

## Manly Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 5,999 patients  
Emergency presentations:<sup>2</sup> 5,965 patients

Same period last year	Change since one year ago
6,031	-1%
5,958	0%

## Manly Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 948 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): 2,250 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,403 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 321 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
948	
6 minutes	8 minutes
10 minutes	24 minutes
2,278	
12 minutes	19 minutes
31 minutes	63 minutes
2,337	
13 minutes	24 minutes
58 minutes	95 minutes
350	
13 minutes	21 minutes
79 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,999 patients

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

Same period last year	Change since one year ago
6,031	-1%
85%	

\* 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 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.

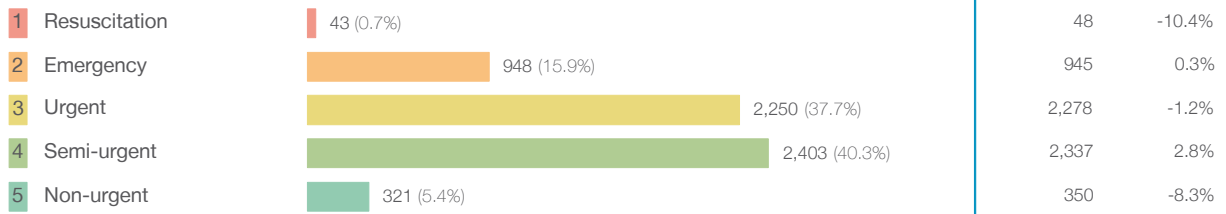
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Manly Hospital: Patients presenting to the emergency department

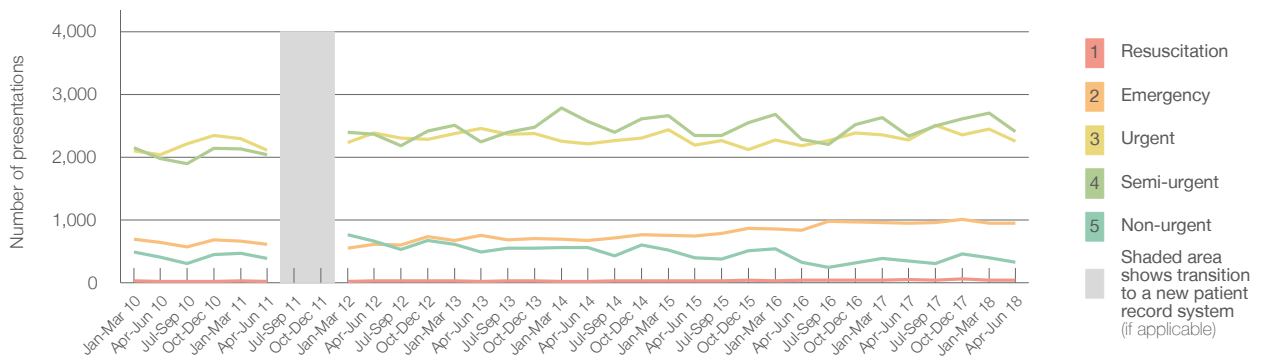
April to June 2018

All presentations:<sup>1</sup> 5,999 patients

Emergency presentations<sup>2</sup> by triage category: 5,965 patients



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	20	21	32	15	21	28	35	48	43
Emergency	638	610	609	754	670	742	834	945	948
Urgent	2,038	2,109	2,390	2,454	2,216	2,196	2,184	2,278	2,250
Semi-urgent	1,975	2,041	2,361	2,239	2,571	2,347	2,279	2,337	2,403
Non-urgent	411	386	662	489	556	401	328	350	321
All emergency presentations	5,082	5,167	6,054	5,951	6,034	5,714	5,660	5,958	5,965

## Manly Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,369 patients

ED Transfer of care time



(†) 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.

