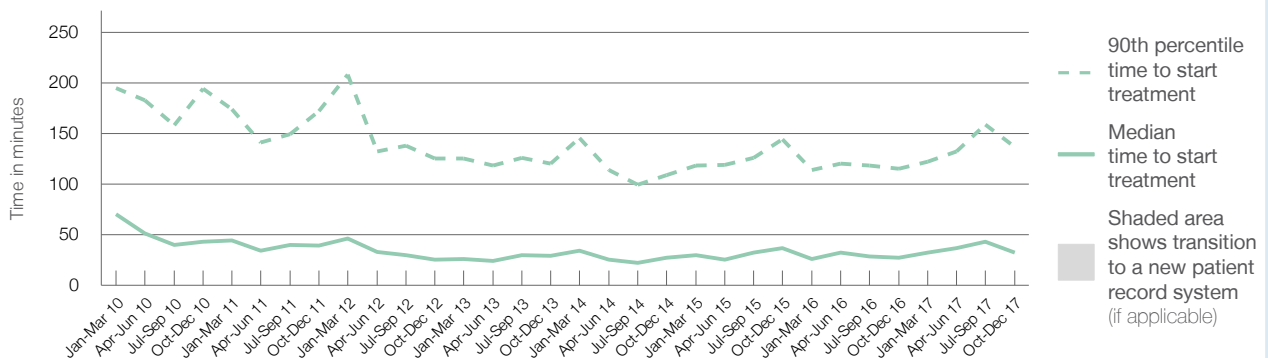
90th percentile time to start treatment⁵ 137 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,675	1,522
Median time to start treatment ⁴	27 minutes	23 minutes
90th percentile time to start treatment ⁵	115 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)	43	39	25	29	27	37	27	32
90th percentile time to start treatment ⁵ (minutes)	194	172	125	120	109	144	115	137

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Manning Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,145 patients

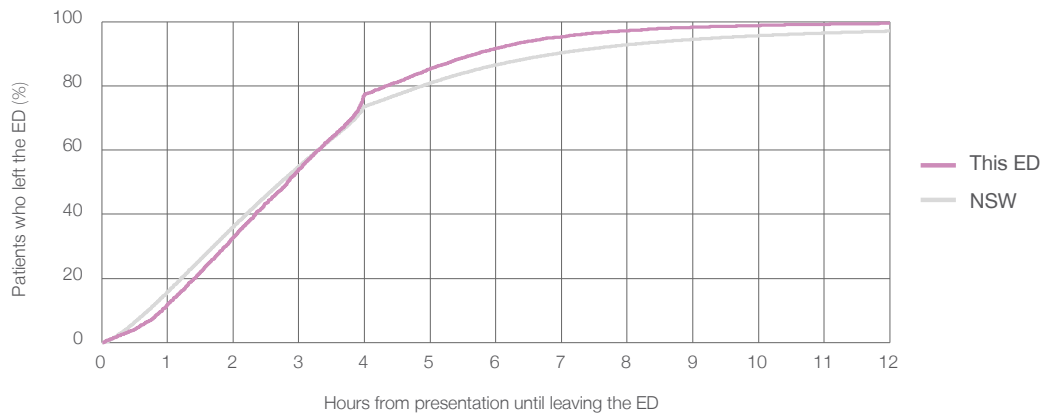
Presentations used to calculate time to leaving the ED:⁶ 8,145 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

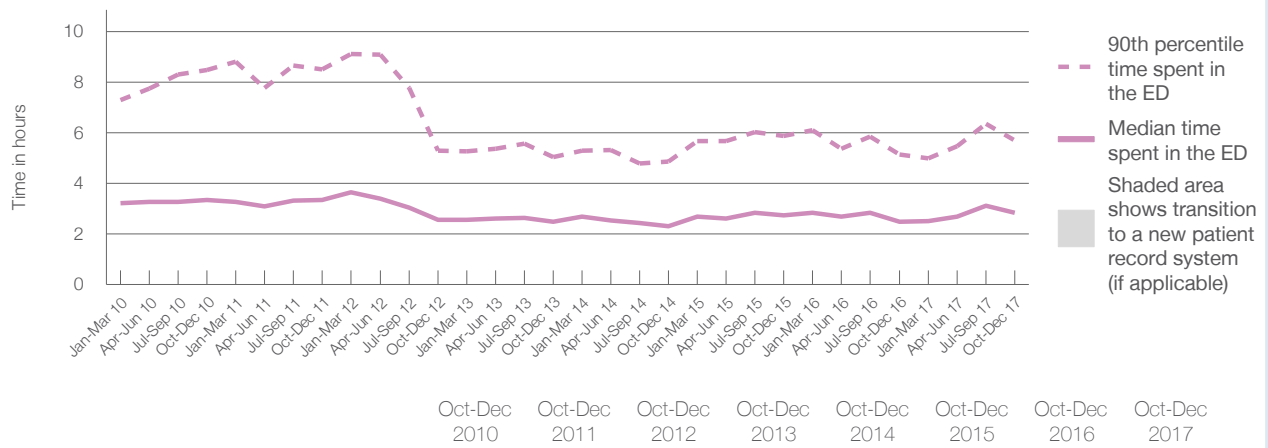
90th percentile time spent in the ED⁹ 5 hours and 42 minutes

Same period last year	NSW (this period)
7,808	7,808
2 hours and 29 minutes	2 hours and 44 minutes
5 hours and 8 minutes	6 hours and 55 minutes

