

Manly Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 5,959 patients

Emergency presentations:² 5,921 patients

Same period last year	Change since one year ago
6,369	-6%
6,323	-6%

Manly Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴  7 minutes

90th percentile time to start treatment⁵  11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,343 patients

Median time to start treatment⁴  10 minutes

90th percentile time to start treatment⁵  29 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,313 patients

Median time to start treatment⁴  11 minutes

90th percentile time to start treatment⁵  55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 308 patients

Median time to start treatment⁴  12 minutes

90th percentile time to start treatment⁵  69 minutes

Same period last year	NSW (this period)
957	
7 minutes	8 minutes
11 minutes	28 minutes
2,510	
14 minutes	21 minutes
38 minutes	72 minutes
2,503	
14 minutes	26 minutes
71 minutes	105 minutes
309	
13 minutes	22 minutes
87 minutes	103 minutes

Manly Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 5,959 patients

Percentage of patients who spent four hours or less in the ED  85%

Same period last year	Change since one year ago
6,369	-6%
82%	

* 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.

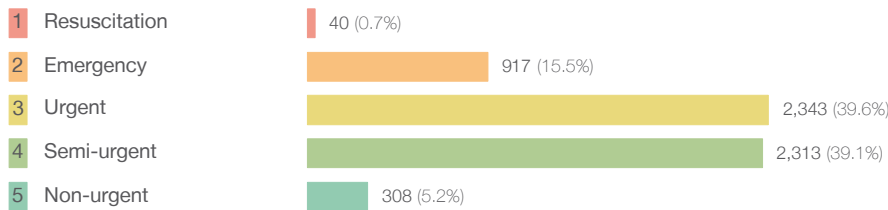
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Manly Hospital: Patients presenting to the emergency department July to September 2018

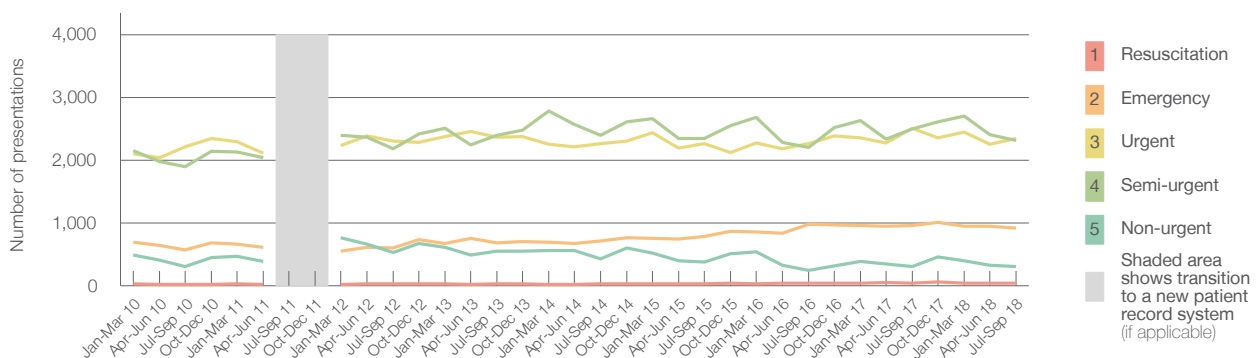
All presentations:¹ 5,959 patients

Emergency presentations² by triage category: 5,921 patients



Same period last year	Change since one year ago
6,369	-6%
6,323	-6%
44	-9.1%
957	-4.2%
2,510	-6.7%
2,503	-7.6%
309	-0.3%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	23		26	28	28	26	35	44	40
Emergency	568		598	687	712	789	973	957	917
Urgent	2,217		2,300	2,370	2,264	2,259	2,262	2,510	2,343
Semi-urgent	1,898		2,184	2,397	2,394	2,340	2,202	2,503	2,313
Non-urgent	304		526	553	430	379	248	309	308
All emergency presentations	5,010		5,634	6,035	5,828	5,793	5,720	6,323	5,921

Manly Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,450 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,398	
12 minutes	-1 minute
22 minutes	-2 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.

