

Manning Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 7,877 patients
Emergency presentations:² 7,711 patients

Same period last year	Change since one year ago
7,616	3%
7,394	4%

Manning Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,311 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,360 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,793 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,221 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
1,267	
7 minutes	8 minutes
18 minutes	24 minutes
2,057	
20 minutes	19 minutes
88 minutes	63 minutes
2,523	
34 minutes	24 minutes
131 minutes	95 minutes
1,504	
37 minutes	21 minutes
132 minutes	96 minutes

Manning Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,877 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
7,616	3%
80%	

* 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, January to March 2018*.
- 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 18 July 2018).

Manning Hospital: Patients presenting to the emergency department

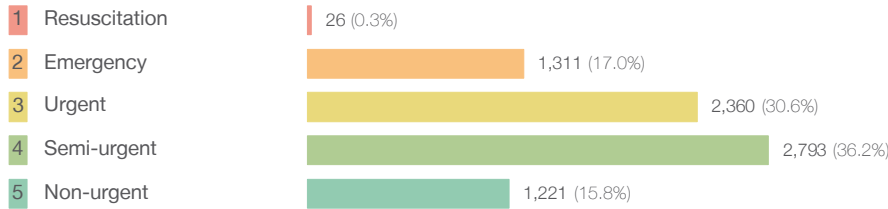
April to June 2018

All presentations:¹ 7,877 patients

Same period last year	Change since one year ago
7,616	3%

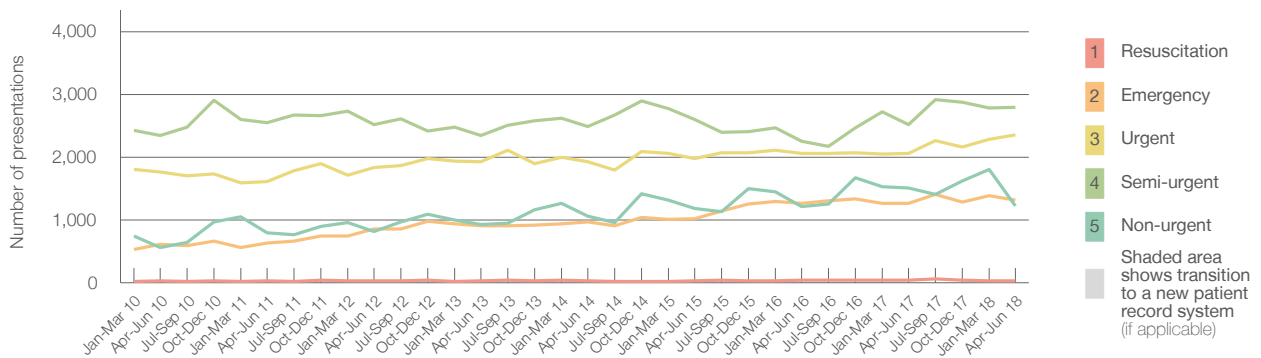
Emergency presentations² by triage category: 7,711 patients

Same period last year	Change since one year ago
7,394	4%



Same period last year	Change since one year ago
43	-39.5%
1,267	3.5%
2,057	14.7%
2,523	10.7%
1,504	-18.8%

Emergency presentations² 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	28	31	33	29	25	30	36	43	26
Emergency	613	633	858	904	963	1,015	1,263	1,267	1,311
Urgent	1,765	1,609	1,835	1,930	1,924	1,981	2,063	2,057	2,360
Semi-urgent	2,343	2,550	2,517	2,346	2,490	2,597	2,252	2,523	2,793
Non-urgent	560	799	816	932	1,064	1,186	1,213	1,504	1,221
All emergency presentations	5,309	5,622	6,059	6,141	6,466	6,809	6,827	7,394	7,711

Manning Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,021 patients

Same period last year	Change since one year ago
1,864	

ED Transfer of care time



Same period last year	Change since one year ago
4 minutes	2 minutes
17 minutes	13 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 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: 1,311

