

Manning Hospital: Emergency department (ED) overview

October to December 2018



All presentations:¹ 8,671 patients
Emergency presentations:² 8,512 patients

Same period last year	Change since one year ago
8,145	6%
7,992	7%

Manning Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,379 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  30 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,642 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,945 patients

Median time to start treatment⁴  34 minutes
90th percentile time to start treatment⁵  148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,503 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  127 minutes

Same period last year	NSW (this period)
1,284	
7 minutes	8 minutes
22 minutes	26 minutes
2,165	
19 minutes	20 minutes
97 minutes	72 minutes
2,878	
36 minutes	26 minutes
154 minutes	104 minutes
1,625	
32 minutes	23 minutes
137 minutes	104 minutes

Manning Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,671 patients

Percentage of patients who spent four hours or less in the ED  71%

Same period last year	Change since one year ago
8,145	6%
77%	

* 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: October to December 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.

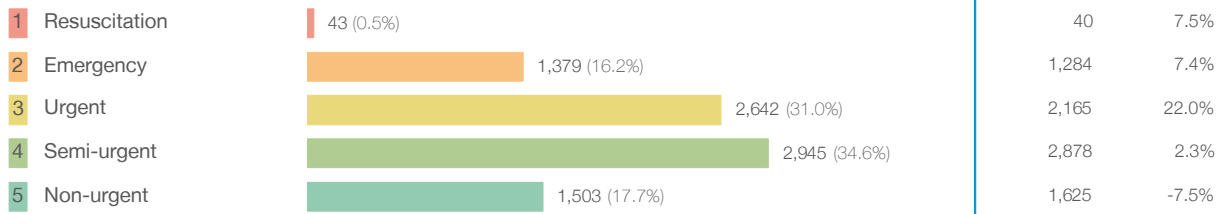
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

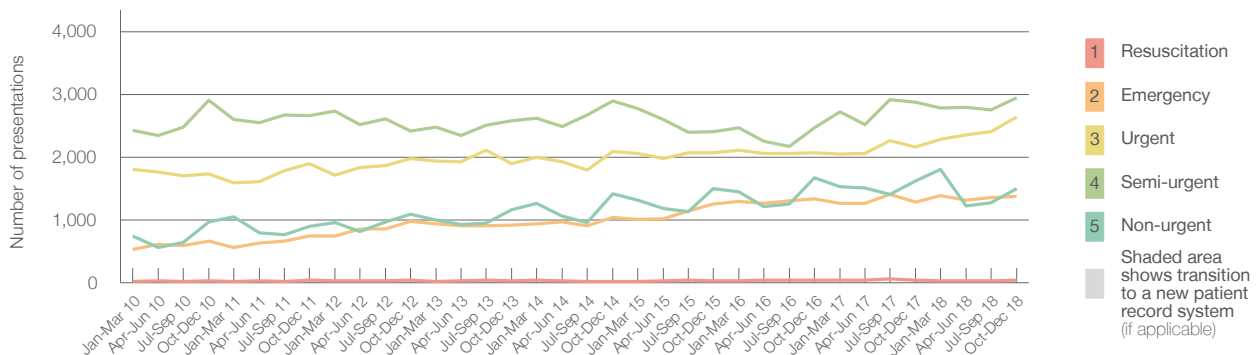
Manning Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 8,671 patients

Emergency presentations² by triage category: 8,512 patients



Emergency presentations² 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	29	35	40	32	17	34	35	40	43
Emergency	663	739	973	916	1,042	1,255	1,333	1,284	1,379
Urgent	1,729	1,901	1,979	1,899	2,089	2,071	2,072	2,165	2,642
Semi-urgent	2,911	2,659	2,412	2,575	2,900	2,403	2,469	2,878	2,945
Non-urgent	964	892	1,088	1,166	1,413	1,494	1,675	1,625	1,503
All emergency presentations	6,296	6,226	6,492	6,588	7,461	7,257	7,584	7,992	8,512

Manning Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,081 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.

