

Manning Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,987 patients
 Emergency presentations:² 6,834 patients

Same period last year	Change since one year ago
6,872	1.7%
6,768	1.0%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,308 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,060 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 128 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,171 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,255 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,140	
7 minutes	8 minutes
10 minutes	41 minutes
2,067	
21 minutes	21 minutes
144 minutes	103 minutes
2,392	
32 minutes	27 minutes
188 minutes	139 minutes
1,132	
32 minutes	24 minutes
169 minutes	138 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,987 patients

Percentage of patients who spent four hours or less in the ED 76.8%

Same period last year	Change since one year ago
6,872	1.7%
73.4%	

* 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, July to September 2016.
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 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.
6. All presentations that have a departure time.

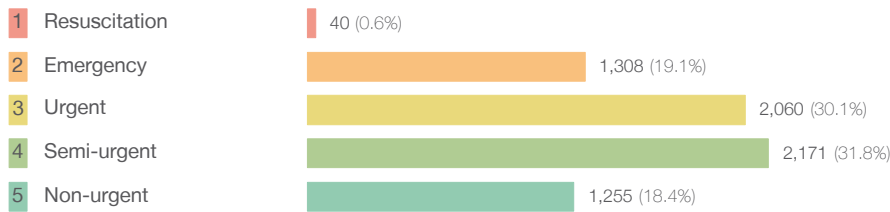
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Manning Base Hospital: Patients presenting to the emergency department July to September 2016

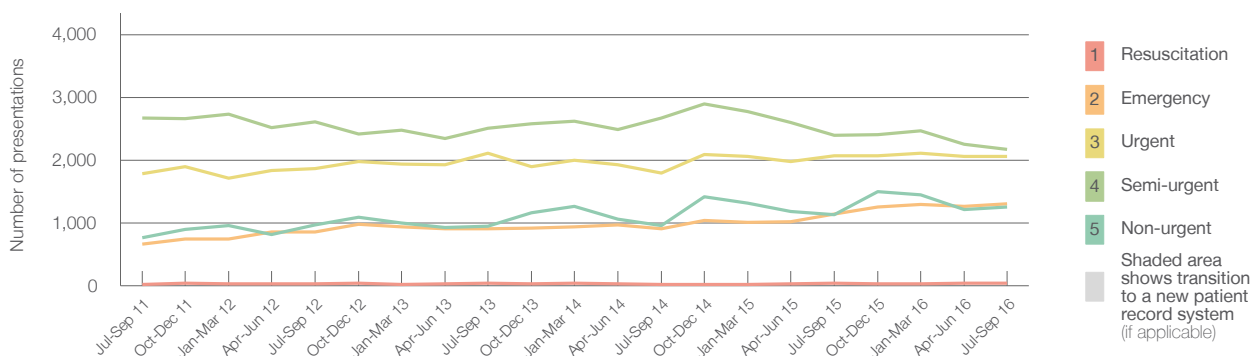
All presentations:¹ 6,987 patients

Emergency presentations² by triage category: 6,834 patients



	Same period last year	Change since one year ago
All presentations	6,872	1.7%
Emergency presentations	6,768	1.0%
Resuscitation	37	8.1%
Emergency	1,140	14.7%
Urgent	2,067	-0.3%
Semi-urgent	2,392	-9.2%
Non-urgent	1,132	10.9%

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	22	28	41	19	37	40
Emergency	659	858	910	903	1,140	1,308
Urgent	1,786	1,863	2,110	1,789	2,067	2,060
Semi-urgent	2,668	2,615	2,508	2,671	2,392	2,171
Non-urgent	764	965	951	956	1,132	1,255
All emergency presentations	5,899	6,329	6,520	6,338	6,768	6,834

Manning Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,888 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,856	
Median time	7 minutes	-2 minutes
95th percentile time	63 minutes	-32 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 Base 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: 1,308