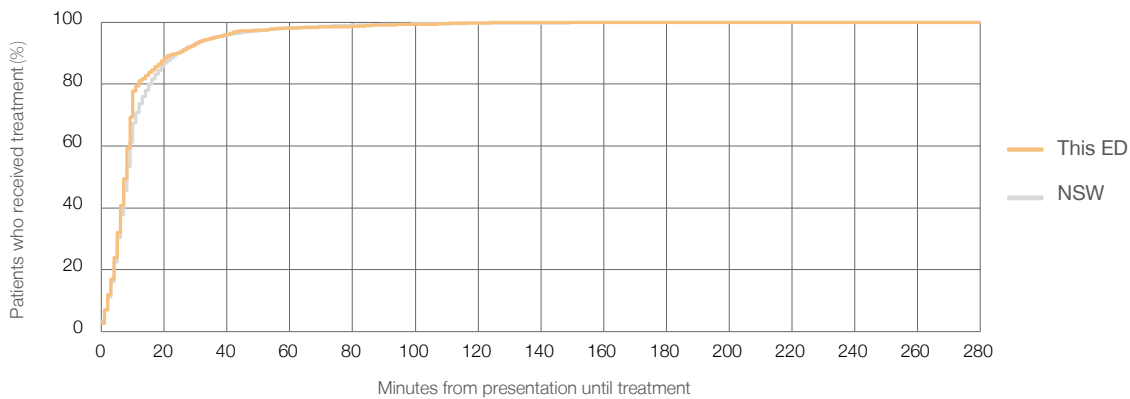
Number of triage 2 patients used to calculate waiting time:³ 1,306

Median time to start treatment⁴ 8 minutes

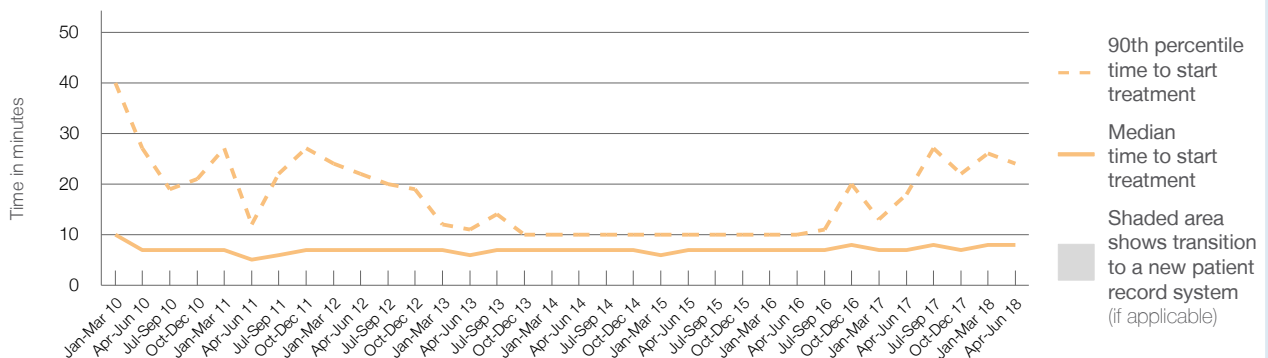
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,267	
1,264	
7 minutes	8 minutes
18 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^{†‡}



	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 ⁴ (minutes)	7	5	7	6	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	27	12	22	11	10	10	10	18	24

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Manning 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: 2,360

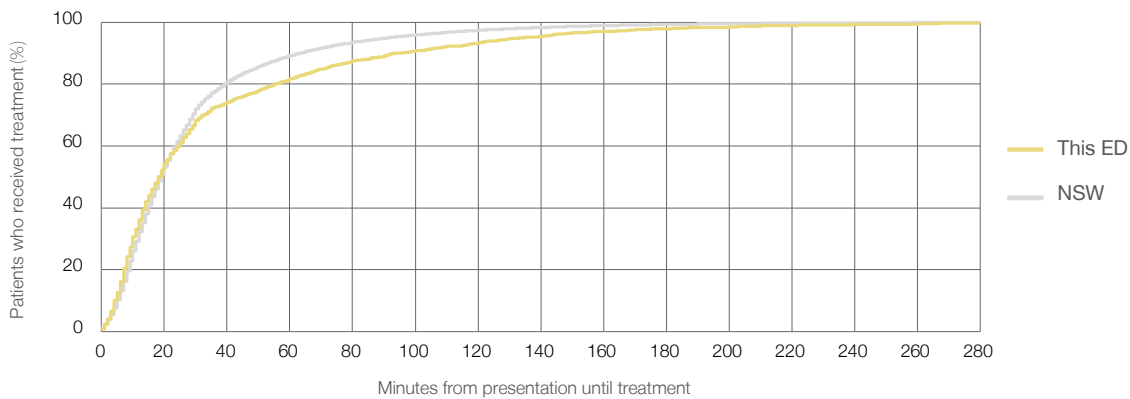
Number of triage 3 patients used to calculate waiting time:³ 2,317

