

**Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018**

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

**Manly Hospital: Emergency department (ED) overview**

October to December 2018

All presentations:<sup>1</sup> 1,877 patients  
 Emergency presentations:<sup>2</sup> 1,865 patients

Same period last year    Change since one year ago

Not applicable

**Manly Hospital: Time from presentation to treatment<sup>3</sup>**

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 304 patients

Median time to start treatment<sup>4</sup>    6 minutes  
 90th percentile time to start treatment<sup>5</sup>    10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 678 patients

Median time to start treatment<sup>4</sup>    11 minutes  
 90th percentile time to start treatment<sup>5</sup>    29 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 746 patients

Median time to start treatment<sup>4</sup>    12 minutes  
 90th percentile time to start treatment<sup>5</sup>    55 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 103 patients

Median time to start treatment<sup>4</sup>    8 minutes  
 90th percentile time to start treatment<sup>5</sup>    64 minutes

Same period last year    NSW (this period)

Not applicable

**Manly Hospital: Time from presentation until leaving the ED**

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,877 patients

Percentage of patients who spent four hours or less in the ED    84%

Same period last year    Change since one year ago

Not applicable

More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

\* 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: October to December 2018*.
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 22 January 2019).

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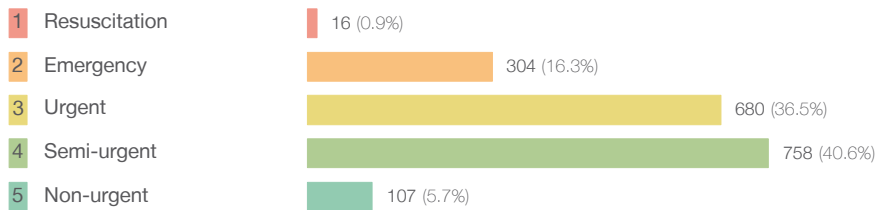
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### Manly Hospital: Patients presenting to the emergency department

October to December 2018

All presentations:<sup>1</sup> 1,877 patients

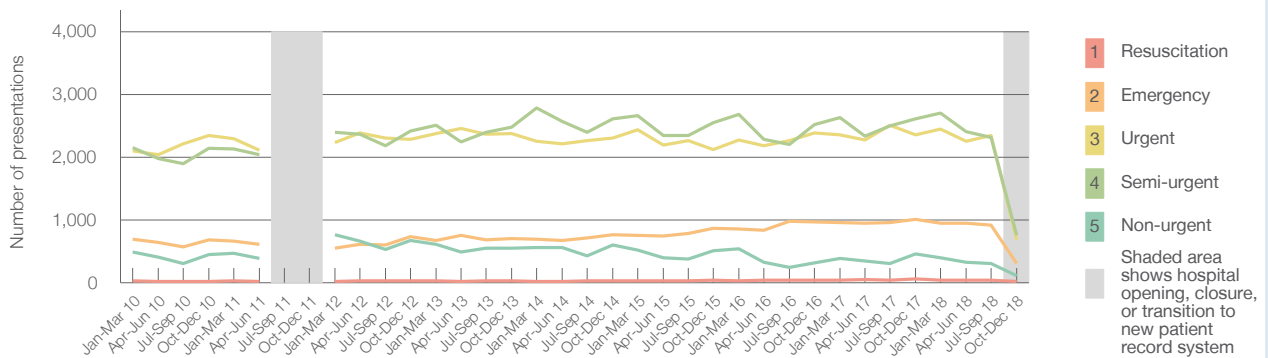
Emergency presentations<sup>2</sup> by triage category: 1,865 patients



Same period last year Change since one year ago

Not applicable

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 † ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18		31	29	33	43	39	58	16
Emergency	686		729	700	763	867	963	1,006	304
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,357	680
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,607	758
Non-urgent	445		672	549	603	512	312	459	107
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,487	1,865