Manning 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: 1,379

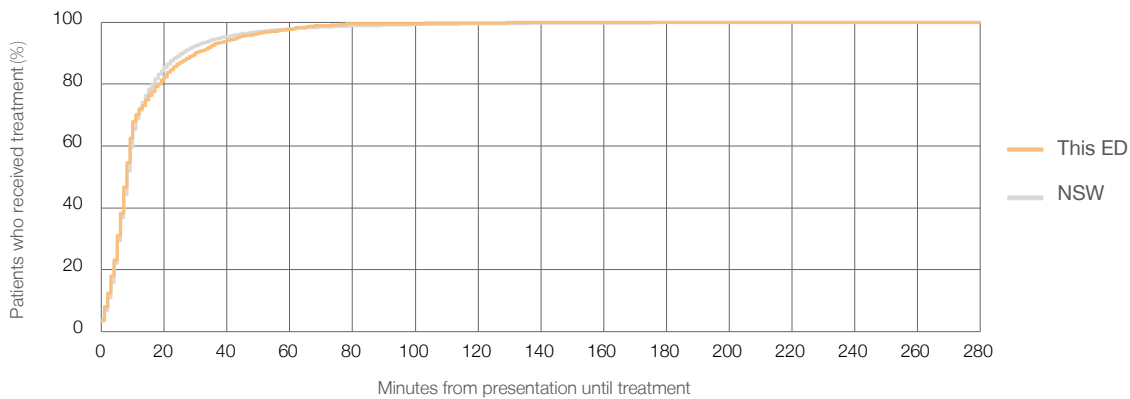
Number of triage 2 patients used to calculate waiting time:³ 1,371

Median time to start treatment⁴ 8 minutes

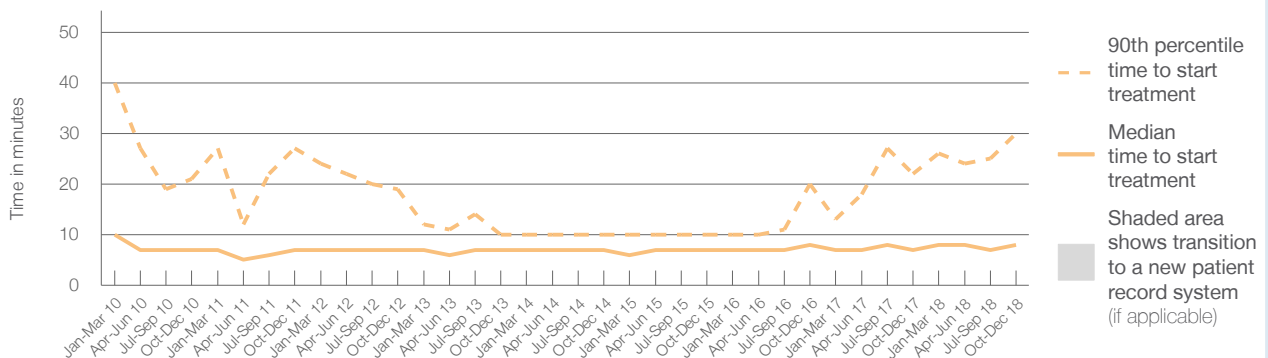
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,284	
1,274	
7 minutes	8 minutes
22 minutes	26 minutes

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^{†‡}



	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 ⁴ (minutes)	7	7	7	7	7	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	27	19	10	10	10	20	22	30

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Manning 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: 2,642

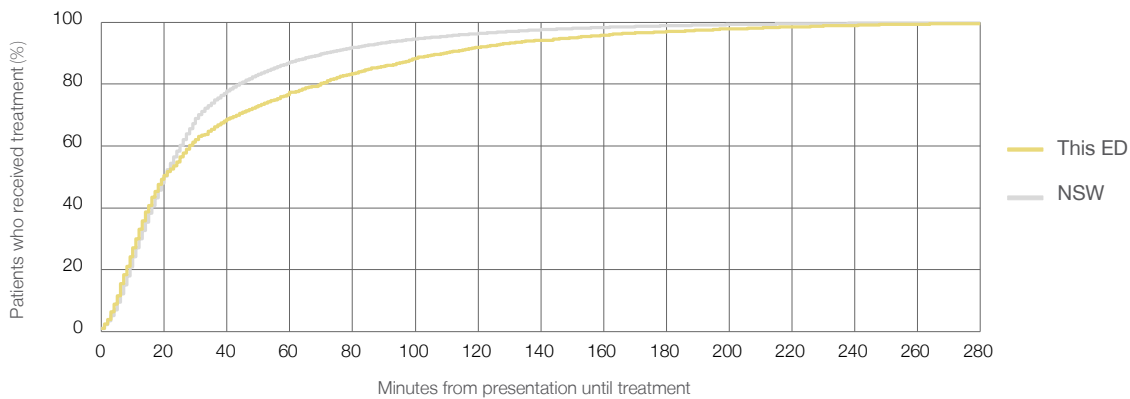
Number of triage 3 patients used to calculate waiting time:³ 2,545