Median time to start treatment⁴ 19 minutes

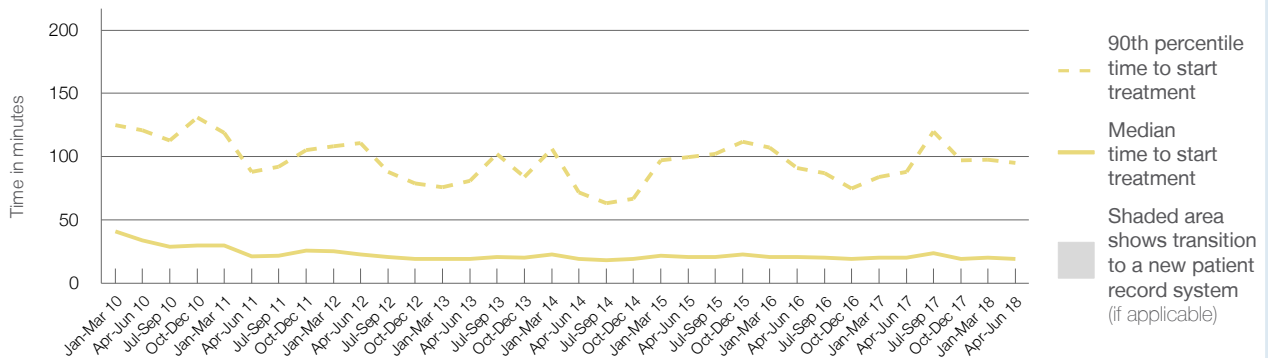
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,057	2,023
20 minutes	19 minutes
88 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^{†‡}



	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 ⁴ (minutes)	34	22	23	19	19	21	21	20	19
90th percentile time to start treatment ⁵ (minutes)	121	88	111	81	72	100	91	88	95

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Manning 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: 2,793

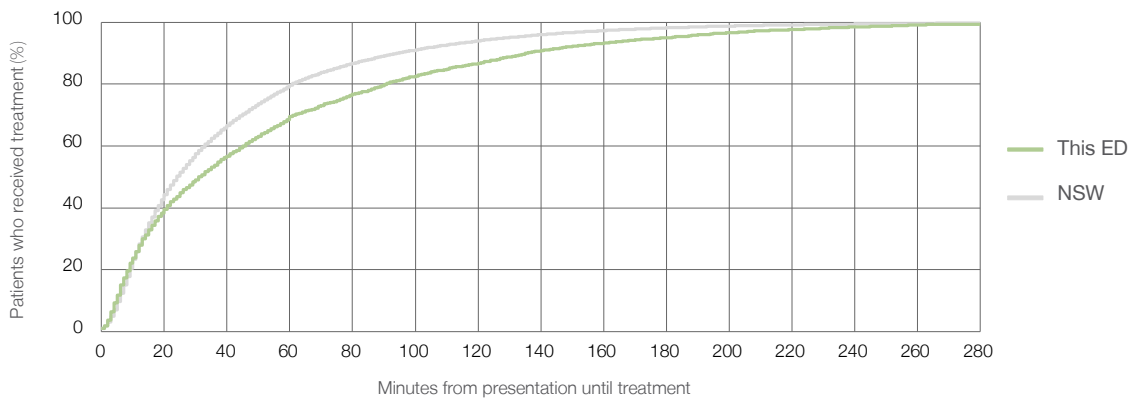
Number of triage 4 patients used to calculate waiting time:³ 2,624

Median time to start treatment⁴ 31 minutes

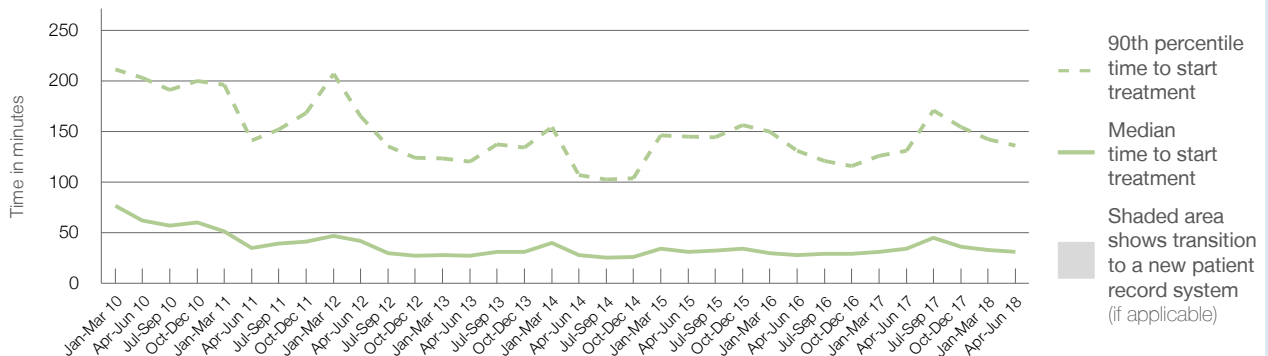
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
2,523	
2,398	
34 minutes	24 minutes
131 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^{†‡}