### Manly Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 433 patients

ED Transfer of care time



Same period last year Change since one year ago

Not applicable

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**Manly Hospital: Time patients waited to start treatment, triage 2**

October to December 2018

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

Number of triage 2 patients: 304

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 304

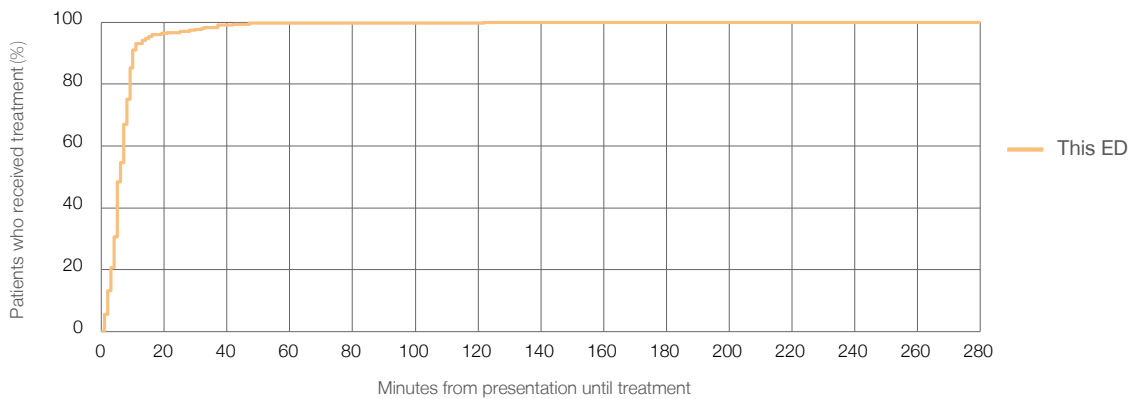
Median time to start treatment<sup>4</sup>  6 minutes

90th percentile time to start treatment<sup>5</sup>  10 minutes

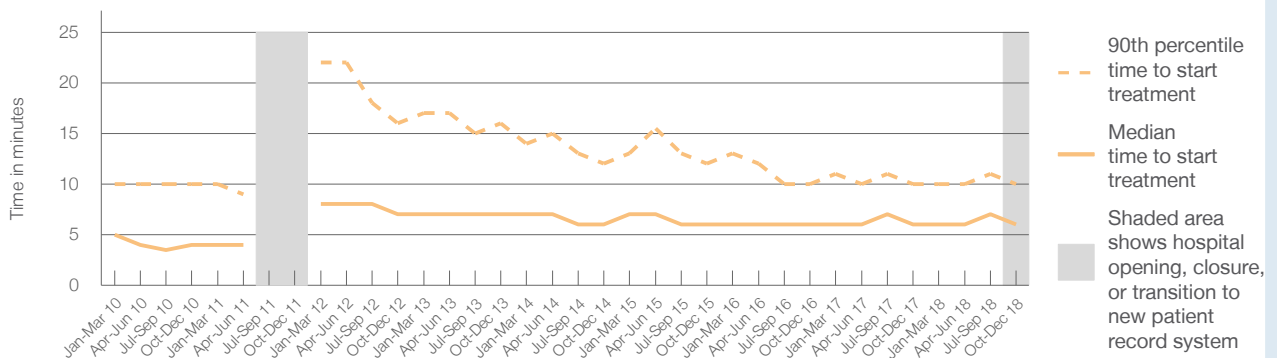
Same period last year (this period) NSW (this period)

Not applicable

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	4		7	7	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10		16	16	12	12	10	10	10

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**Manly Hospital: Time patients waited to start treatment, triage 3**