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

April to June 2018

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

Number of triage 2 patients: 948

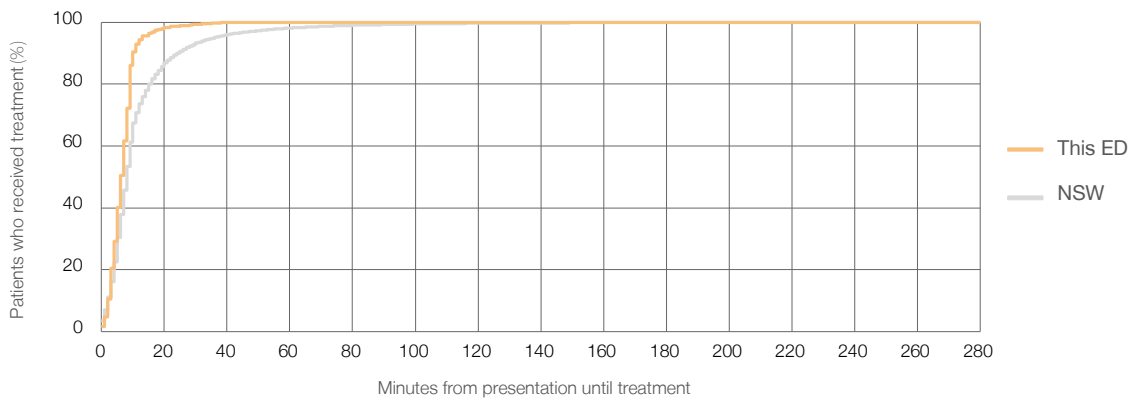
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 946

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

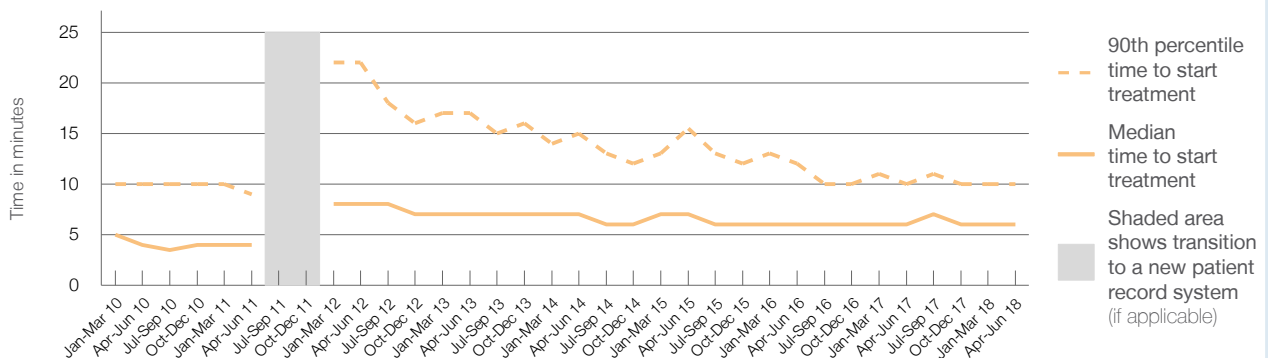
90th percentile time to start treatment<sup>5</sup>  10 minutes

Same period last year	NSW (this period)
945	945
6 minutes	8 minutes
10 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	8	7	7	7	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	22	17	15	16	12	10	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

April to June 2018

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

Number of triage 3 patients: 2,250

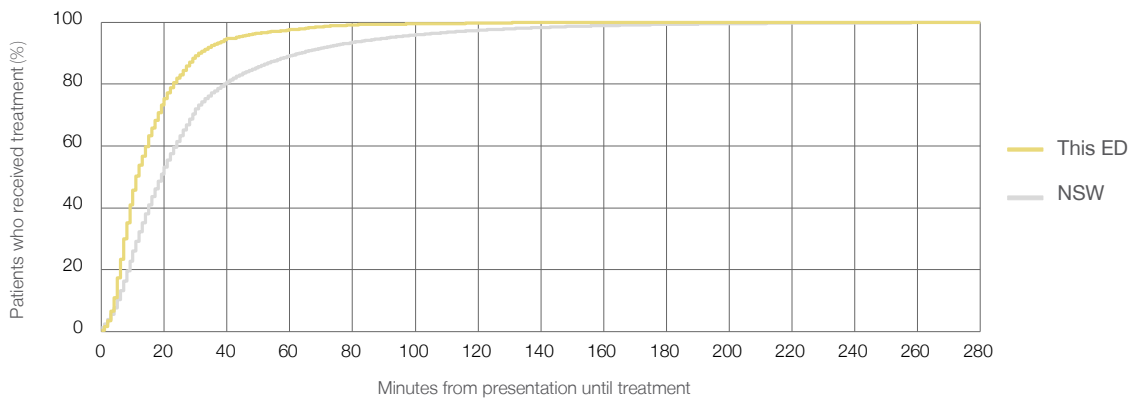
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,240