Median time to start treatment⁴ 20 minutes

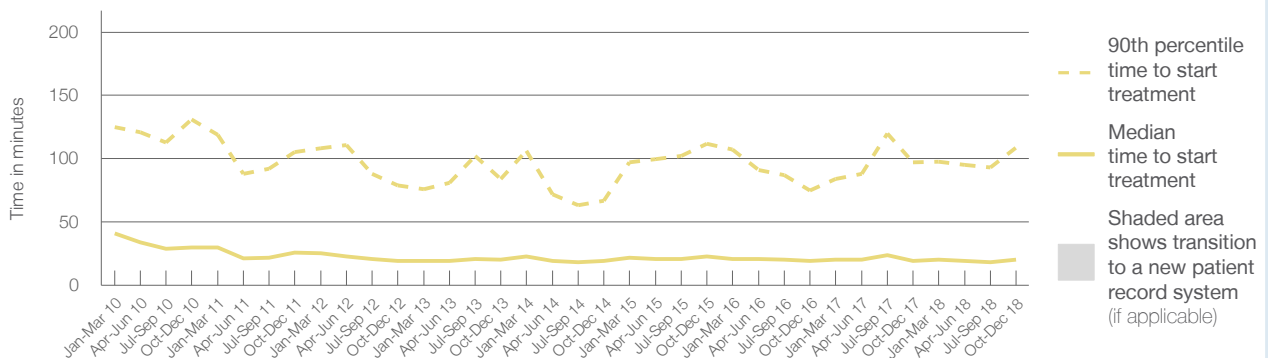
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,165	2,116
19 minutes	20 minutes
97 minutes	72 minutes

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^{†‡}



	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 ⁴ (minutes)	30	26	19	20	19	23	19	19	20
90th percentile time to start treatment ⁵ (minutes)	131	105	79	84	67	112	75	97	109

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Manning 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: 2,945

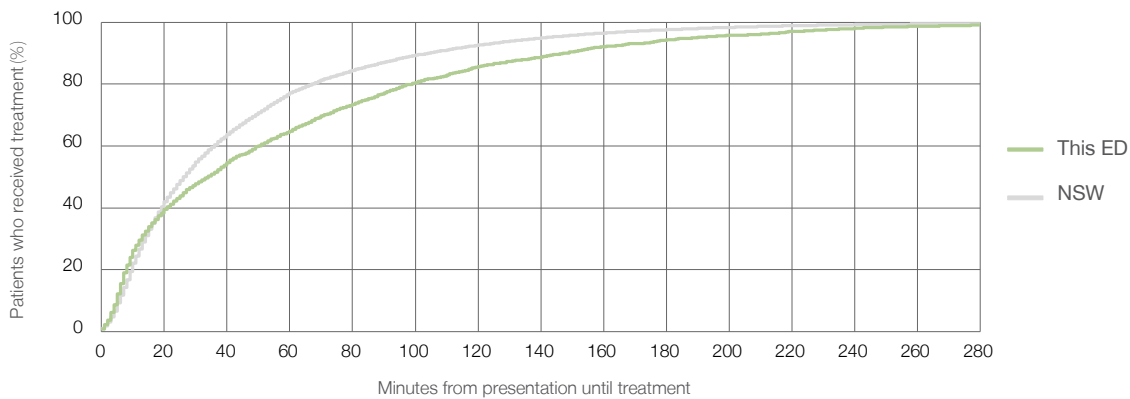
Number of triage 4 patients used to calculate waiting time:³ 2,727

Median time to start treatment⁴ 34 minutes

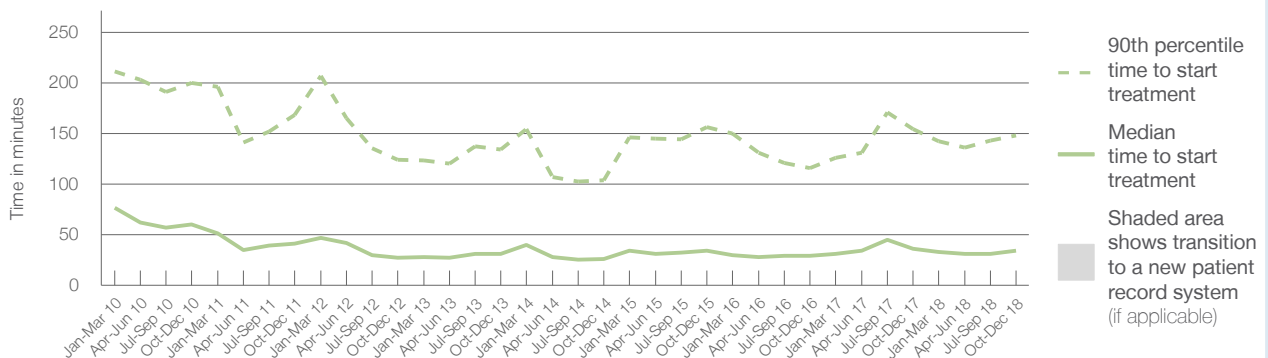
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
2,878	2,682
36 minutes	26 minutes
154 minutes	104 minutes