Manly Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 917

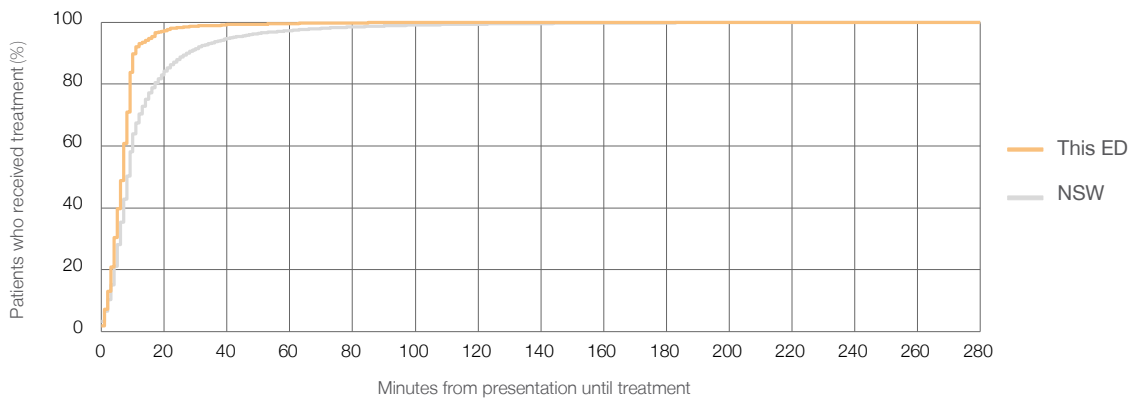
Number of triage 2 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 7 minutes

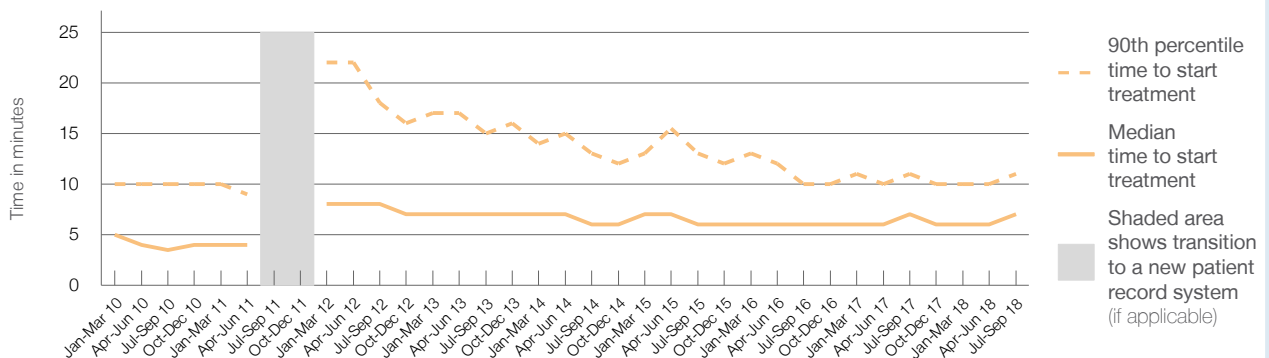
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
957	957
7 minutes	8 minutes
11 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	4		8	7	6	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10		18	15	13	13	10	11	11

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Manly Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,343

