

Manning Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,196 patients
Emergency presentations:² 8,055 patients

Same period last year	Change since one year ago
6,987	17.3%
6,834	17.9%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,411 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,266 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 171 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,404 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
1,308	
7 minutes	9 minutes
11 minutes	29 minutes
2,060	
20 minutes	23 minutes
87 minutes	83 minutes
2,171	
29 minutes	30 minutes
121 minutes	121 minutes
1,255	
29 minutes	26 minutes
118 minutes	118 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,196 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year	Change since one year ago
6,987	17.3%
76.8%	

* 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 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.

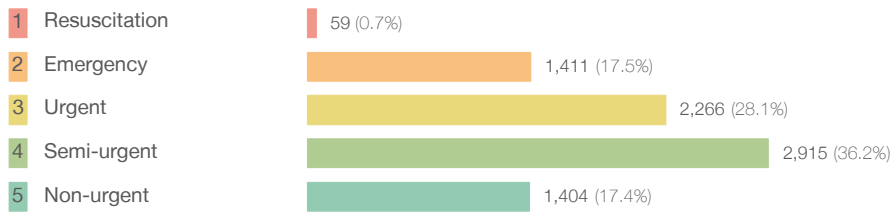
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Manning Base Hospital: Patients presenting to the emergency department July to September 2017

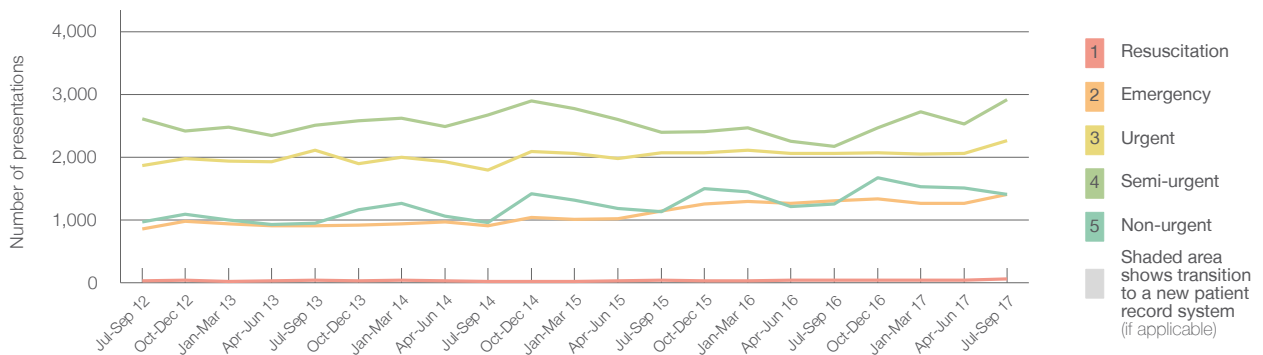
All presentations:¹ 8,196 patients

Emergency presentations² by triage category: 8,055 patients



Same period last year	Change since one year ago
6,987	17.3%
6,834	17.9%
40	47.5%
1,308	7.9%
2,060	10.0%
2,171	34.3%
1,255	11.9%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	28	41	19	37	40	59
Emergency	858	910	903	1,140	1,308	1,411
Urgent	1,863	2,110	1,789	2,067	2,060	2,266
Semi-urgent	2,615	2,508	2,671	2,392	2,171	2,915
Non-urgent	965	951	956	1,132	1,255	1,404
All emergency presentations	6,329	6,520	6,338	6,768	6,834	8,055

Manning Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,199 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,888	
5 minutes	0 minutes
20 minutes	6 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 2017