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



Time patients spent in the ED, 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
Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 29m	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m	5h 42m

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Manning Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

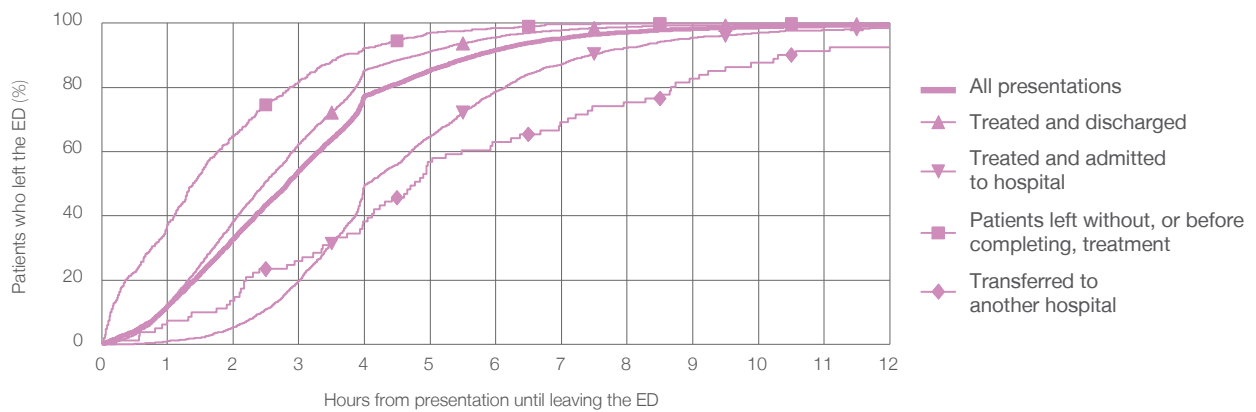
All presentations:¹ 8,145 patients

Presentations used to calculate time to leaving the ED:⁶ 8,145 patients

Treated and discharged	5,497 (67.5%)
Treated and admitted to hospital	1,853 (22.8%)
Patient left without, or before completing, treatment	658 (8.1%)
Transferred to another hospital	81 (1.0%)
Other	56 (0.7%)

Same period last year	Change since one year ago
7,808	4.3%
5,212	5.5%
1,957	-5.3%
525	25.3%
66	22.7%
48	16.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	12.4%	38.3%	62.4%	85.4%	95.6%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.9%	5.3%	19.8%	49.5%	78.8%	92.3%	97.0%	98.6%
Patient left without, or before completing, treatment	37.2%	64.9%	81.8%	92.4%	98.5%	99.8%	99.8%	99.8%
Transferred to another hospital	7.4%	13.6%	25.9%	38.3%	63.0%	75.3%	87.7%	92.6%
All presentations	12.0%	32.9%	54.0%	77.3%	91.7%	97.2%	98.8%	99.5%

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Manning Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 8,145 patients

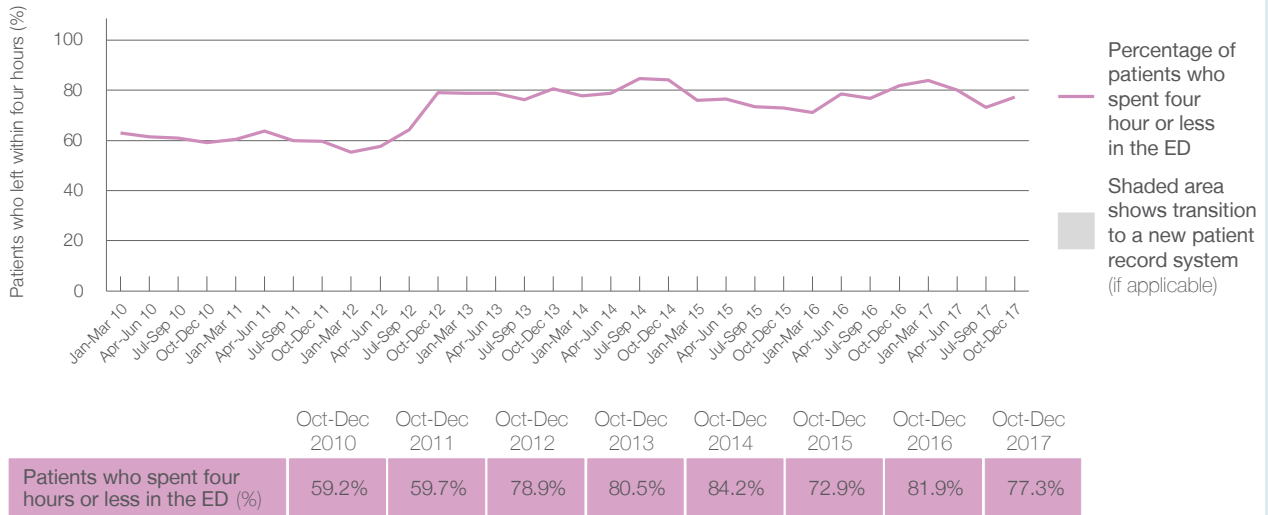
Presentations used to calculate time to leaving the ED: ⁶ 8,145 patients

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	7,808	4.3%
Presentations used to calculate time to leaving the ED	7,808	4.3%
Percentage of patients who spent four hours or less in the ED	81.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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).
- All presentations 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, July to September 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).