October to December 2018

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

Number of triage 3 patients: 680

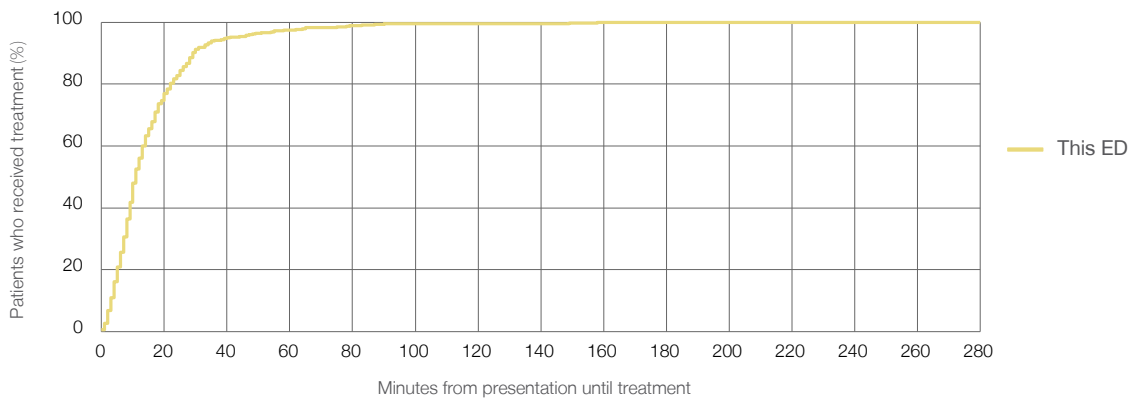
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 678

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 29 minutes

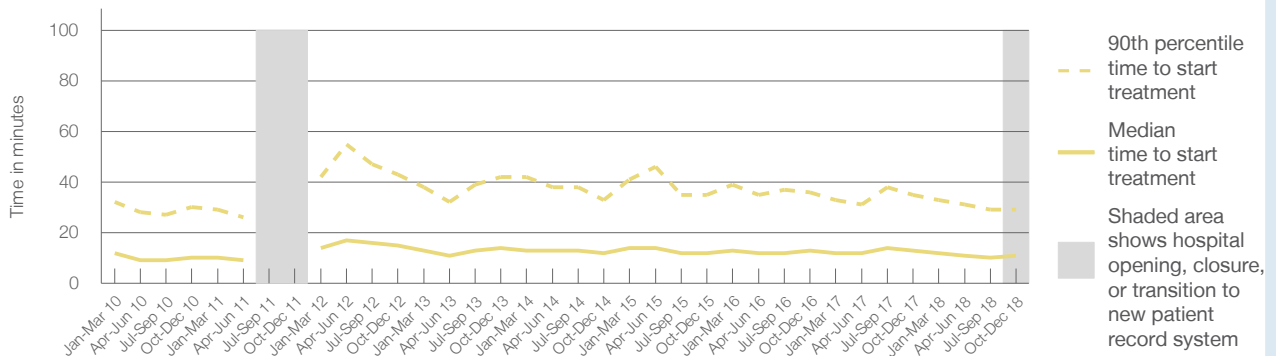
Same period last year (this period) NSW (this period)

Not applicable

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	10		15	14	12	12	13	13	11
90th percentile time to start treatment <sup>5</sup> (minutes)	30		43	42	33	35	36	35	29

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**Manly Hospital: Time patients waited to start treatment, triage 4**