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

Number of triage 2 patients: 1,411

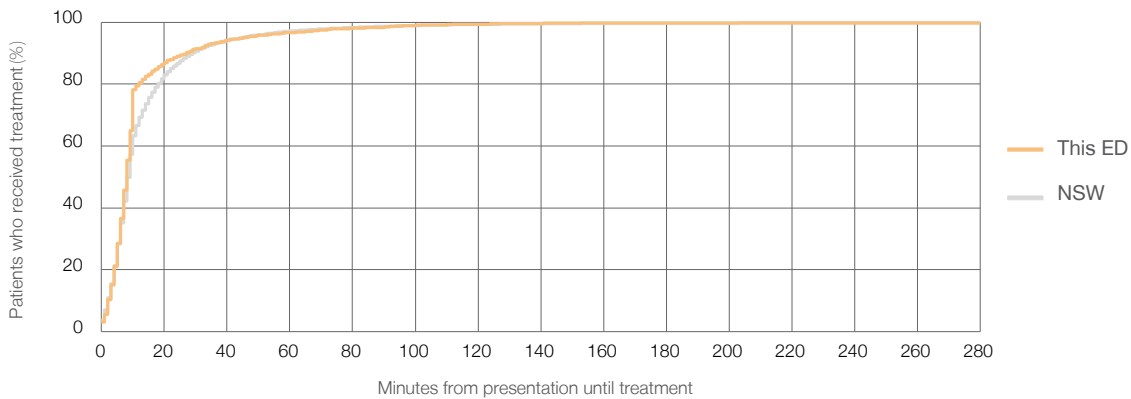
Number of triage 2 patients used to calculate waiting time:³ 1,403

Median time to start treatment⁴ 8 minutes

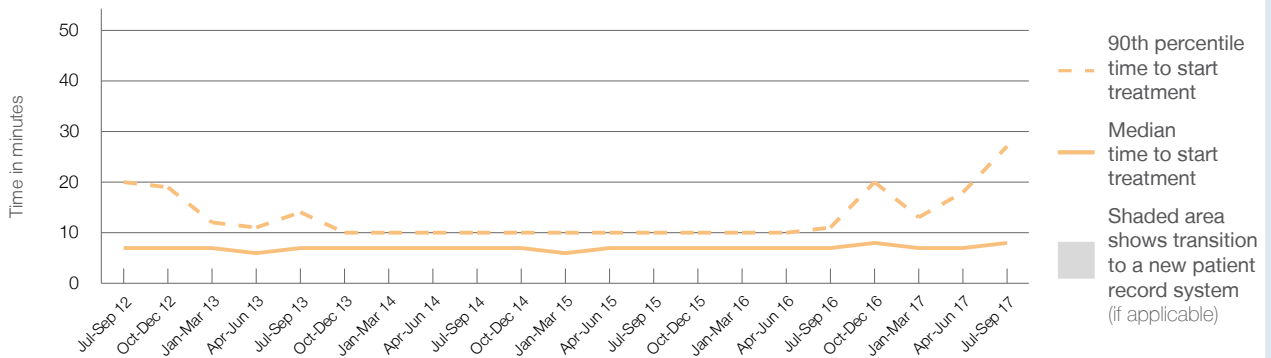
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,308	
1,298	
7 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	20	14	10	10	11	27

(†) 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 3 July to September 2017

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

Number of triage 3 patients: 2,266

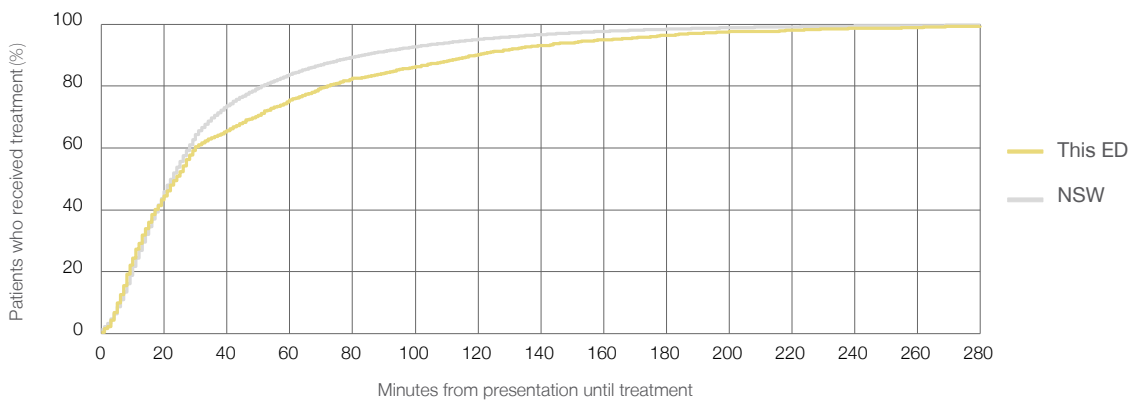
Number of triage 3 patients used to calculate waiting time:³ 2,199