	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 ⁴ (minutes)	62	35	42	27	28	31	28	34	31
90th percentile time to start treatment ⁵ (minutes)	203	141	165	120	107	145	131	131	136

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Manning 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: 1,221

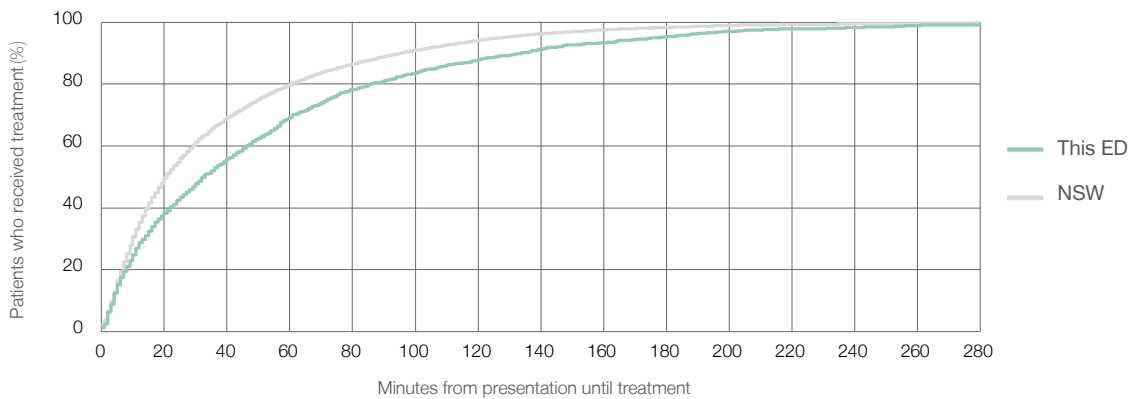
Number of triage 5 patients used to calculate waiting time:³ 1,105

Median time to start treatment⁴ 33 minutes

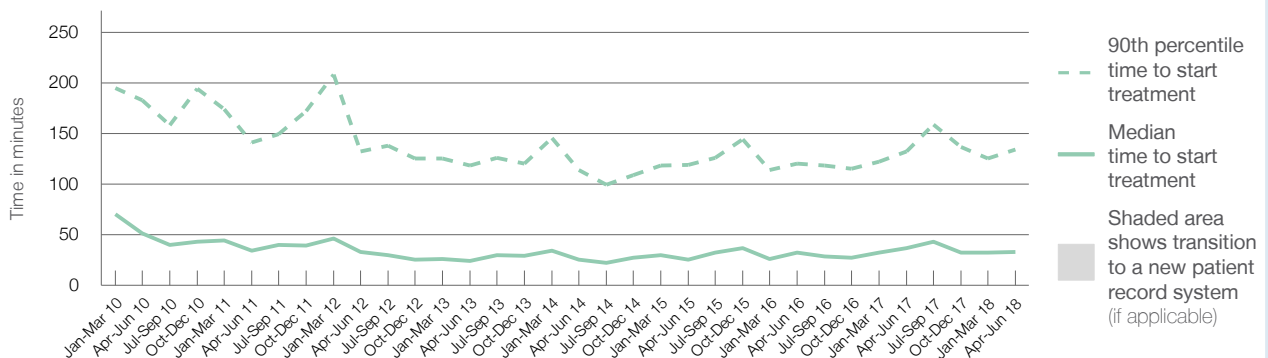
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
1,504	1,386
37 minutes	21 minutes
132 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^{†‡}



	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 ⁴ (minutes)	51	34	33	24	25	25	32	37	33
90th percentile time to start treatment ⁵ (minutes)	183	141	132	118	114	119	120	132	134

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Manning Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,877 patients

