

Manly District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,800 patients
Emergency presentations:² 5,720 patients

Same period last year	Change since one year ago
5,845	-0.8%
5,793	-1.3%

Manly District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 973 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,262 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,202 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 248 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
789	
6 minutes	8 minutes
18 minutes	41 minutes
2,259	
12 minutes	21 minutes
52 minutes	103 minutes
2,340	
13 minutes	27 minutes
93 minutes	139 minutes
379	
12 minutes	24 minutes
111 minutes	138 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,800 patients

Percentage of patients who spent four hours or less in the ED 83.3%

Same period last year	Change since one year ago
5,845	-0.8%
84.0%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

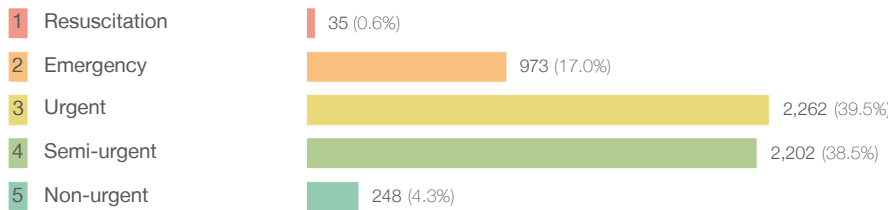
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Manly District Hospital: Patients presenting to the emergency department July to September 2016

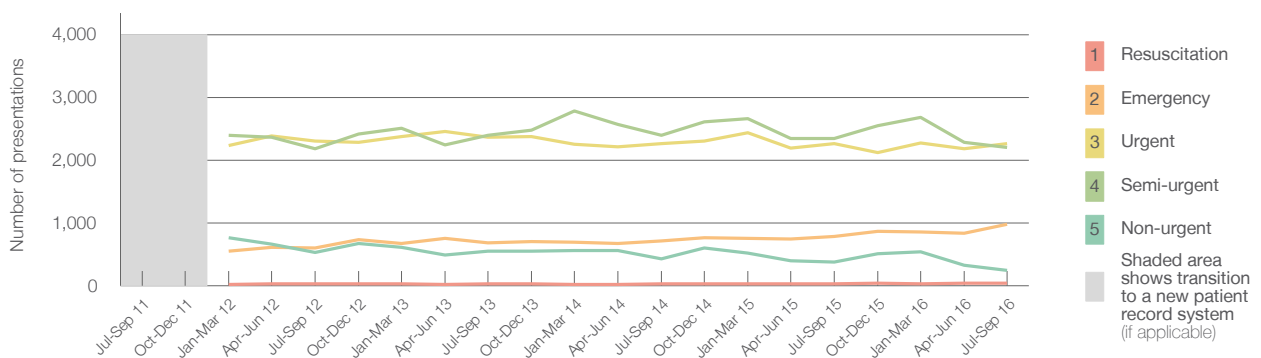
All presentations:¹ 5,800 patients

Emergency presentations² by triage category: 5,720 patients



	Same period last year	Change since one year ago
All presentations	5,845	-0.8%
Emergency presentations	5,793	-1.3%
1 Resuscitation	26	34.6%
2 Emergency	789	23.3%
3 Urgent	2,259	0.1%
4 Semi-urgent	2,340	-5.9%
5 Non-urgent	379	-34.6%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		26	28	28	26	35
Emergency		598	687	712	789	973
Urgent		2,300	2,370	2,264	2,259	2,262
Semi-urgent		2,184	2,397	2,394	2,340	2,202
Non-urgent		526	553	430	379	248
All emergency presentations		5,634	6,035	5,828	5,793	5,720

Manly District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,376 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,293	
ED Transfer of care time		
Median time	11 minutes	0 minutes
95th percentile time	24 minutes	1 minute

(†) 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 District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 973