October to December 2018

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

Number of triage 4 patients: 758

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 746

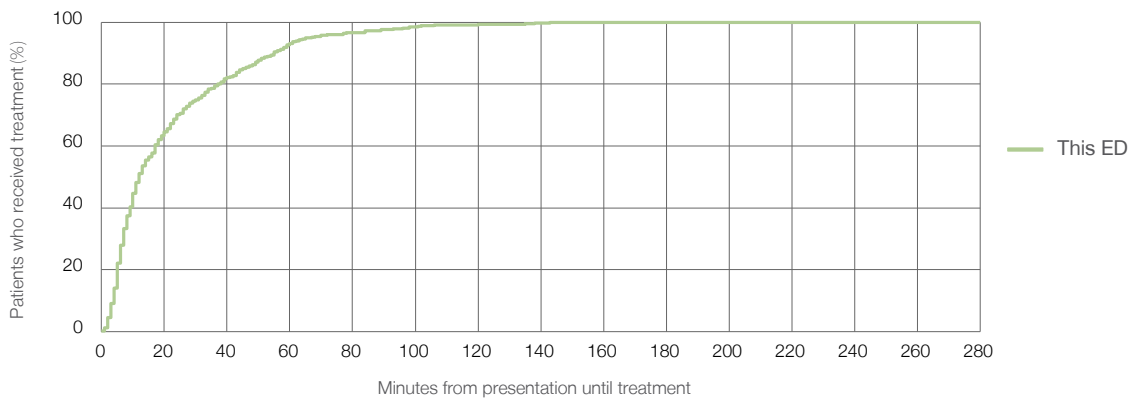
Median time to start treatment<sup>4</sup>  12 minutes

90th percentile time to start treatment<sup>5</sup>  55 minutes

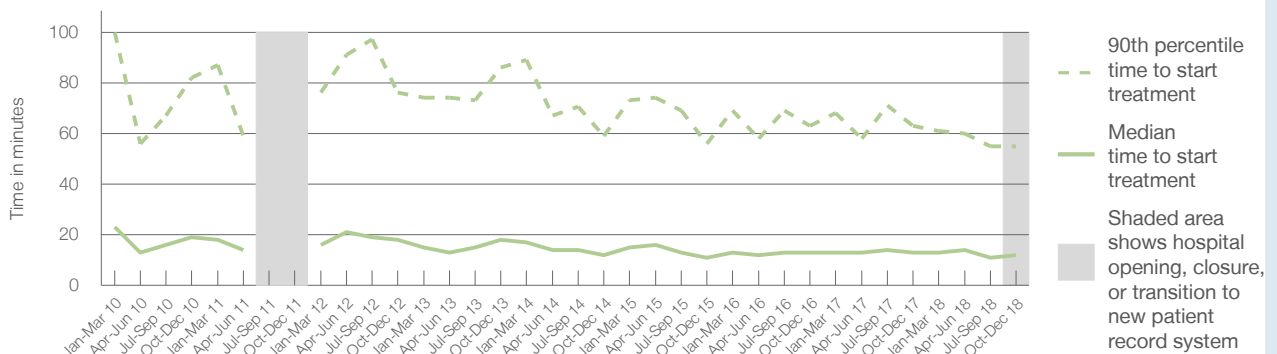
Same period last year (this period) NSW (this period)

Not applicable

**Percentage of triage 4 patients who received treatment by time, October to December 2018**



**Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>**



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	19		18	18	12	11	13	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)	82		76	86	59	56	63	63	55

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### Manly Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 107

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 103

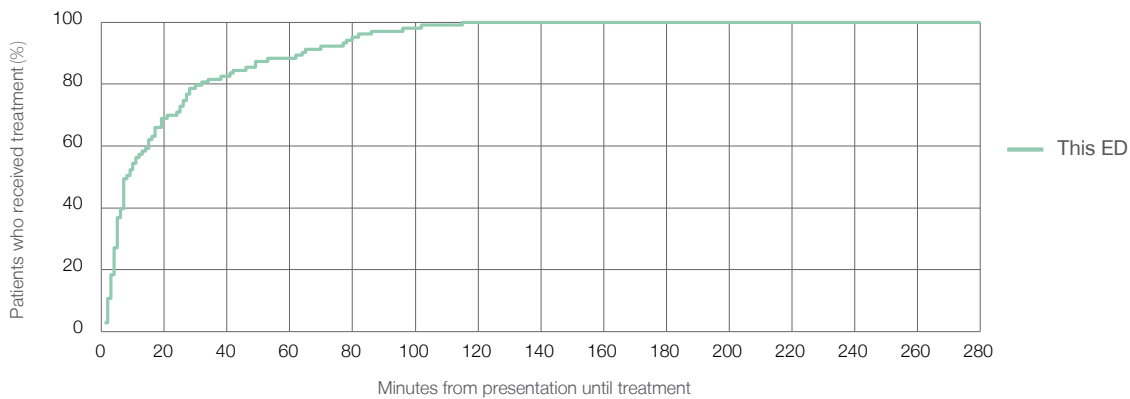
Median time to start treatment<sup>4</sup> 8 minutes