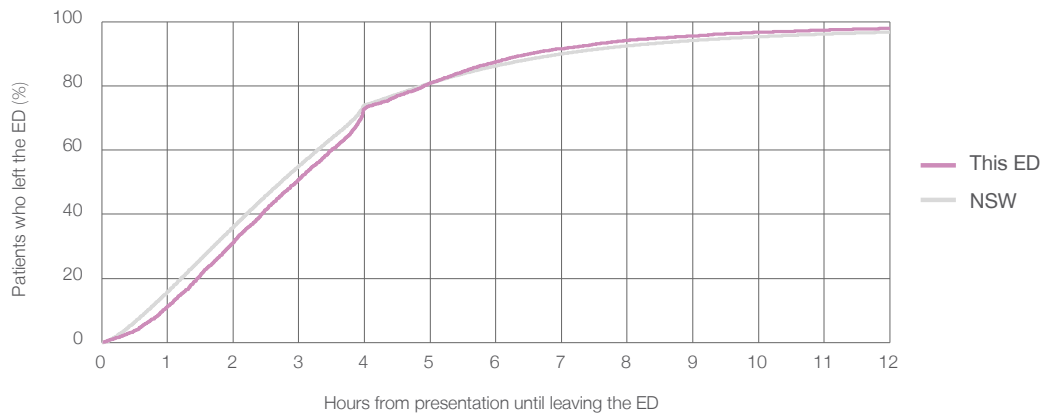
Presentations used to calculate time to leaving the ED:⁶ 7,877 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

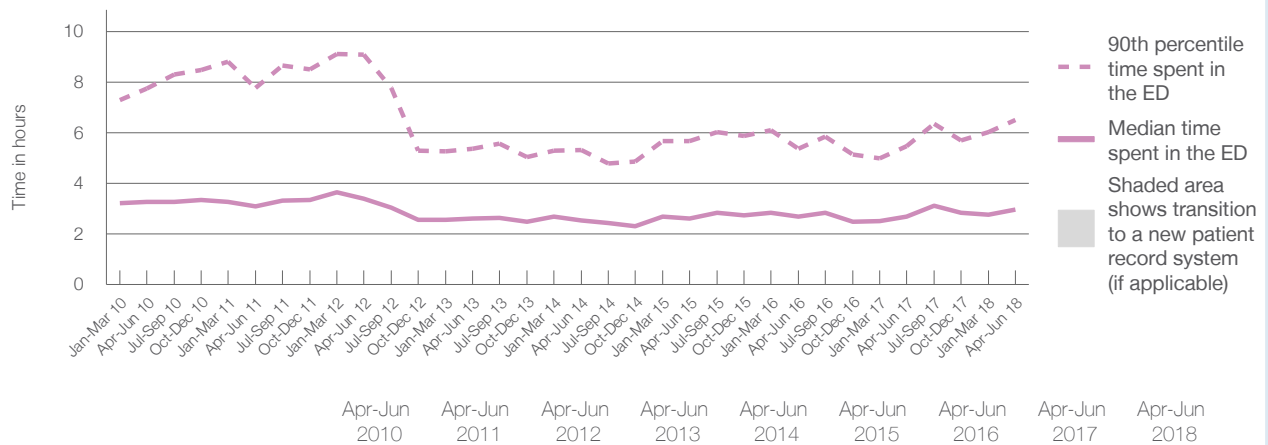
90th percentile time spent in the ED⁹ 6 hours and 31 minutes

Same period last year	NSW (this period)
7,616	7,616
2 hours and 41 minutes	2 hours and 44 minutes
5 hours and 29 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^{†‡}