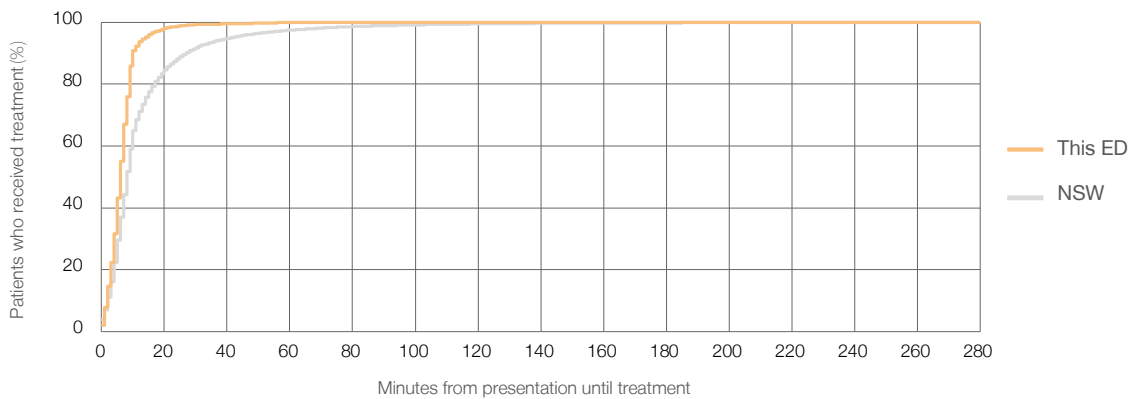
Number of triage 2 patients used to calculate waiting time:³ 970

Median time to start treatment⁴ 6 minutes

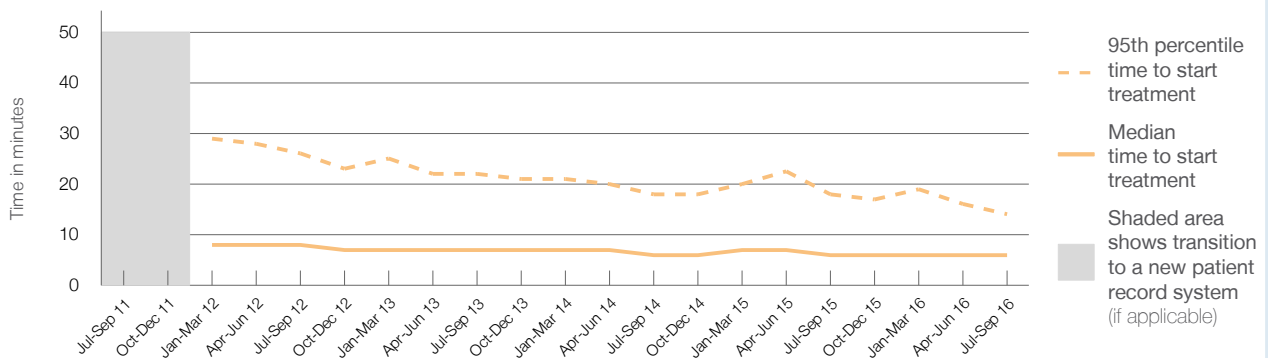
95th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
789	789
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		8	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)		26	22	18	18	14

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Manly District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,262

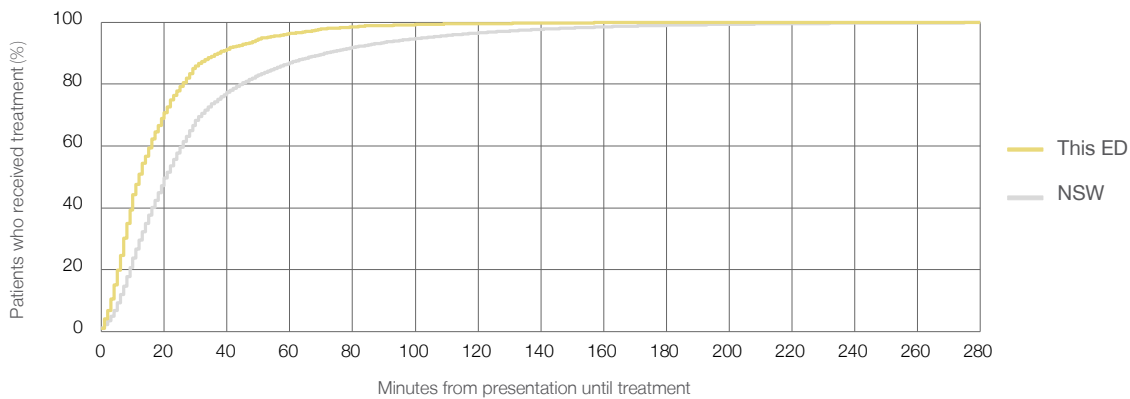
Number of triage 3 patients used to calculate waiting time:³ 2,245