90th percentile time to start treatment<sup>5</sup> 64 minutes

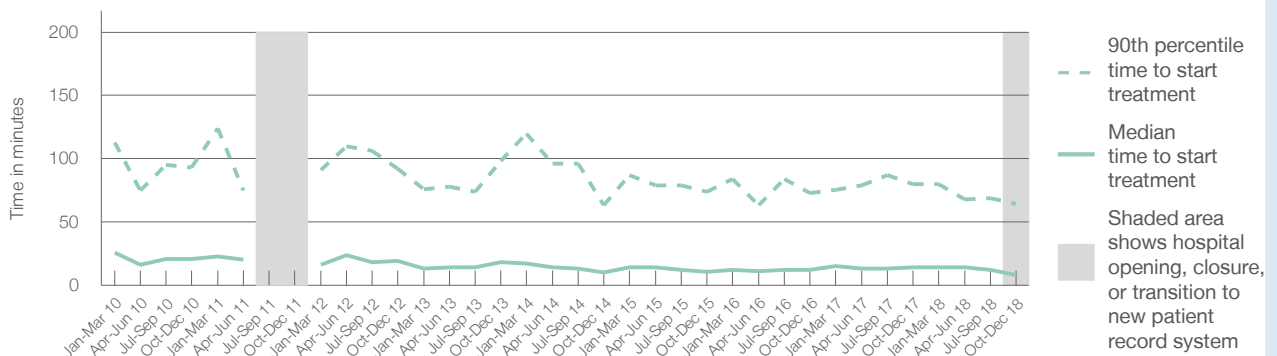
Same period last year (this period) NSW (this period)

Not applicable

#### Percentage of triage 5 patients who received treatment by time, October to December 2018



#### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	21		19	18	10	11	12	14	8
90th percentile time to start treatment <sup>5</sup> (minutes)	93		92	98	63	74	73	80	64

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### Manly Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 1,877 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,877 patients

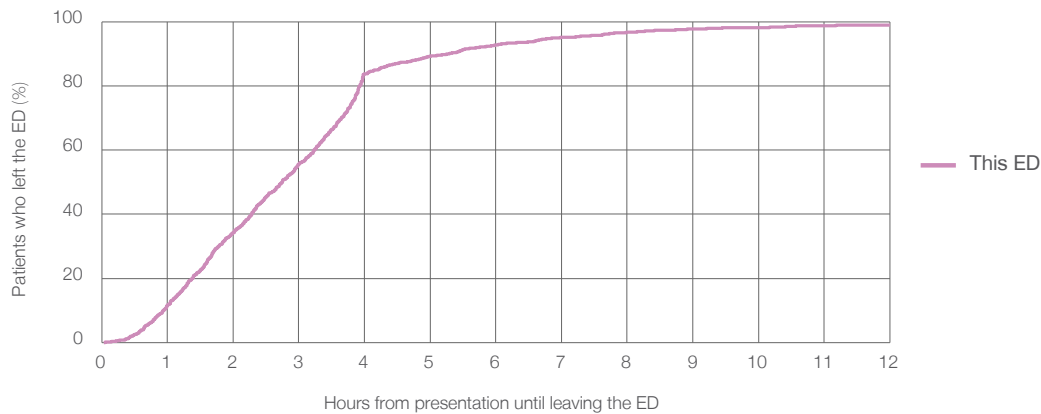
Median time spent in the ED<sup>8</sup> 2 hours and 45 minutes