Median time to start treatment⁴ 24 minutes

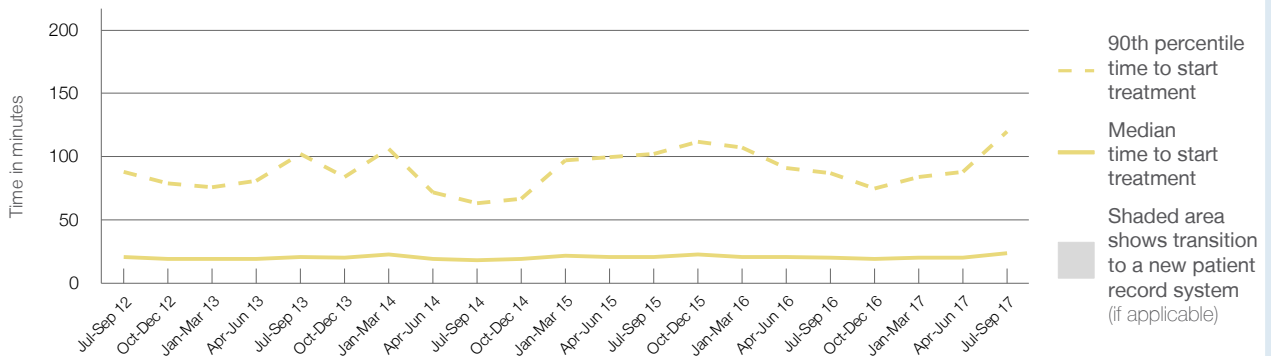
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
2,060	2,006
20 minutes	23 minutes
87 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	21	18	21	20	24
90th percentile time to start treatment ⁵ (minutes)	88	102	63	102	87	120

(†) 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 4 July to September 2017

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

Number of triage 4 patients: 2,915

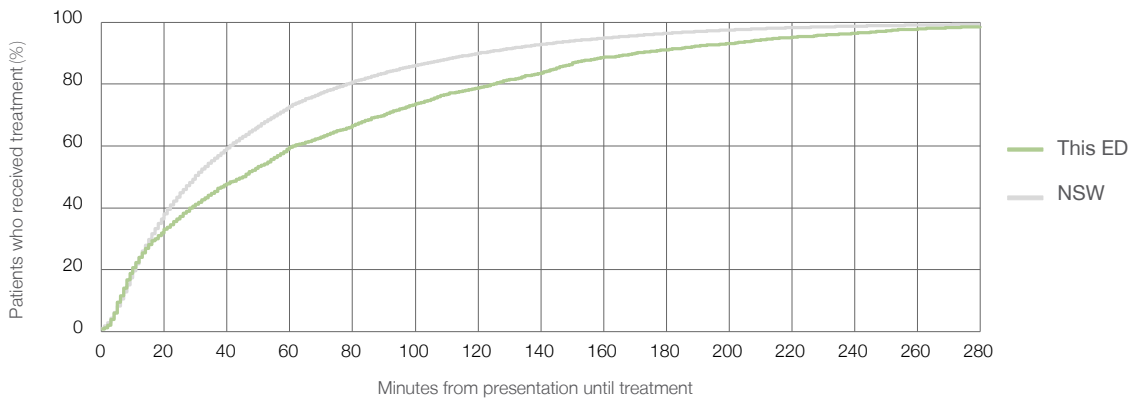
Number of triage 4 patients used to calculate waiting time:³ 2,640