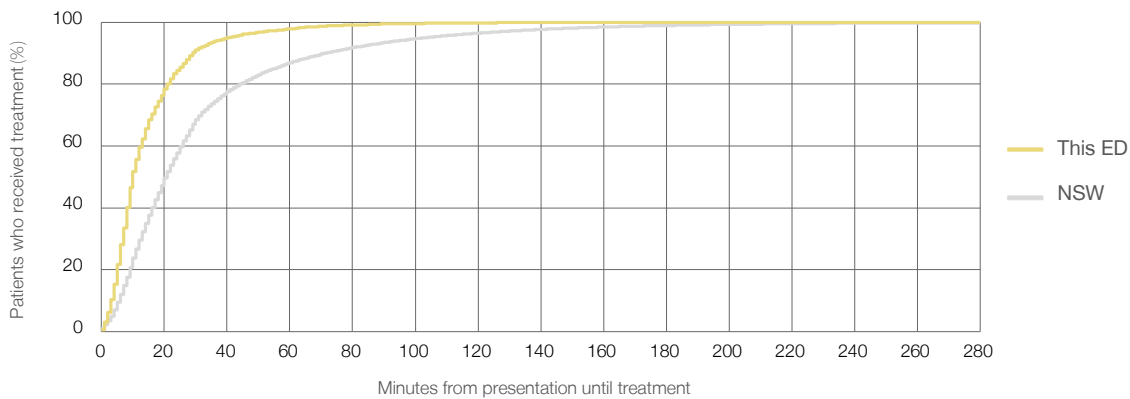
Number of triage 3 patients used to calculate waiting time:³ 2,334

Median time to start treatment⁴ 10 minutes

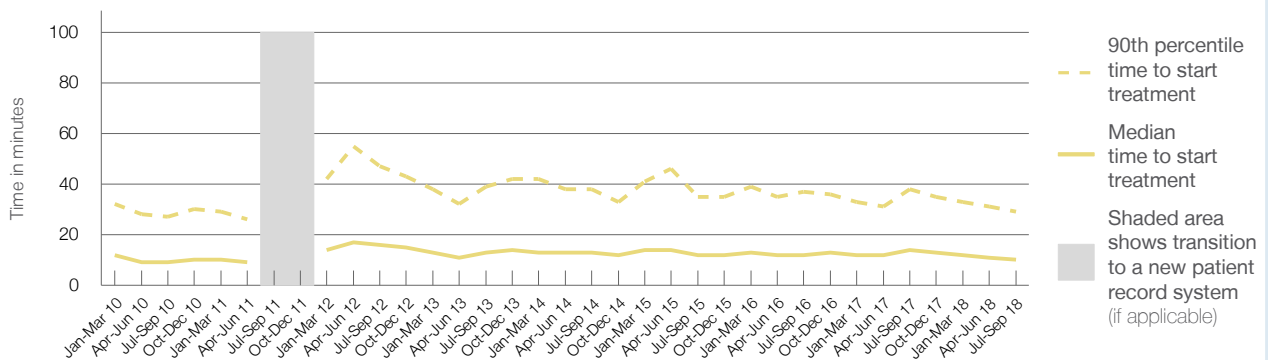
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
2,510	2,490
14 minutes	21 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9		16	13	13	12	12	14	10
90th percentile time to start treatment ⁵ (minutes)	27		47	39	38	35	37	38	29

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Manly Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,313

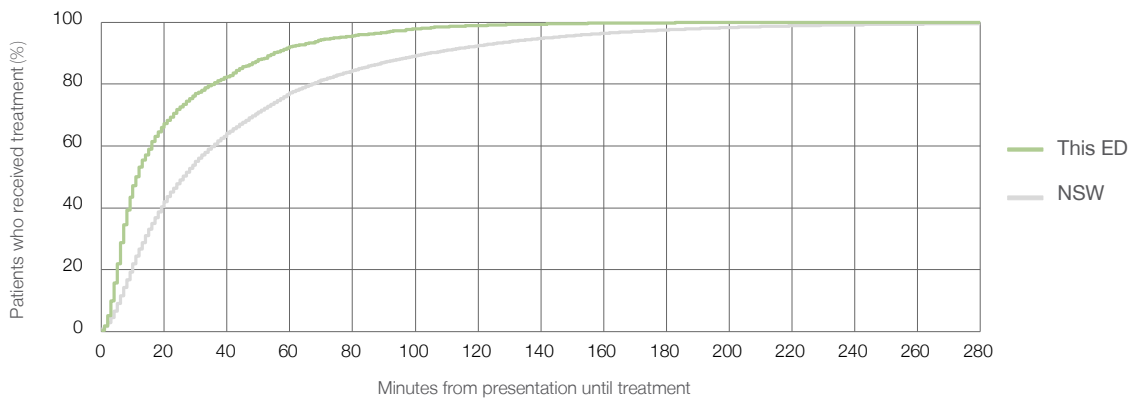
Number of triage 4 patients used to calculate waiting time:³ 2,276