90th percentile time spent in the ED<sup>9</sup> 5 hours and 17 minutes

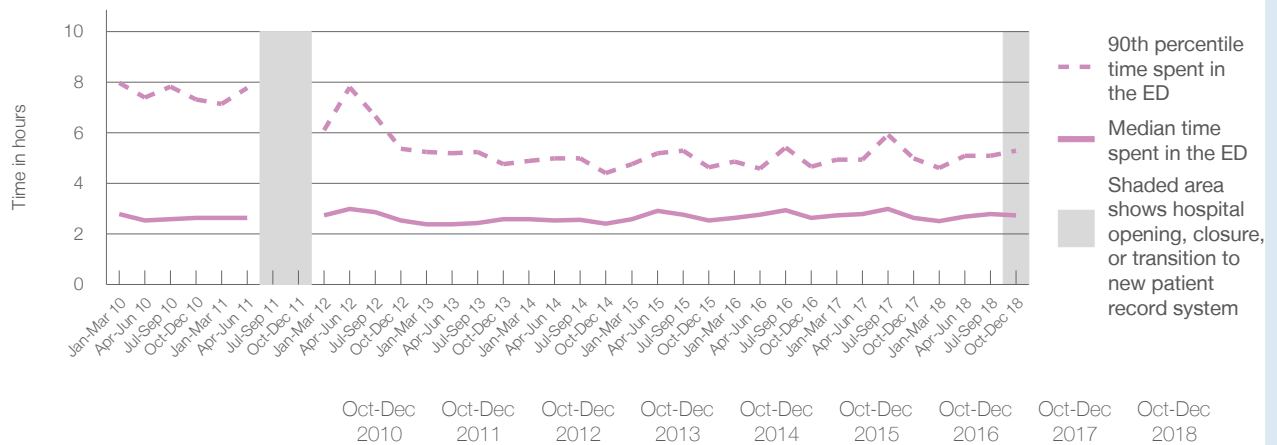
Same period last year  
NSW (this period)

Not applicable

#### Percentage of patients who left the ED by time, October to December 2018



#### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 39m		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m	2h 39m	2h 45m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 19m		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m	4h 59m	5h 17m

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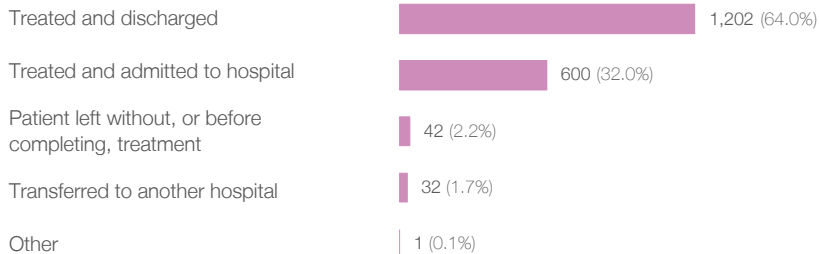
### Manly Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:<sup>1</sup> 1,877 patients

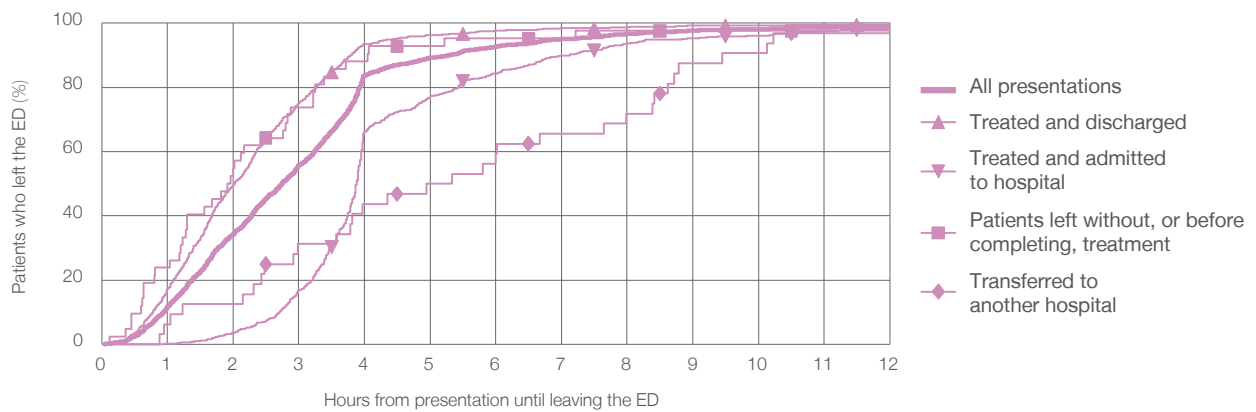
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,877 patients