Median time to start treatment⁴ 45 minutes

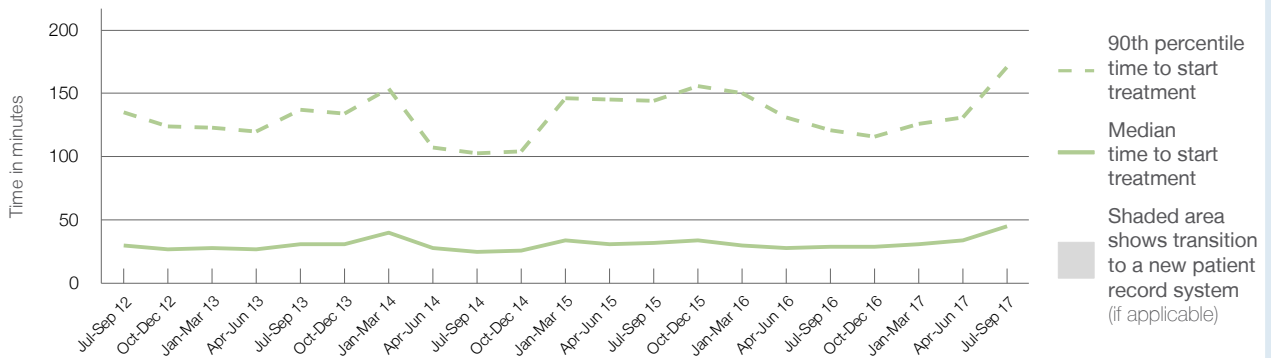
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
2,171	
2,010	
29 minutes	30 minutes
121 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	31	25	32	29	45
90th percentile time to start treatment ⁵ (minutes)	135	137	103	144	121	171

(†) 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 5 July to September 2017

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

Number of triage 5 patients: 1,404

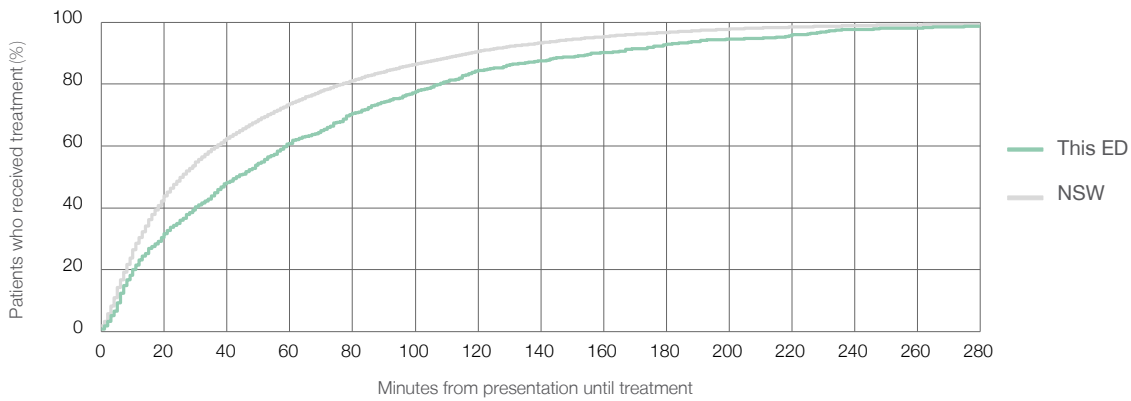
Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴ 43 minutes

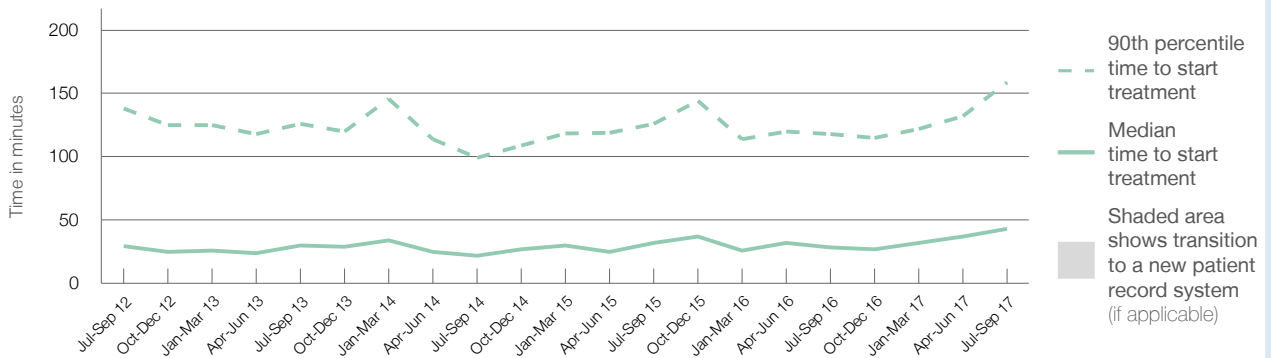
90th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
1,255	1,134
29 minutes	26 minutes
118 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	30	22	32	29	43
90th percentile time to start treatment ⁵ (minutes)	138	126	99	126	118	159