Median time to start treatment⁴ 12 minutes

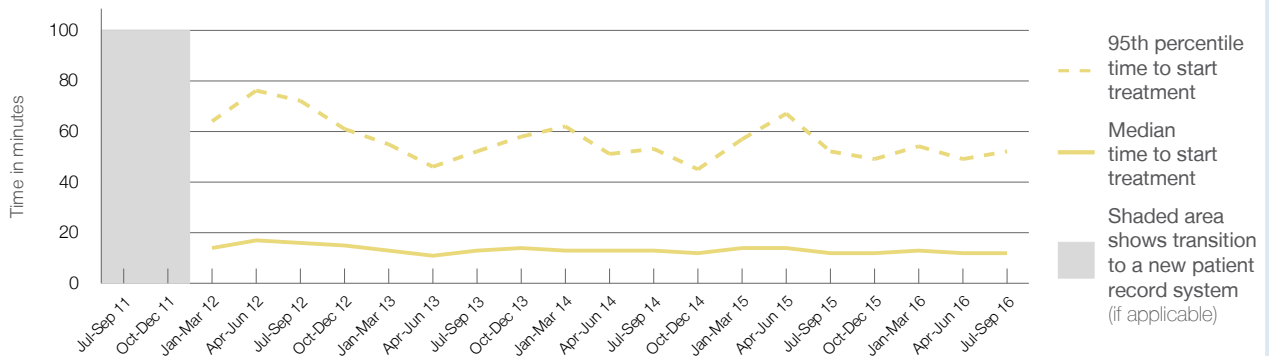
95th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,259	2,246
12 minutes	21 minutes
52 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		16	13	13	12	12
95th percentile time to start treatment ⁵ (minutes)		72	52	53	52	52

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Manly District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,202

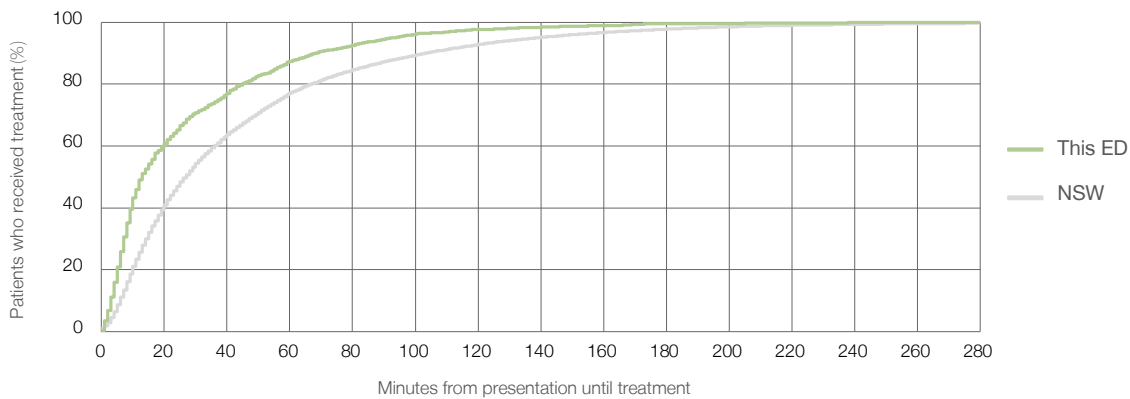
Number of triage 4 patients used to calculate waiting time:³ 2,118

Median time to start treatment⁴ 13 minutes

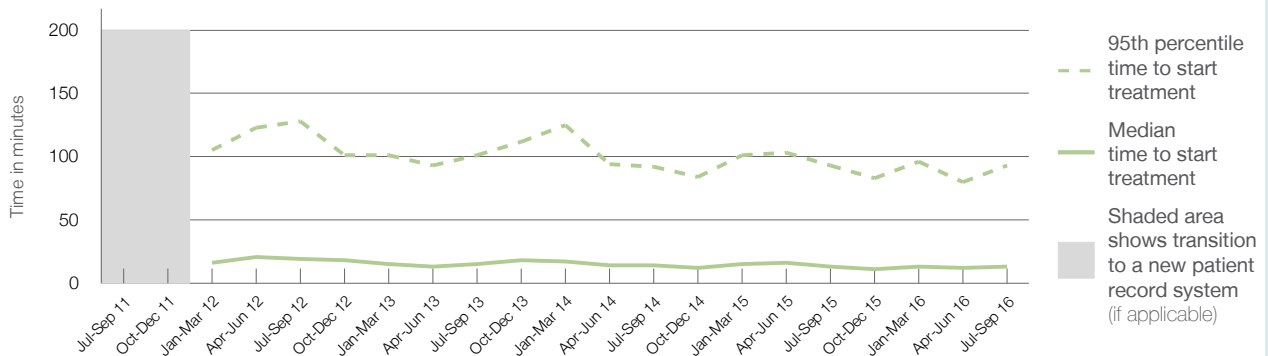
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,340	2,285
13 minutes	27 minutes
93 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		19	15	14	13	13
95th percentile time to start treatment ⁵ (minutes)		128	101	92	93	93