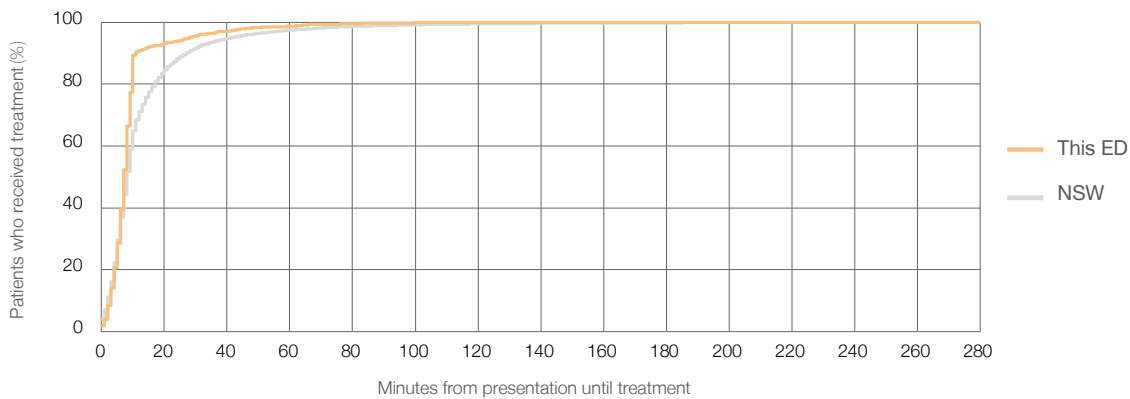
Number of triage 2 patients used to calculate waiting time:³ 1,298

Median time to start treatment⁴ 7 minutes

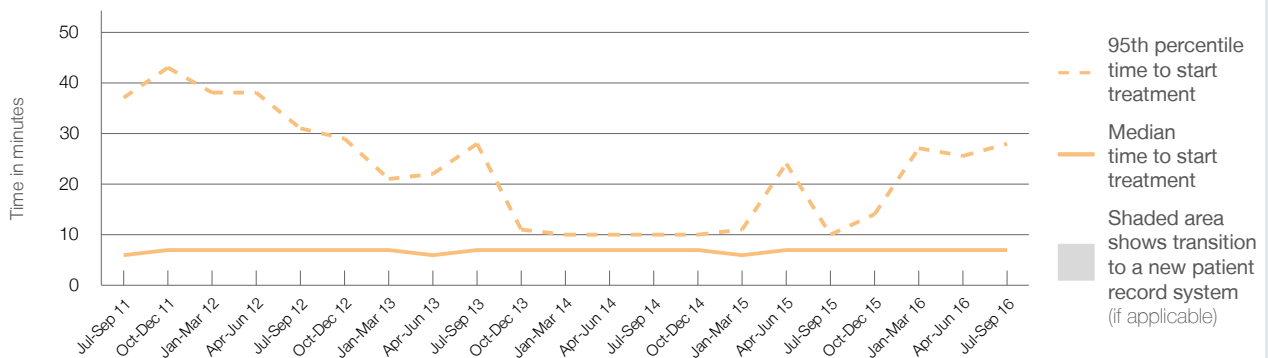
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
1,140	1,135
7 minutes	8 minutes
10 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)	6	7	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	37	31	28	10	10	28

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Manning Base 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: 2,060

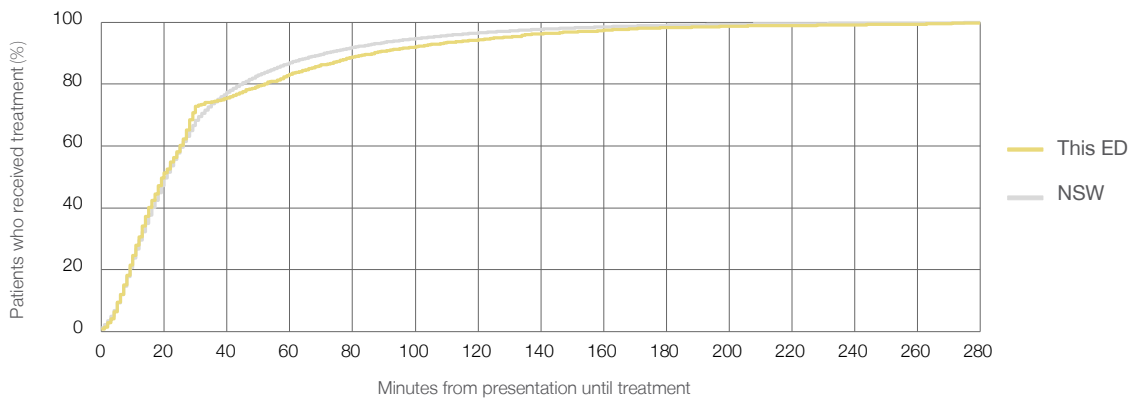
Number of triage 3 patients used to calculate waiting time:³ 2,006