Median time to start treatment<sup>4</sup>  11 minutes

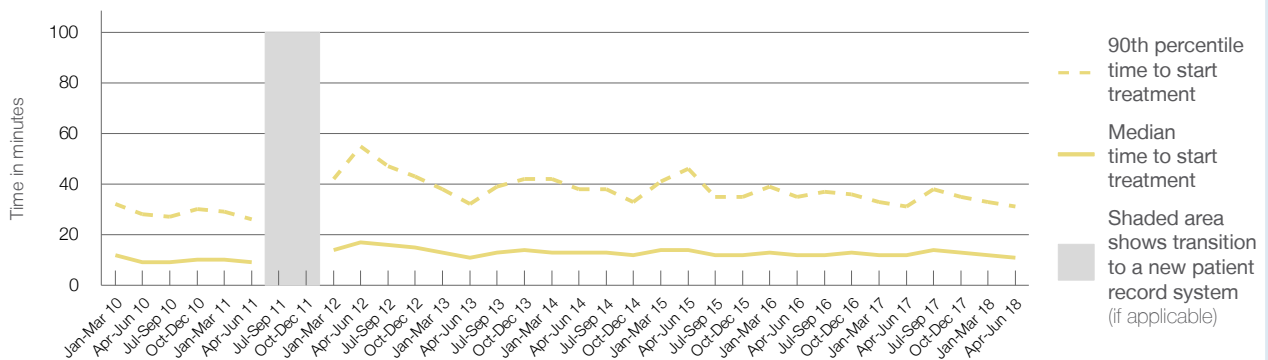
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
2,278	
2,274	
12 minutes	19 minutes
31 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	17	11	13	14	12	12	11
90th percentile time to start treatment <sup>5</sup> (minutes)	28	26	55	32	38	46	35	31	31

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

April to June 2018

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

Number of triage 4 patients: 2,403

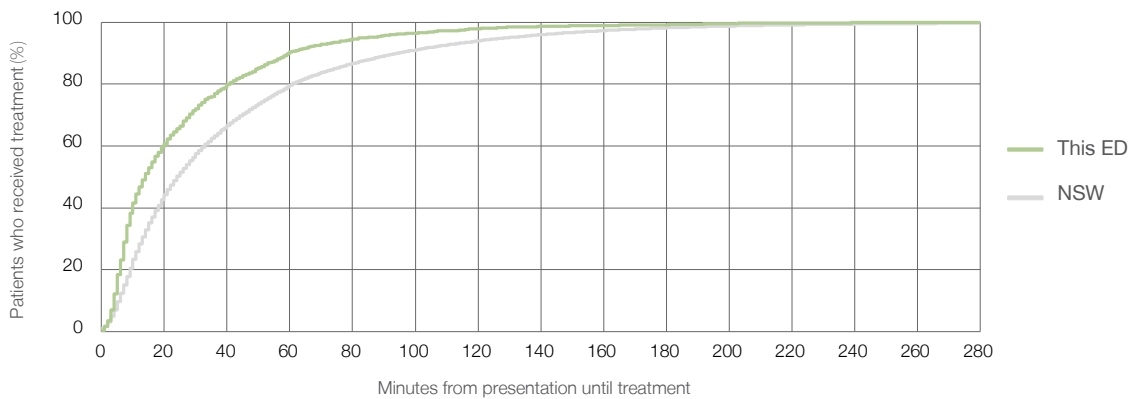
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,361