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Manly District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 248

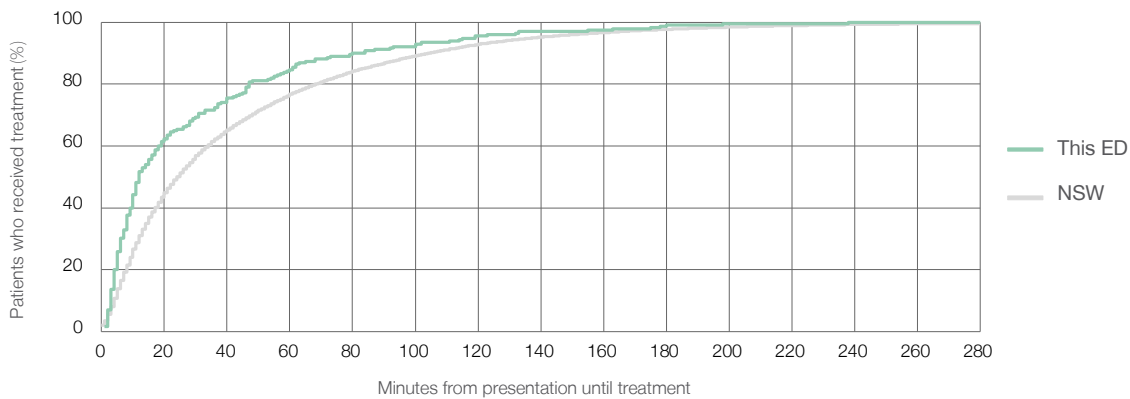
Number of triage 5 patients used to calculate waiting time:³ 228

Median time to start treatment⁴ 12 minutes

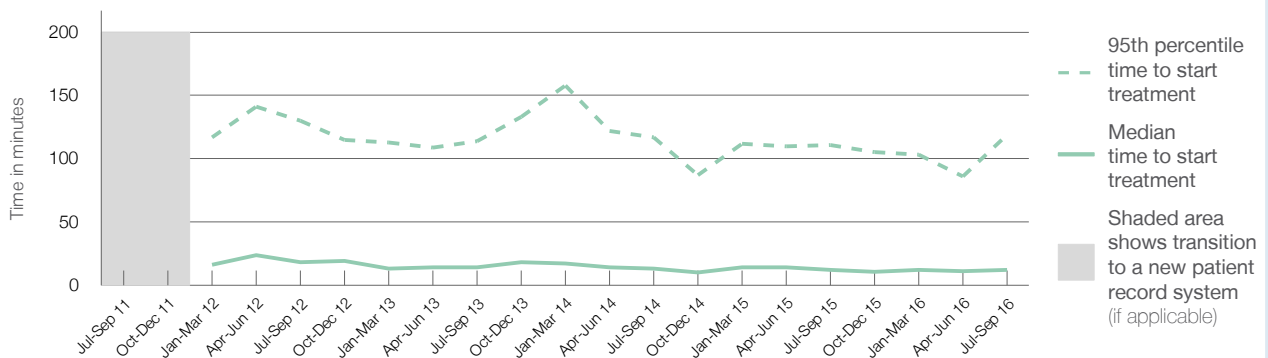
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
379	359
12 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		18	14	13	12	12
95th percentile time to start treatment ⁵ (minutes)		130	114	117	111	119

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Manly District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,800 patients