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^{†‡}



	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 ⁴ (minutes)	60	41	27	31	26	34	29	36	34
90th percentile time to start treatment ⁵ (minutes)	200	168	124	134	104	156	116	154	148

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Manning 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: 1,503

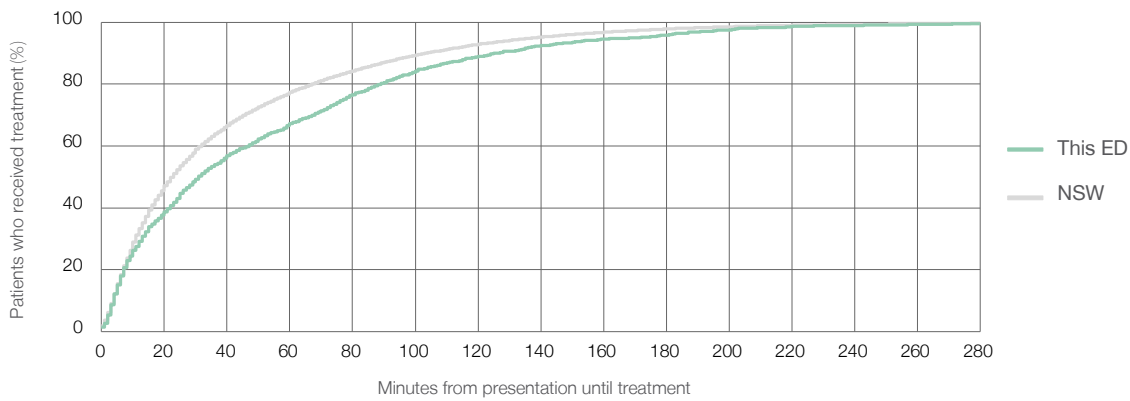
Number of triage 5 patients used to calculate waiting time:³ 1,330

Median time to start treatment⁴ 31 minutes

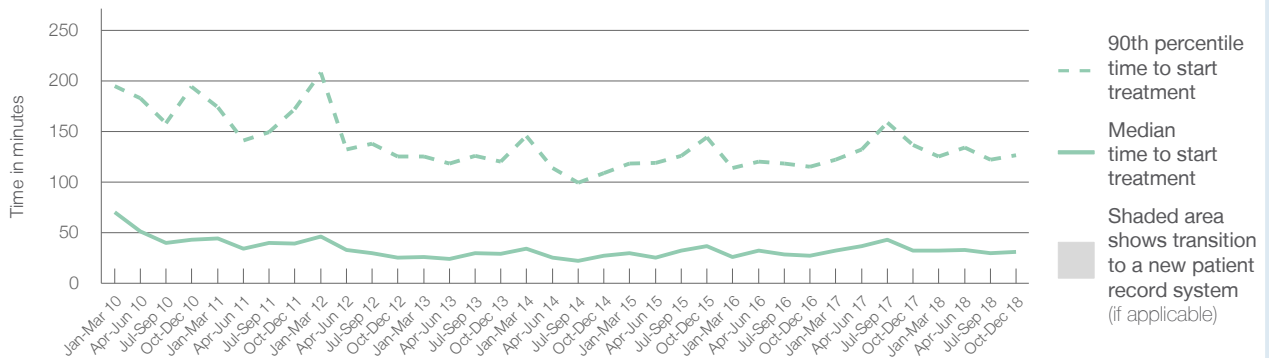
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,625	1,460
32 minutes	23 minutes
137 minutes	104 minutes

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^{†‡}



	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 ⁴ (minutes)	43	39	25	29	27	37	27	32	31
90th percentile time to start treatment ⁵ (minutes)	194	172	125	120	109	144	115	137	127

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Manning Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,671 patients