Median time to start treatment<sup>4</sup>  14 minutes

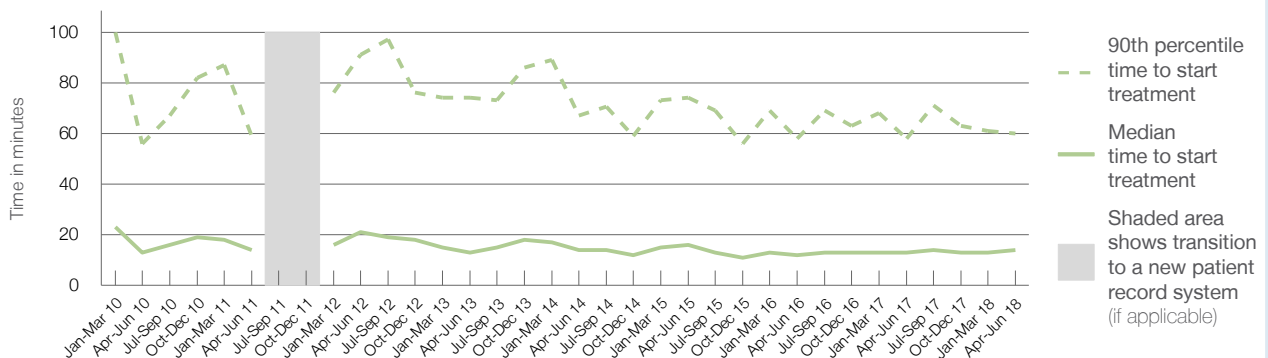
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
2,337	
2,311	
13 minutes	24 minutes
58 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	13	14	21	13	14	16	12	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	56	59	91	74	67	74	58	58	60

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

April to June 2018

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

Number of triage 5 patients: 321

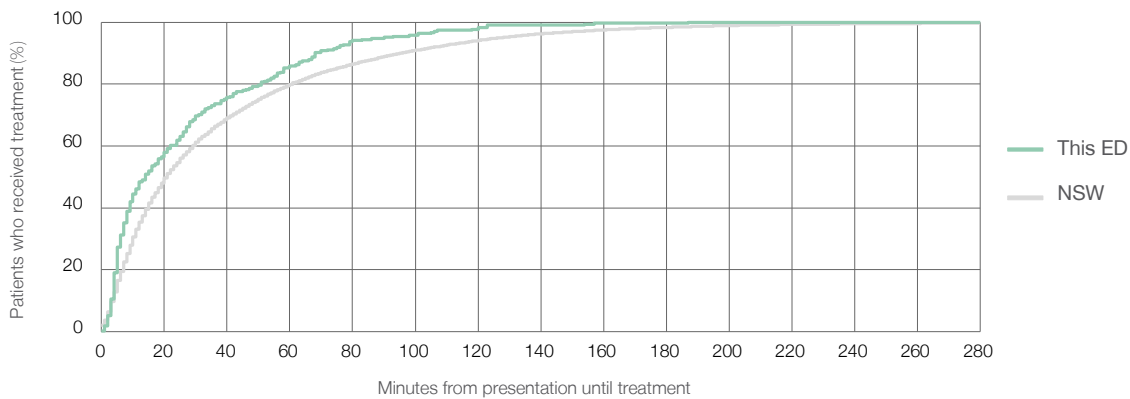
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 304

Median time to start treatment<sup>4</sup> 14 minutes

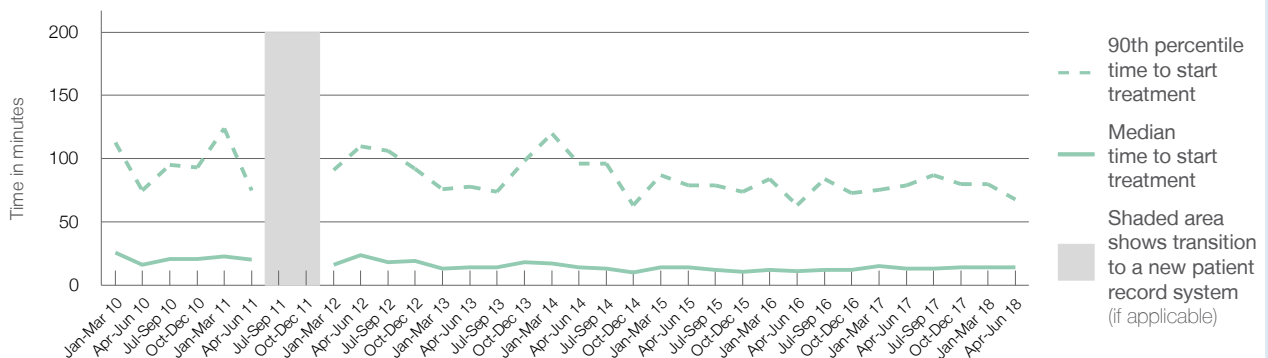
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
350	338
13 minutes	21 minutes
79 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	20	24	14	14	14	11	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	75	75	110	78	96	79	63	79	68

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## Manly Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 5,999 patients