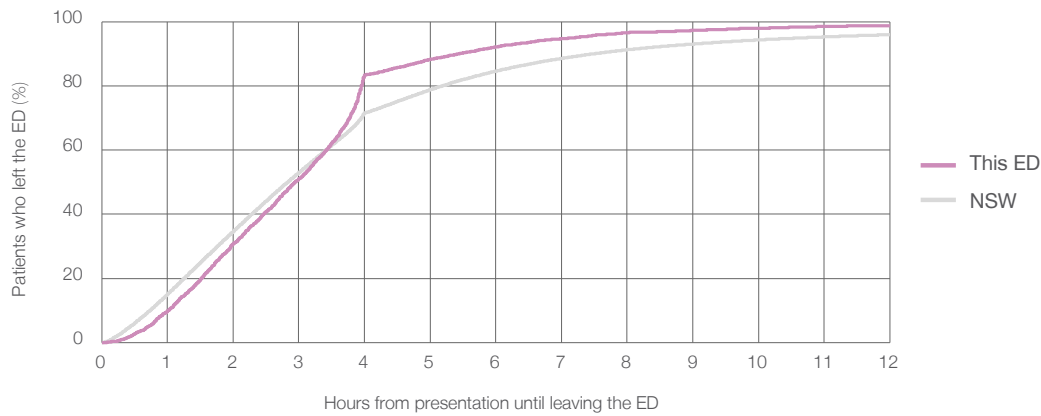
Presentations used to calculate time to leaving the ED:⁶ 5,800 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

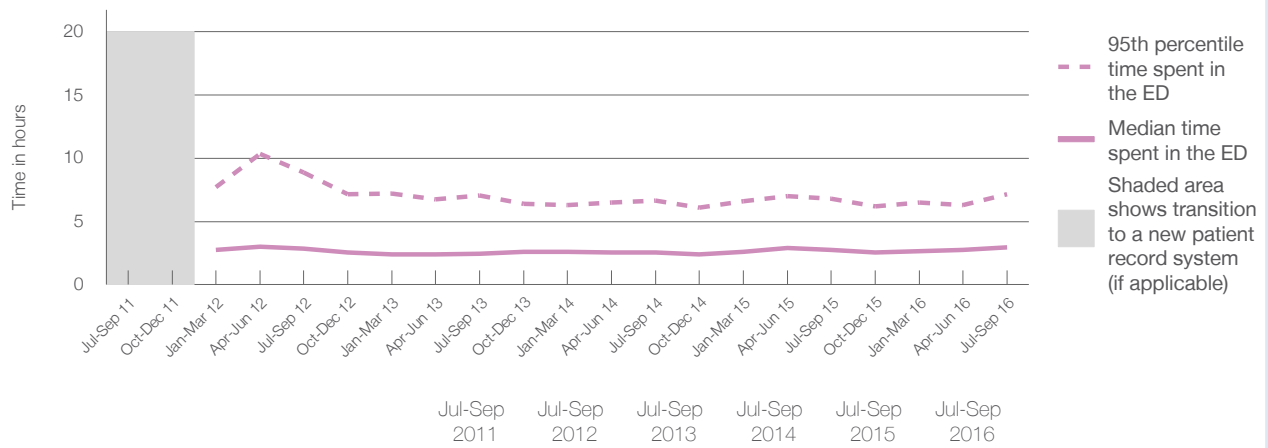
95th percentile time spent in the ED⁹ 7 hours and 11 minutes

Same period last year	NSW (this period)
5,845	5,845
2 hours and 46 minutes	2 hours and 50 minutes
6 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 52m	2h 26m	2h 34m	2h 46m	2h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)		8h 51m	7h 2m	6h 38m	6h 48m	7h 11m

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Manly District Hospital: Time patients spent in the ED By mode of separation July to September 2016