Median time to start treatment⁴ 20 minutes

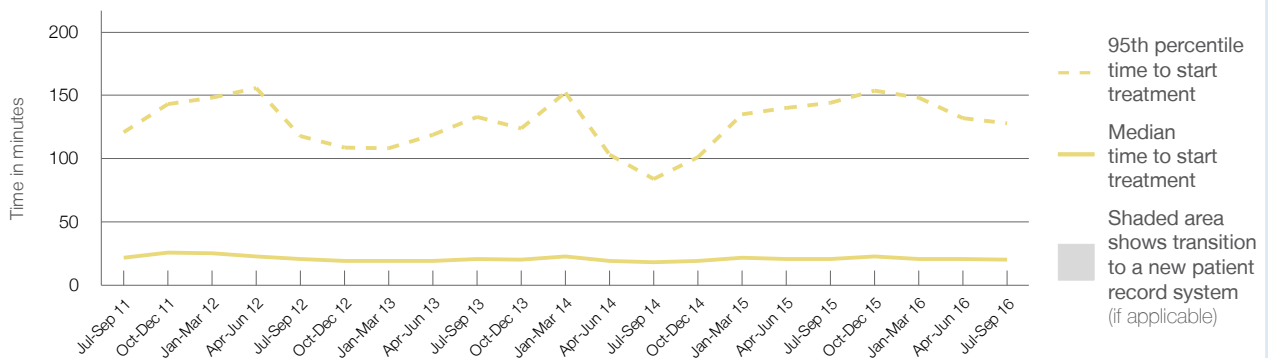
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,067	2,016
21 minutes	21 minutes
144 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)	22	21	21	18	21	20
95th percentile time to start treatment ⁵ (minutes)	121	118	133	84	144	128

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Manning Base 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: 2,171

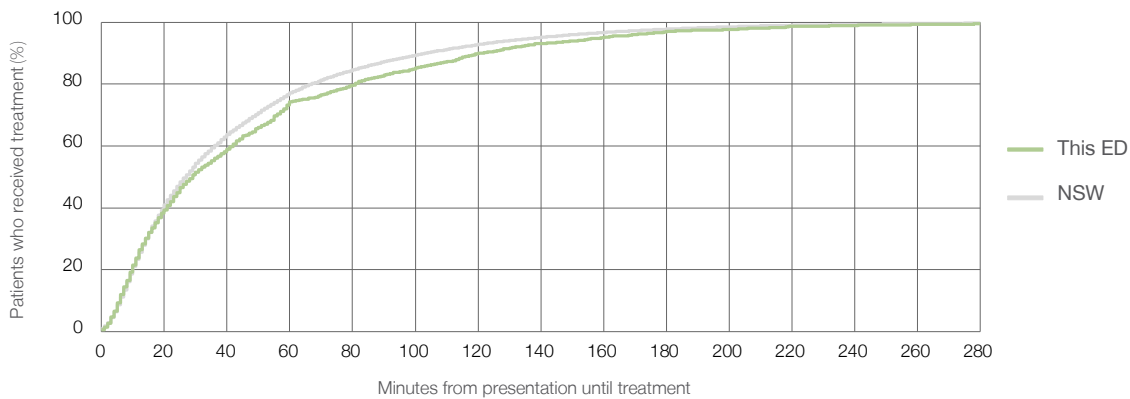
Number of triage 4 patients used to calculate waiting time:³ 2,010