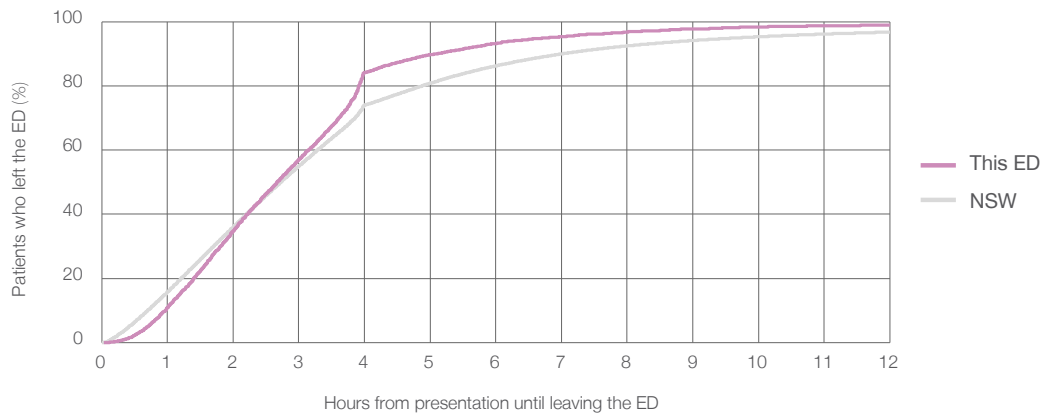
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,999 patients

Median time spent in the ED<sup>8</sup>  2 hours and 41 minutes

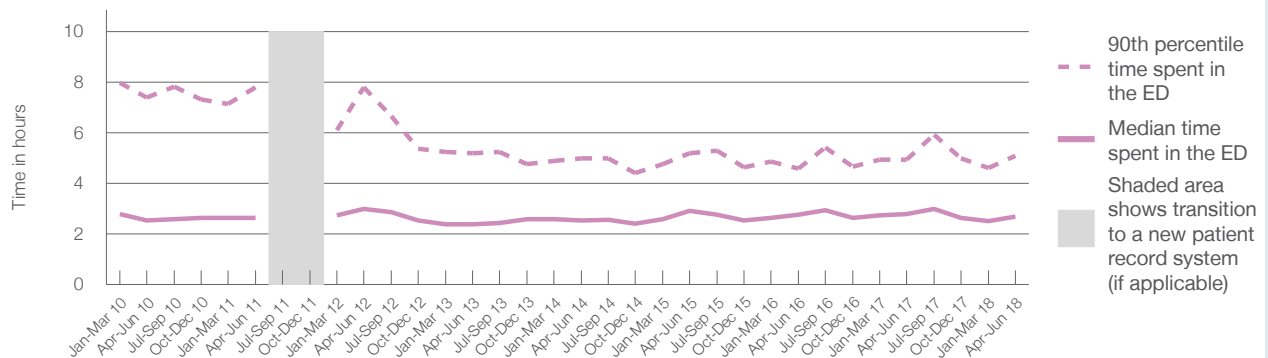
90th percentile time spent in the ED<sup>9</sup>  5 hours and 6 minutes

Same period last year	NSW (this period)
6,031	6,031
2 hours and 48 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 32m	2h 39m	3h 0m	2h 24m	2h 33m	2h 55m	2h 46m	2h 48m	2h 41m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 23m	7h 48m	7h 48m	5h 12m	5h 0m	5h 11m	4h 35m	4h 57m	5h 6m

(†) 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.

**Manly Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

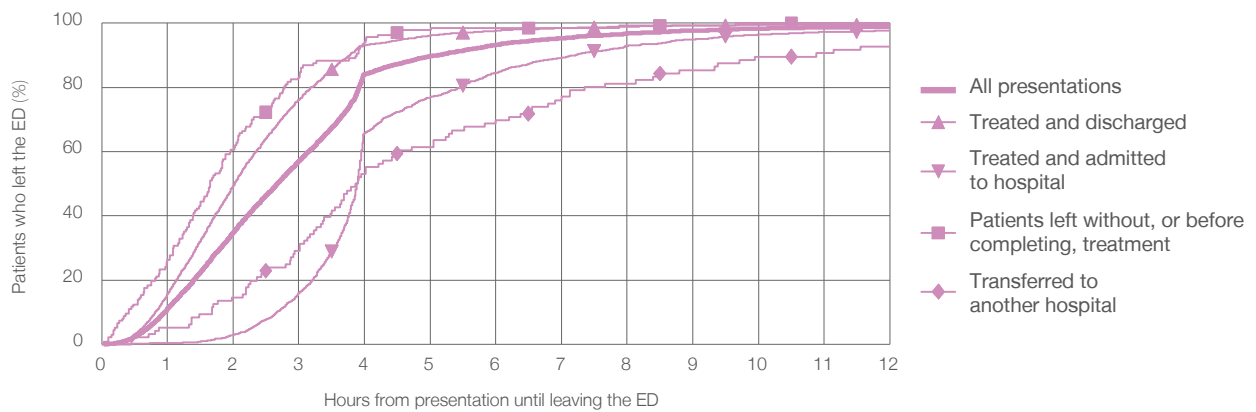
All presentations:<sup>1</sup> 5,999 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,999 patients