Same period last year Change since one year ago

Not applicable

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



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

Treated and discharged	17.4%	49.7%	75.2%	93.4%	97.8%	98.8%	99.3%	99.6%
Treated and admitted to hospital	0.2%	3.5%	16.8%	66.2%	84.3%	93.7%	96.2%	97.8%
Patient left without, or before completing, treatment	23.8%	54.8%	73.8%	88.1%	95.2%	97.6%	97.6%	97.6%
Transferred to another hospital	6.3%	12.5%	31.3%	43.8%	59.4%	71.9%	90.6%	96.9%
All presentations	11.8%	34.4%	55.7%	83.7%	92.8%	96.6%	98.1%	98.9%

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**Manly Hospital: Time spent in the ED**

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

October to December 2018

All presentations at the emergency department: <sup>1</sup> 1,877 patients

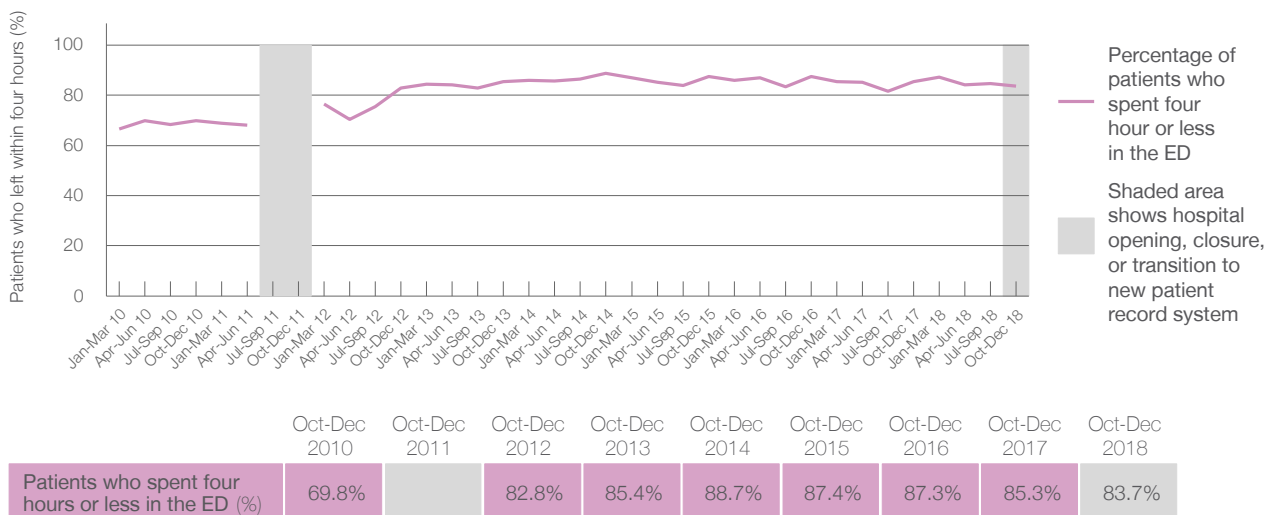
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,877 patients

Percentage of patients who spent four hours or less in the ED  83.7%

Same period last year    Change since one year ago

Not applicable

**Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†§</sup>**



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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: October to December 2018*.
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 10% 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).