Median time to start treatment⁴ 29 minutes

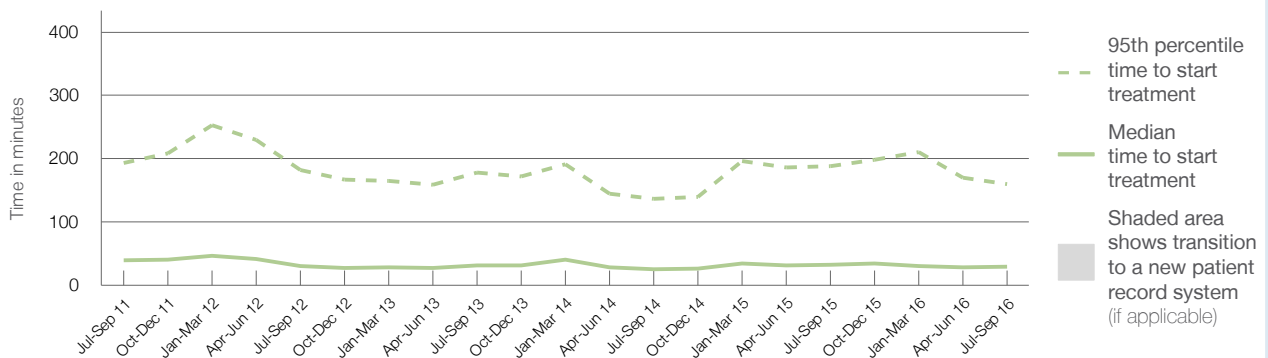
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
2,392	2,216
32 minutes	27 minutes
188 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)	39	30	31	25	32	29
95th percentile time to start treatment ⁵ (minutes)	193	182	178	137	188	160

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Manning Base 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: 1,255

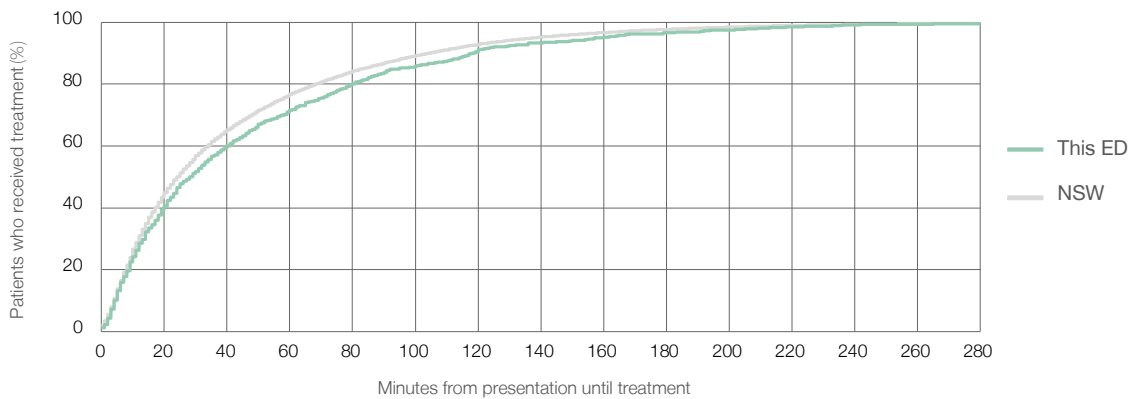
Number of triage 5 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 29 minutes

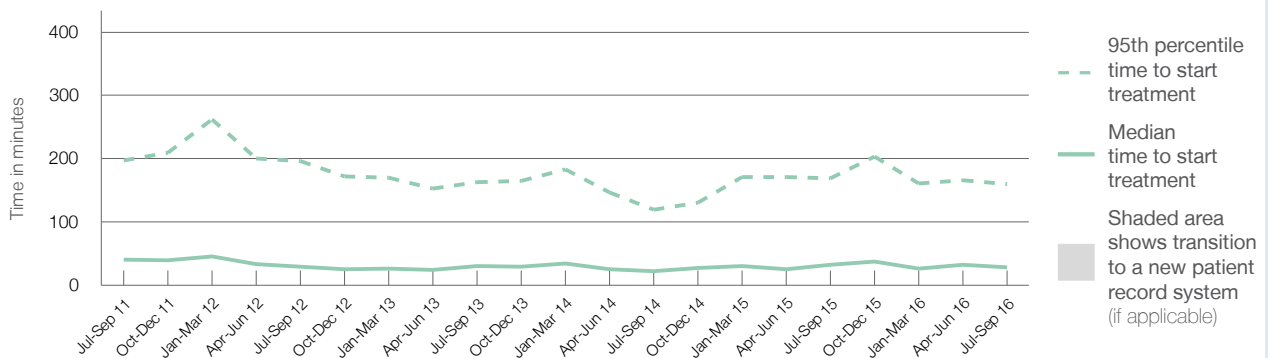
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,132	1,028
32 minutes	24 minutes
169 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)	40	30	30	22	32	29
95th percentile time to start treatment ⁵ (minutes)	197	196	163	119	169	160

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Manning Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,987 patients