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

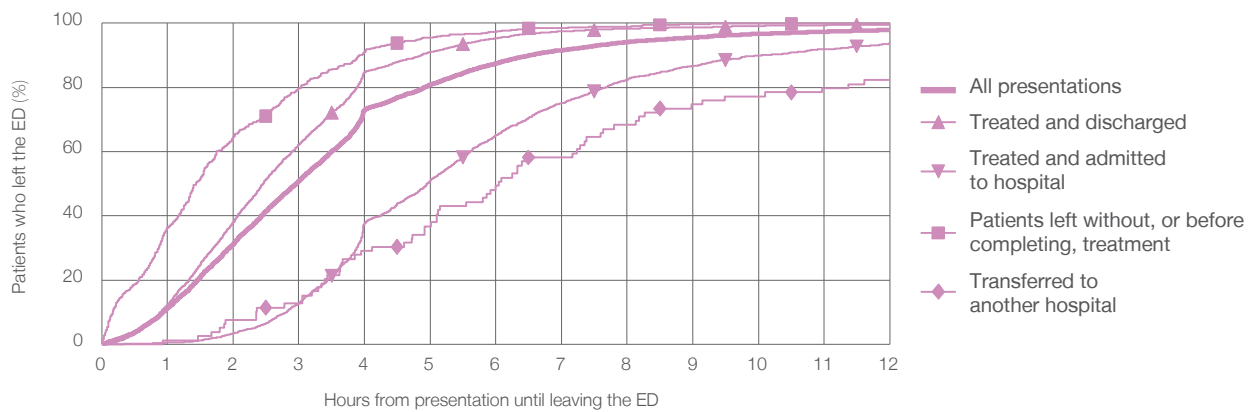
All presentations:¹ 7,877 patients

Presentations used to calculate time to leaving the ED:⁶ 7,877 patients

Treated and discharged	5,248 (66.6%)
Treated and admitted to hospital	1,942 (24.7%)
Patient left without, or before completing, treatment	553 (7.0%)
Transferred to another hospital	79 (1.0%)
Other	55 (0.7%)

Same period last year	Change since one year ago
7,616	3%
5,195	1.0%
1,843	5.4%
471	17.4%
65	21.5%
42	31.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.5%	38.0%	62.2%	84.7%	95.4%	98.4%	99.2%	99.5%
Treated and admitted to hospital	0.5%	3.4%	12.8%	37.7%	65.2%	82.4%	89.9%	93.8%
Patient left without, or before completing, treatment	36.3%	64.6%	79.7%	91.1%	97.3%	98.9%	99.8%	99.8%
Transferred to another hospital	1.3%	7.6%	12.7%	29.1%	49.4%	68.4%	77.2%	82.3%
All presentations	11.3%	31.3%	50.9%	73.0%	87.5%	94.1%	96.7%	98.0%

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Manning 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: ¹ 7,877 patients

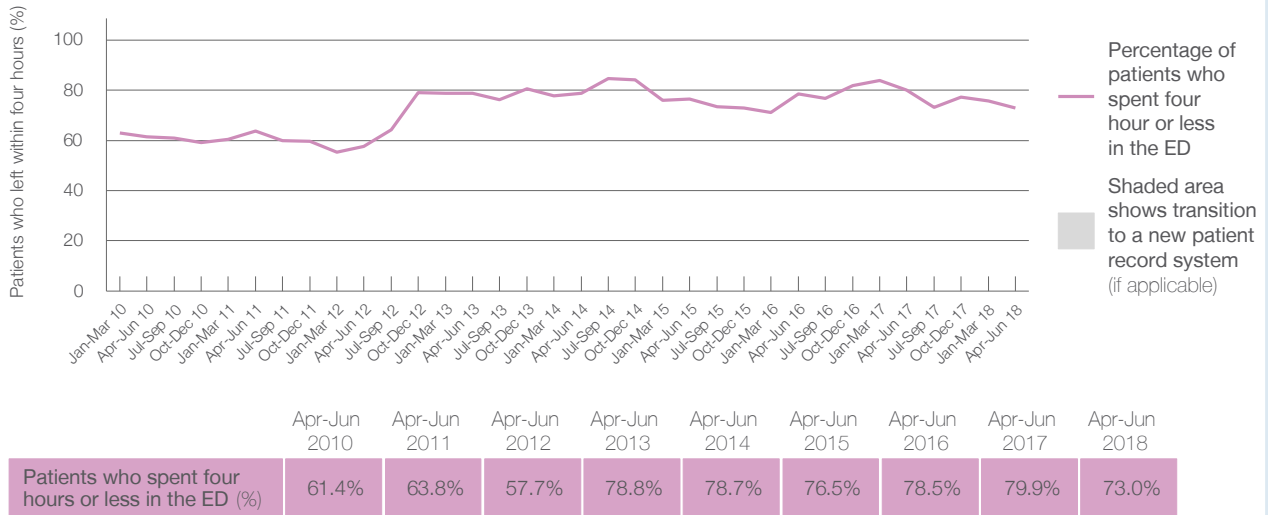
Presentations used to calculate time to leaving the ED: ⁶ 7,877 patients

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: ¹ 7,877 patients	7,616	3%
Presentations used to calculate time to leaving the ED: ⁶ 7,877 patients	7,616	3%
Percentage of patients who spent four hours or less in the ED	79.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* 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).