Treated and discharged	3,922 (65.4%)
Treated and admitted to hospital	1,841 (30.7%)
Patient left without, or before completing, treatment	137 (2.3%)
Transferred to another hospital	96 (1.6%)
Other	3 (0.1%)

Same period last year	Change since one year ago
6,031	-1%
3,893	0.7%
1,931	-4.7%
107	28.0%
98	-2.0%
2	50.0%

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



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

Treated and discharged	15.7%	49.5%	76.2%	93.1%	97.7%	98.9%	99.4%	99.6%
Treated and admitted to hospital	0.4%	3.0%	16.0%	65.7%	84.6%	93.0%	96.4%	97.8%
Patient left without, or before completing, treatment	26.3%	60.6%	83.2%	94.2%	98.5%	99.3%	100%	100%
Transferred to another hospital	5.2%	14.6%	29.2%	53.1%	69.8%	81.3%	89.6%	92.7%
All presentations	11.1%	34.9%	57.1%	84.1%	93.2%	96.8%	98.4%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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**Manly Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 5,999 patients

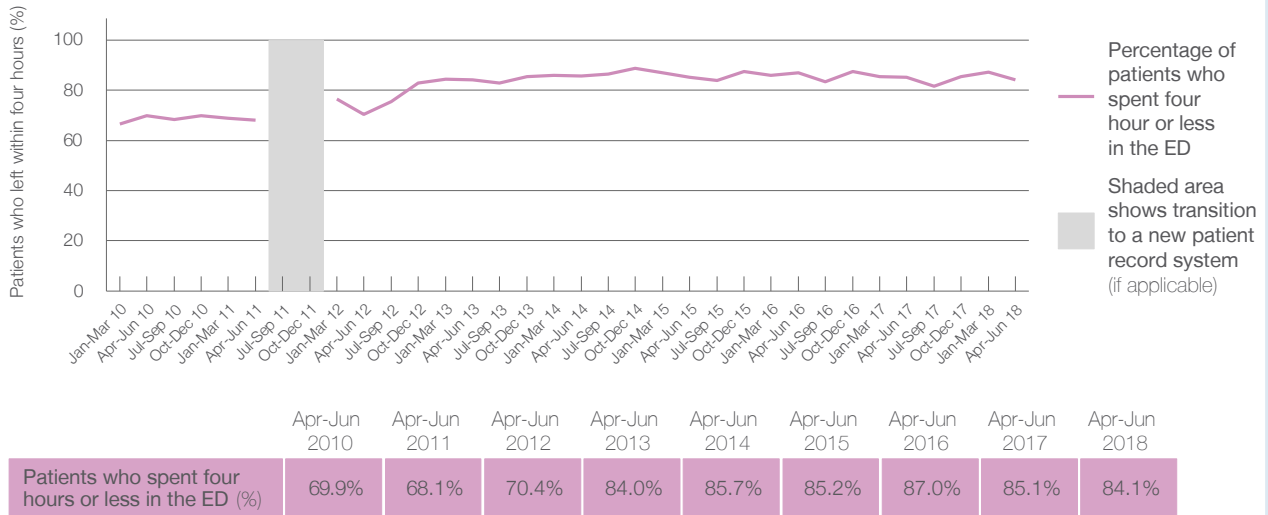
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,999 patients

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	6,031	-1%
Presentations used to calculate time to leaving the ED	6,031	-1%
Percentage of patients who spent four hours or less in the ED	85.1%	

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



\* 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*.

- 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, January to March 2018*.
- 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).