Median time to start treatment⁴ 11 minutes

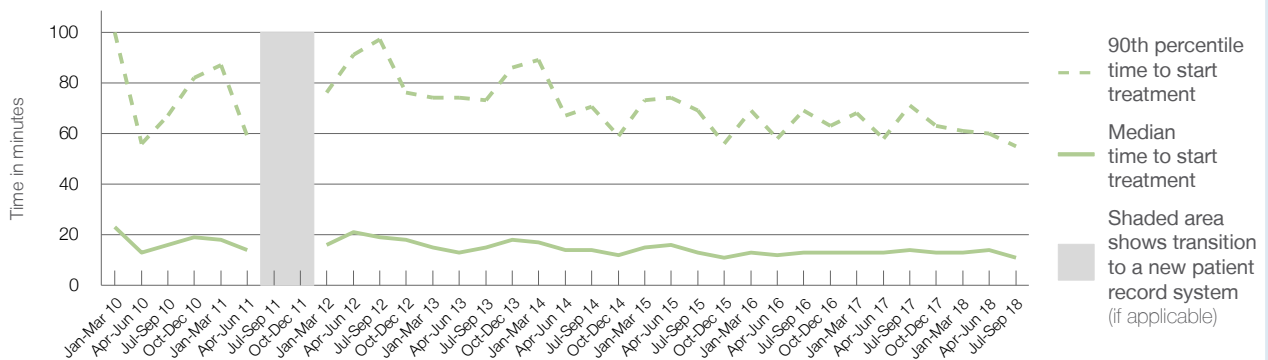
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,503	
2,420	
14 minutes	26 minutes
71 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	16		19	15	14	13	13	14	11
90th percentile time to start treatment ⁵ (minutes)	67		97	73	71	69	69	71	55

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Manly Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 308

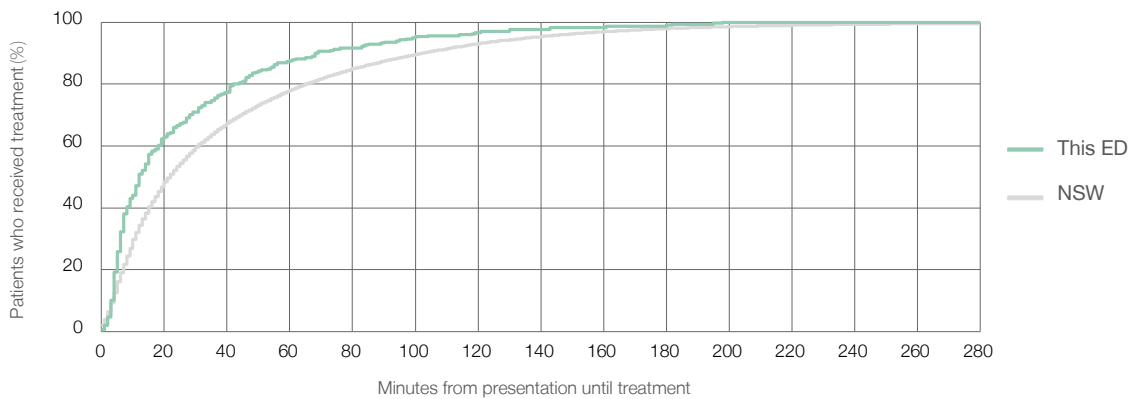
Number of triage 5 patients used to calculate waiting time:³ 297