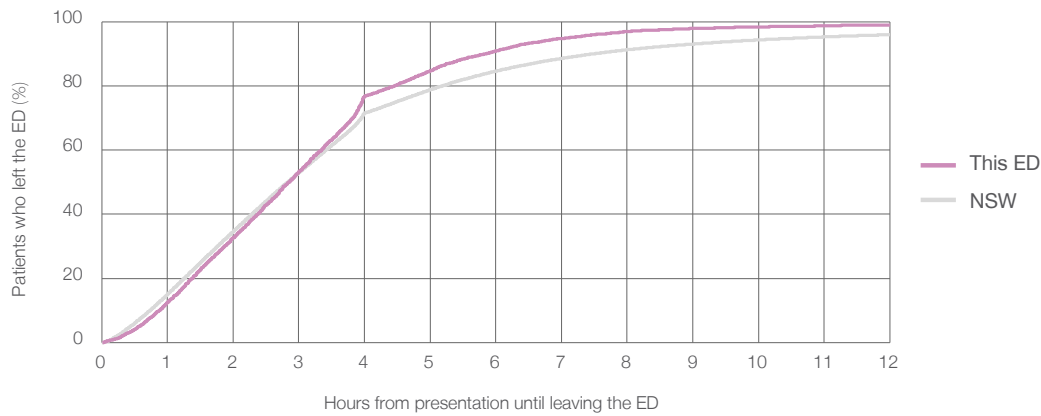
Presentations used to calculate time to leaving the ED:⁶ 6,987 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

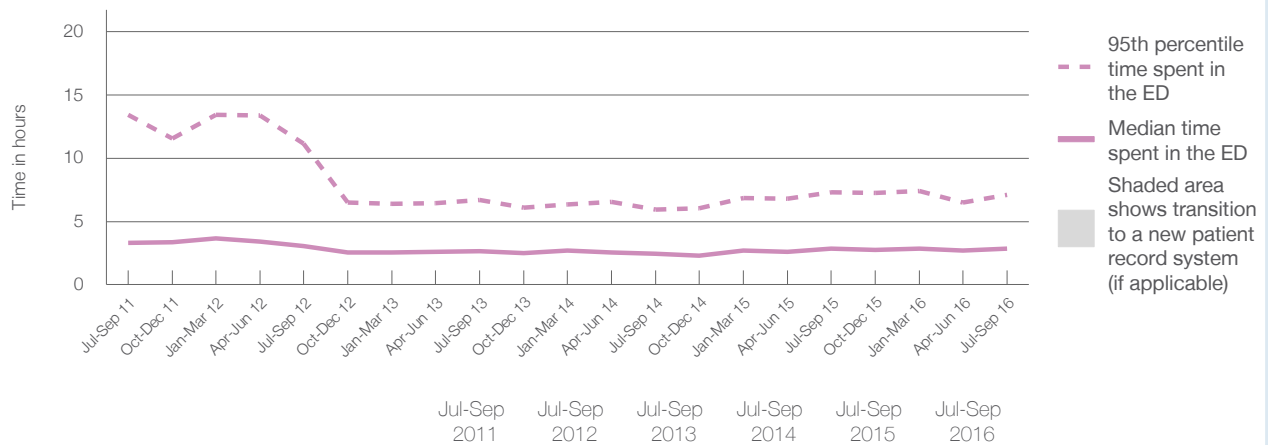
95th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
6,872	6,872
2 hours and 50 minutes	2 hours and 50 minutes
7 hours and 18 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)	3h 19m	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 24m	11h 9m	6h 42m	5h 57m	7h 18m	7h 6m