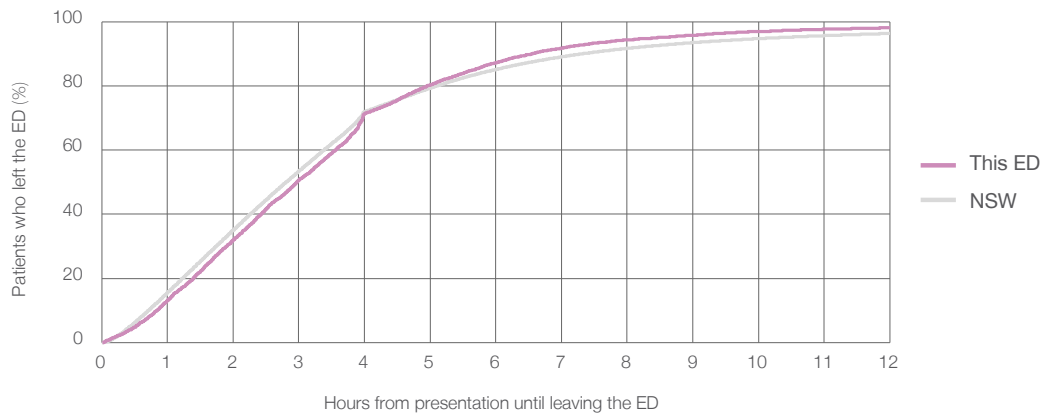
Presentations used to calculate time to leaving the ED:⁶ 8,671 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

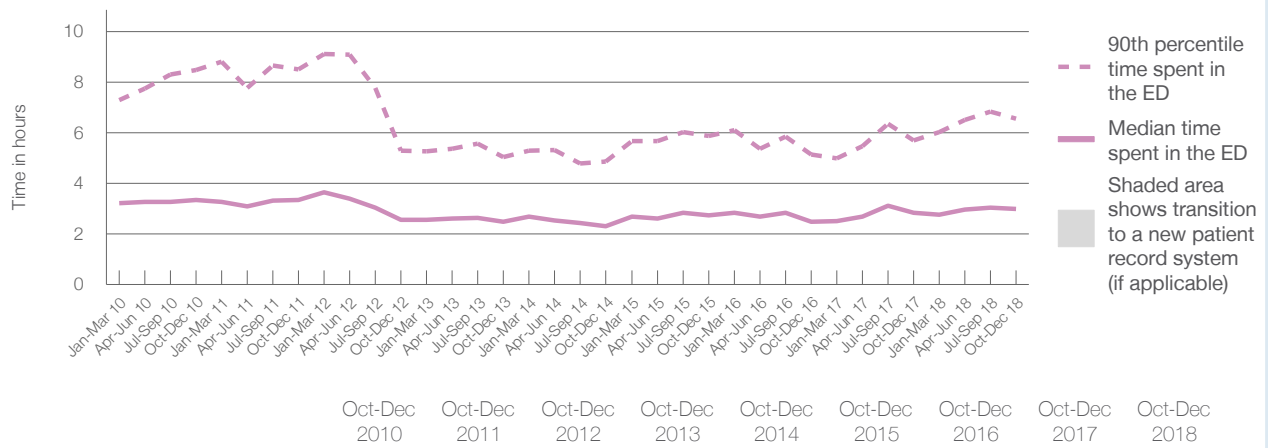
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
8,145	8,145
2 hours and 50 minutes	2 hours and 49 minutes
5 hours and 42 minutes	7 hours and 19 minutes

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^{†‡}



	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 ⁸ (hours, minutes)	3h 21m	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m	2h 50m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 29m	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m	5h 42m	6h 33m

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Manning Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