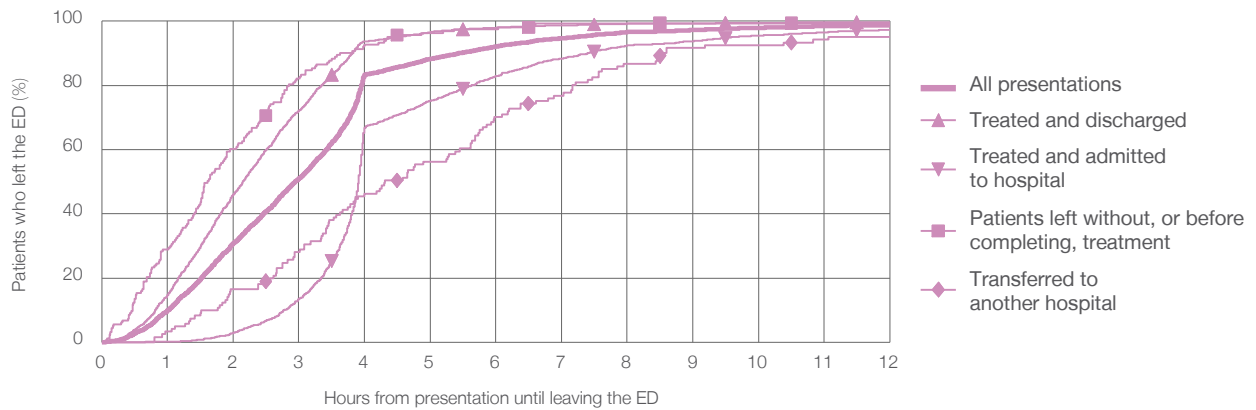
All presentations:¹ 5,800 patients

Presentations used to calculate time to leaving the ED:⁶ 5,800 patients

Treated and discharged	3,484 (60.1%)
Treated and admitted to hospital	2,028 (35.0%)
Patient left without, or before completing, treatment	163 (2.8%)
Transferred to another hospital	121 (2.1%)
Other	4 (0.1%)

Same period last year	Change since one year ago
5,845	-0.8%
3,569	-2.4%
1,996	1.6%
118	38.1%
160	-24.4%
2	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	14.8%	46.1%	72.2%	93.7%	98.0%	99.2%	99.5%	99.7%
Treated and admitted to hospital	0.2%	2.9%	13.5%	66.8%	82.9%	92.5%	95.6%	97.3%
Patient left without, or before completing, treatment	28.8%	60.1%	82.2%	92.6%	97.5%	99.4%	99.4%	99.4%
Transferred to another hospital	3.3%	16.5%	28.1%	46.3%	70.2%	86.8%	92.6%	95.0%
All presentations	9.9%	30.8%	51.1%	83.3%	92.1%	96.6%	98.0%	98.8%

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Manly District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 5,800 patients

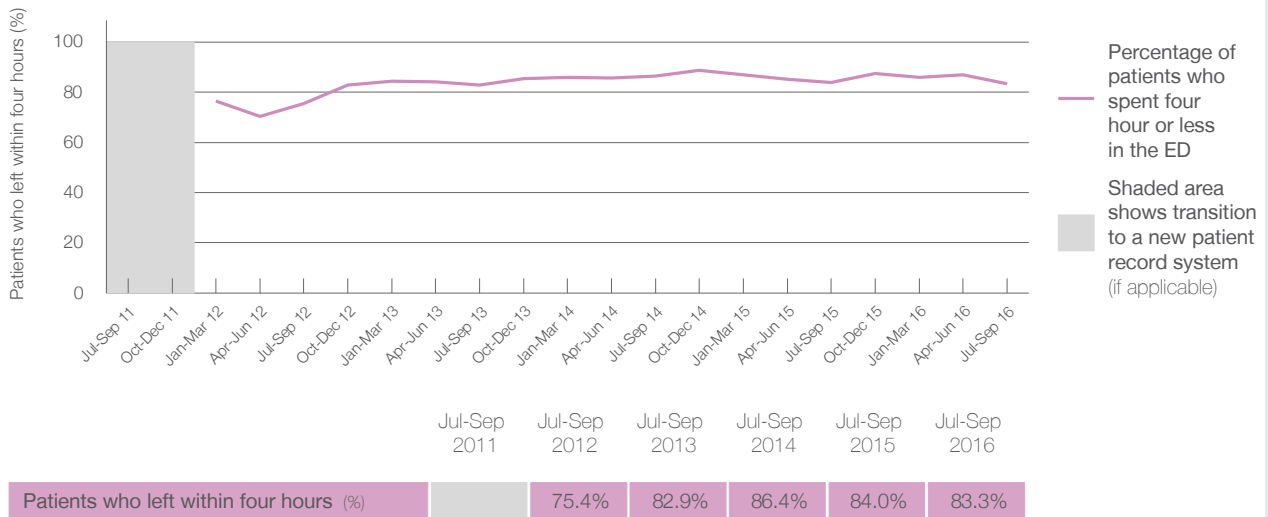
Presentations used to calculate time to leaving the ED: ⁶ 5,800 patients

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	5,845	-0.8%
Presentations used to calculate time to leaving the ED	5,845	-0.8%
Percentage of patients who spent four hours or less in the ED	84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	83.3%	75.4%	82.9%	86.4%	84.0%	83.3%

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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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).