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

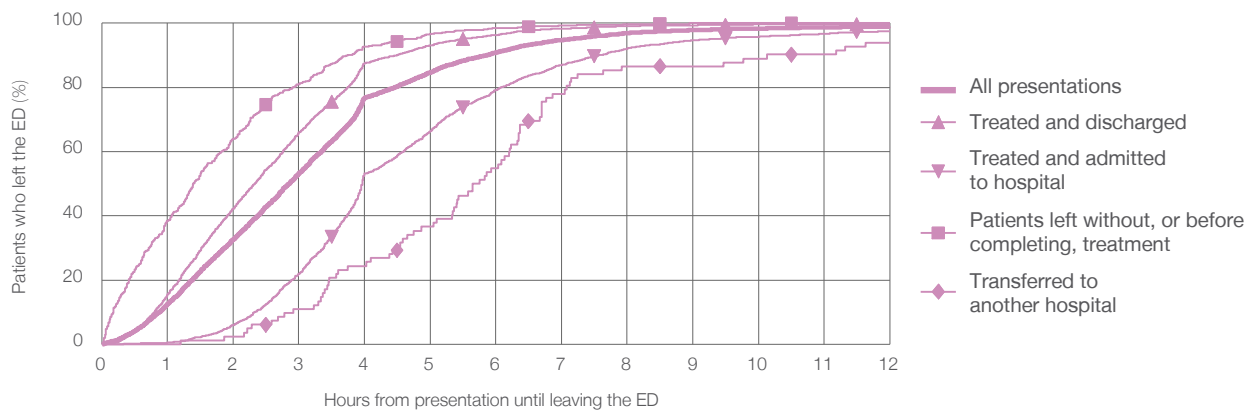
All presentations:¹ 6,987 patients

Presentations used to calculate time to leaving the ED:⁶ 6,987 patients

Treated and discharged	4,281 (61.3%)
Treated and admitted to hospital	2,080 (29.8%)
Patient left without, or before completing, treatment	478 (6.8%)
Transferred to another hospital	82 (1.2%)
Other	66 (0.9%)

Same period last year	Change since one year ago
6,872	1.7%
4,462	-4.1%
1,798	15.7%
483	-1.0%
81	1.2%
48	37.5%

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

Treated and discharged	15.5%	42.3%	65.9%	87.5%	96.3%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.5%	6.0%	21.9%	53.2%	79.2%	92.1%	95.8%	97.5%
Patient left without, or before completing, treatment	38.5%	64.0%	81.0%	92.7%	98.5%	99.8%	100%	100%
Transferred to another hospital	0%	2.4%	11.0%	24.4%	54.9%	86.6%	89.0%	93.9%
All presentations	12.6%	32.7%	53.3%	76.8%	90.9%	96.9%	98.4%	99.0%

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Manning Base 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 6,987 patients

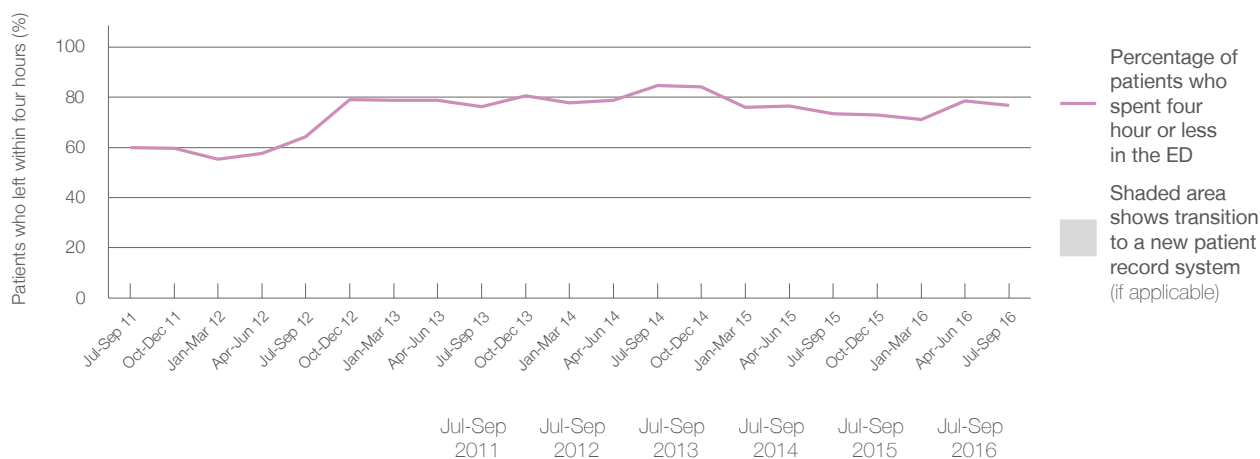
Presentations used to calculate time to leaving the ED: ⁶ 6,987 patients

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	6,872	1.7%
Presentations used to calculate time to leaving the ED	6,872	1.7%
Percentage of patients who spent four hours or less in the ED	73.4%	

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
	59.8%	64.1%	76.3%	84.6%	73.4%	76.8%

* 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, 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).