(†) 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 spent in the ED

July to September 2017

All presentations:¹ 8,196 patients

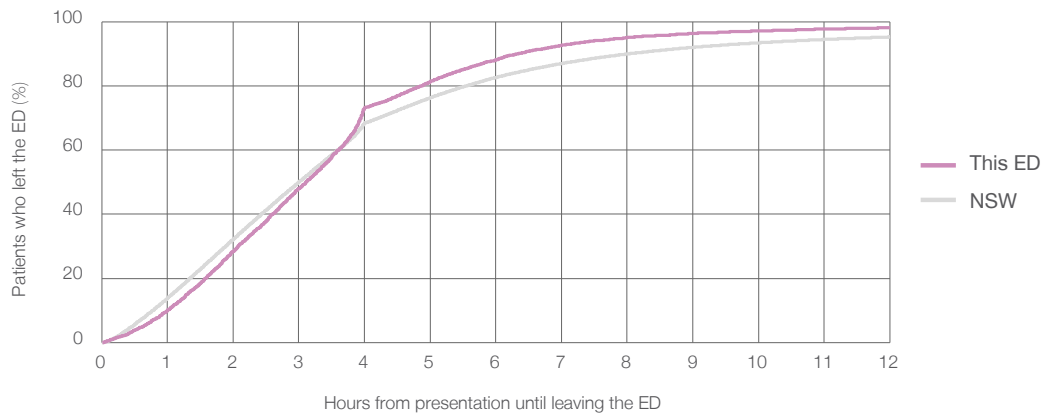
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

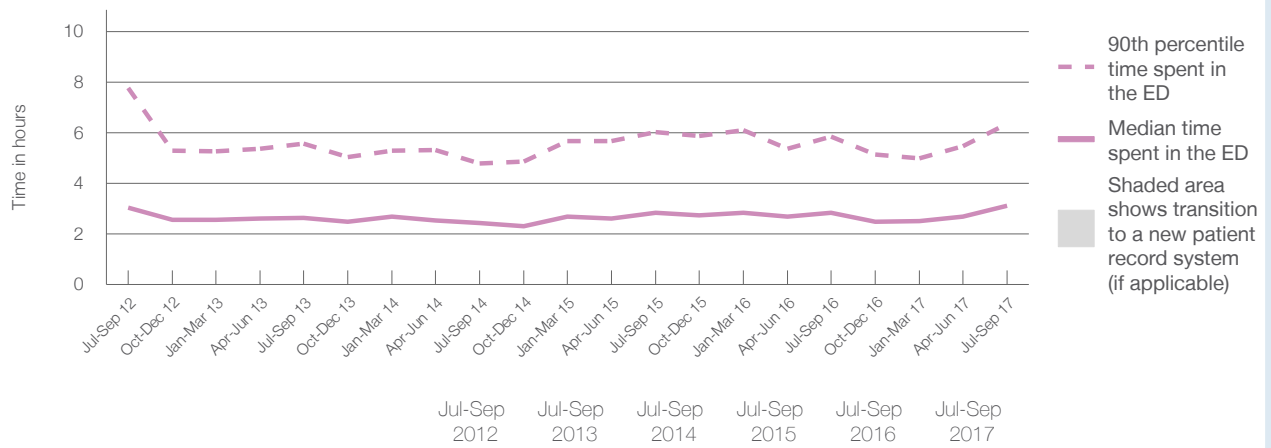
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
6,987	6,987
2 hours and 51 minutes	3 hours and 0 minutes
5 hours and 51 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 46m	5h 35m	4h 47m	6h 1m	5h 51m	6h 21m