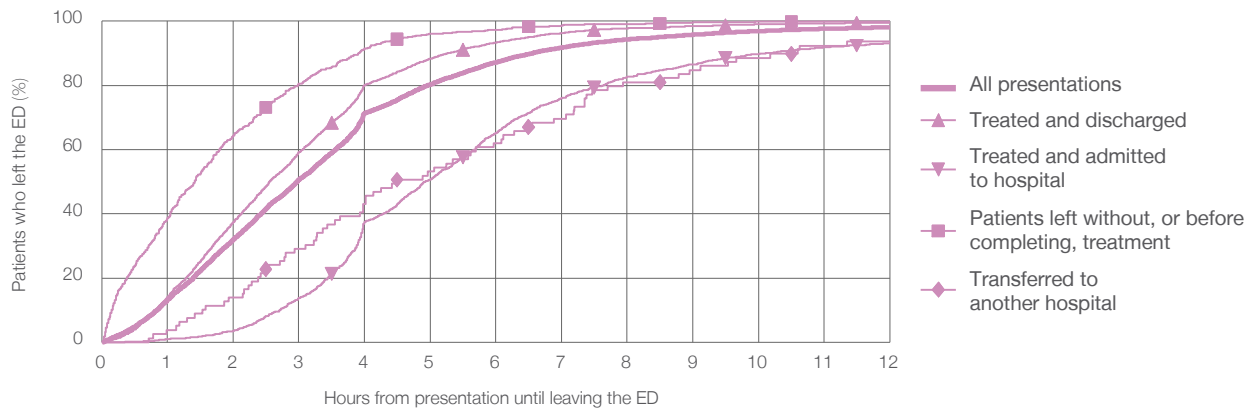
All presentations:¹ 8,671 patients

Presentations used to calculate time to leaving the ED:⁶ 8,671 patients

Treated and discharged	5,877 (67.8%)
Treated and admitted to hospital	1,892 (21.8%)
Patient left without, or before completing, treatment	713 (8.2%)
Transferred to another hospital	79 (0.9%)
Other	110 (1.3%)

Same period last year	Change since one year ago
8,145	6%
5,508	6.7%
1,842	2.7%
657	8.5%
81	-2.5%
57	93.0%

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



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

Treated and discharged	14.2%	37.4%	59.2%	80.2%	93.4%	97.8%	99.0%	99.5%
Treated and admitted to hospital	1.0%	3.5%	13.7%	37.5%	65.3%	82.7%	89.8%	93.1%
Patient left without, or before completing, treatment	38.7%	64.4%	80.6%	91.6%	97.3%	99.2%	99.9%	99.9%
Transferred to another hospital	3.8%	13.9%	29.1%	43.0%	62.0%	81.0%	88.6%	93.7%
All presentations	13.2%	32.0%	50.7%	71.4%	87.2%	94.4%	96.9%	98.1%

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Manning 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: ¹ 8,671 patients

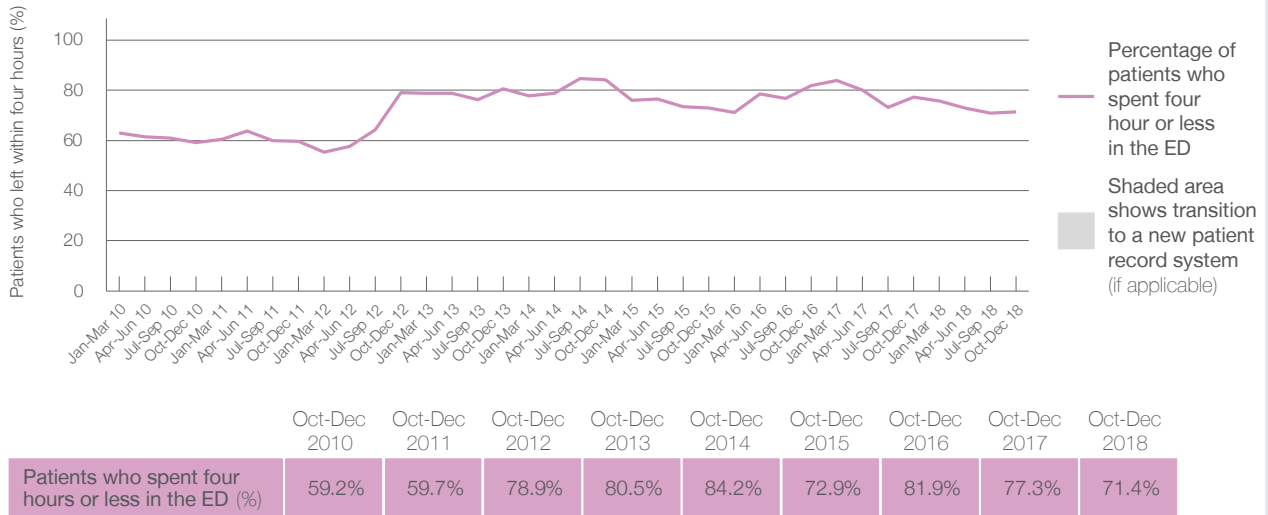
Presentations used to calculate time to leaving the ED: ⁶ 8,671 patients

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	8,145	6%
Presentations used to calculate time to leaving the ED	8,145	6%
Percentage of patients who spent four hours or less in the ED	77.3%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).