Median time to start treatment⁴ 12 minutes

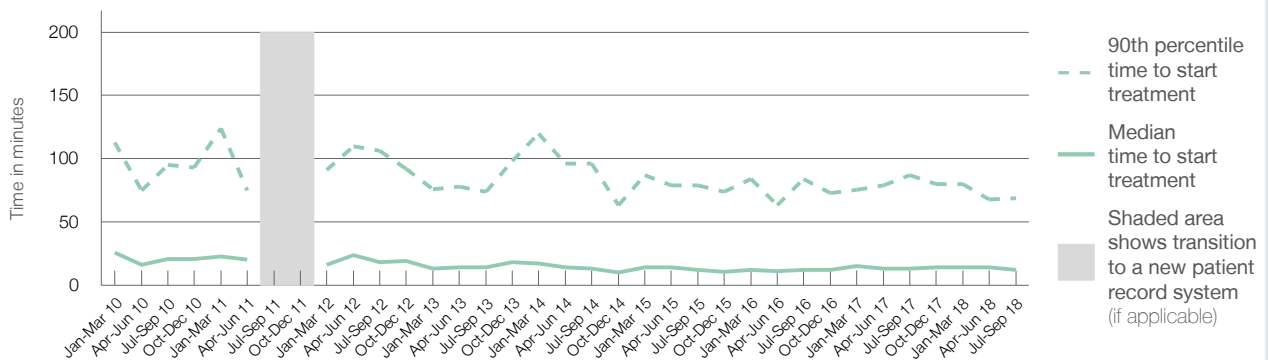
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
309	
284	
13 minutes	22 minutes
87 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21		18	14	13	12	12	13	12
90th percentile time to start treatment ⁵ (minutes)	95		106	74	96	79	84	87	69

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Manly Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 5,959 patients

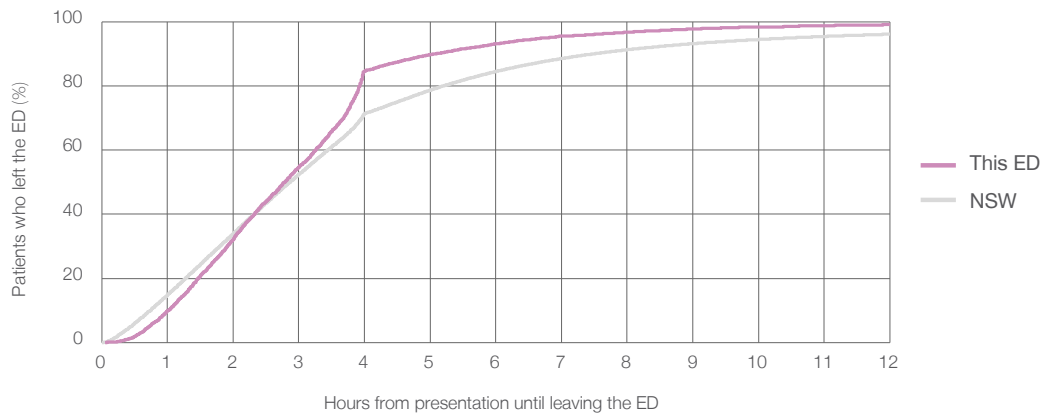
Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