(†) 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 spent in the ED

By mode of separation

July to September 2017

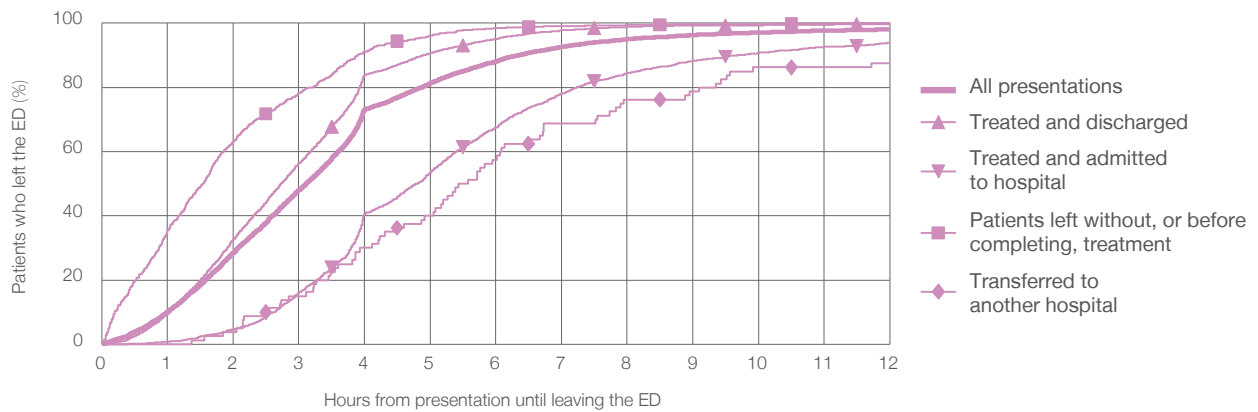
All presentations:¹ 8,196 patients

Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

Treated and discharged	5,162 (63.0%)
Treated and admitted to hospital	2,064 (25.2%)
Patient left without, or before completing, treatment	819 (10.0%)
Transferred to another hospital	80 (1.0%)
Other	71 (0.9%)

Same period last year	Change since one year ago
6,987	17.3%
4,281	20.6%
2,080	-0.8%
478	71.3%
82	-2.4%
66	7.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

Treated and discharged	9.4%	32.6%	56.3%	83.8%	95.1%	98.8%	99.4%	99.7%
Treated and admitted to hospital	0.8%	4.6%	16.1%	40.7%	67.5%	84.4%	90.7%	93.9%
Patient left without, or before completing, treatment	35.4%	63.2%	78.3%	91.1%	98.4%	99.5%	99.8%	100%
Transferred to another hospital	0%	3.8%	15.0%	30.0%	57.5%	76.3%	86.3%	87.5%
All presentations	10.1%	28.6%	48.1%	73.2%	88.1%	95.0%	97.1%	98.1%

(†) 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 spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,196 patients

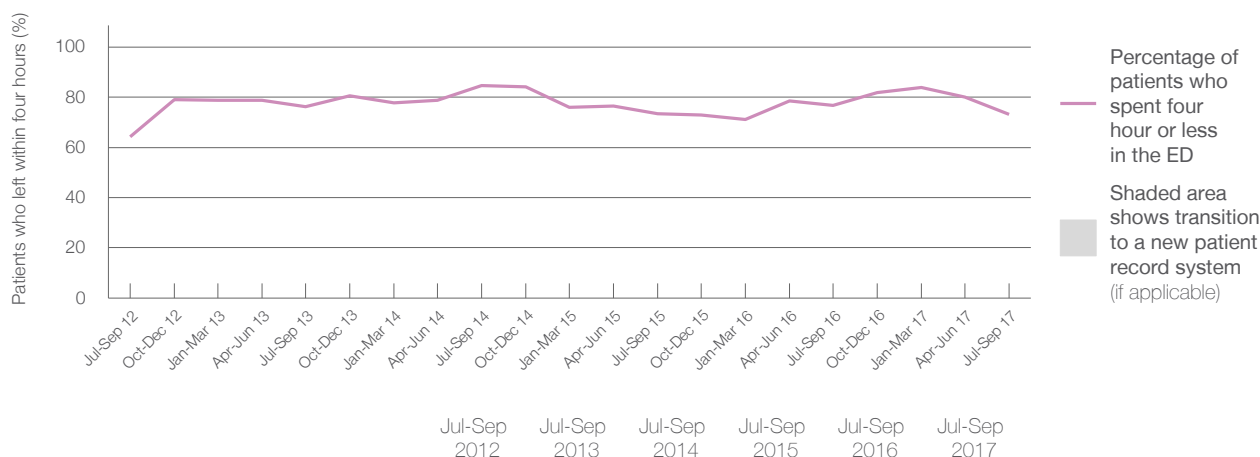
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

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	6,987	17.3%
Presentations used to calculate time to leaving the ED	6,987	17.3%
Percentage of patients who spent four hours or less in the ED	76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	64.1%	76.3%	84.6%	73.4%	76.8%	73.2%

* 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 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).