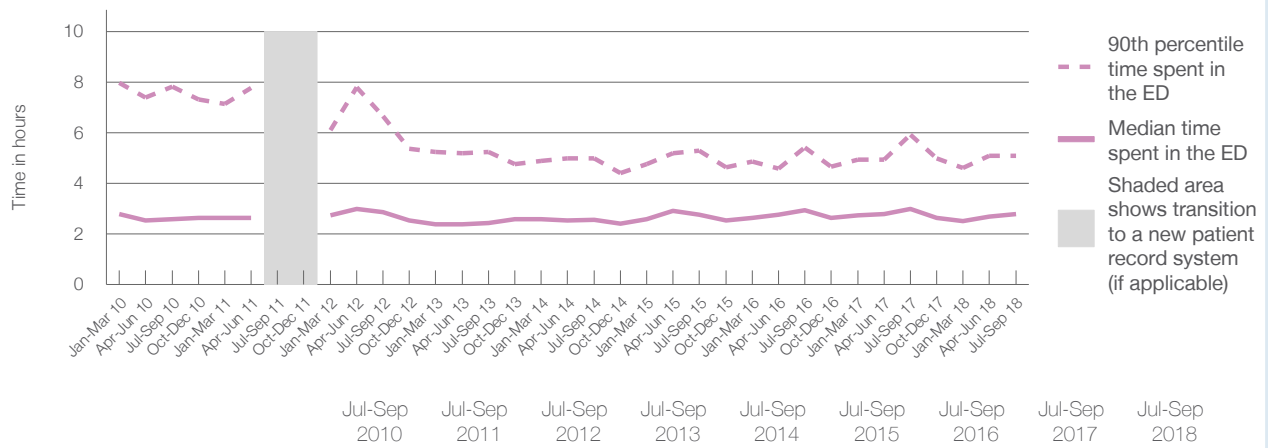
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
6,369	6,369
2 hours and 59 minutes	2 hours and 52 minutes
5 hours and 55 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 36m		2h 52m	2h 26m	2h 34m	2h 46m	2h 57m	2h 59m	2h 47m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 50m		6h 40m	5h 14m	5h 0m	5h 17m	5h 26m	5h 55m	5h 6m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Manly Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

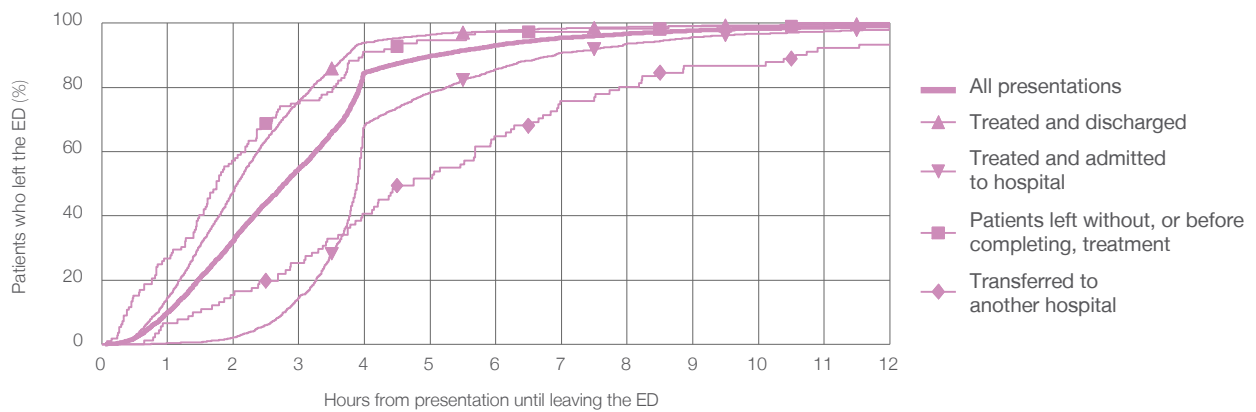
All presentations:¹ 5,959 patients

Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Treated and discharged	3,780 (63.4%)
Treated and admitted to hospital	1,968 (33.0%)
Patient left without, or before completing, treatment	112 (1.9%)
Transferred to another hospital	91 (1.5%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,369	-6%
4,060	-6.9%
1,989	-1.1%
201	-44.3%
114	-20.2%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	14.5%	47.7%	75.7%	94.0%	97.5%	98.8%	99.4%	99.7%
Treated and admitted to hospital	0.3%	2.1%	14.6%	68.2%	85.7%	93.6%	96.7%	98.1%
Patient left without, or before completing, treatment	26.8%	57.1%	75.0%	91.1%	97.3%	98.2%	99.1%	100%
Transferred to another hospital	6.6%	15.4%	25.3%	40.7%	64.8%	80.2%	86.8%	93.4%
All presentations	10.0%	32.3%	54.7%	84.6%	93.1%	96.8%	98.3%	99.1%

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Manly Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 5,959 patients

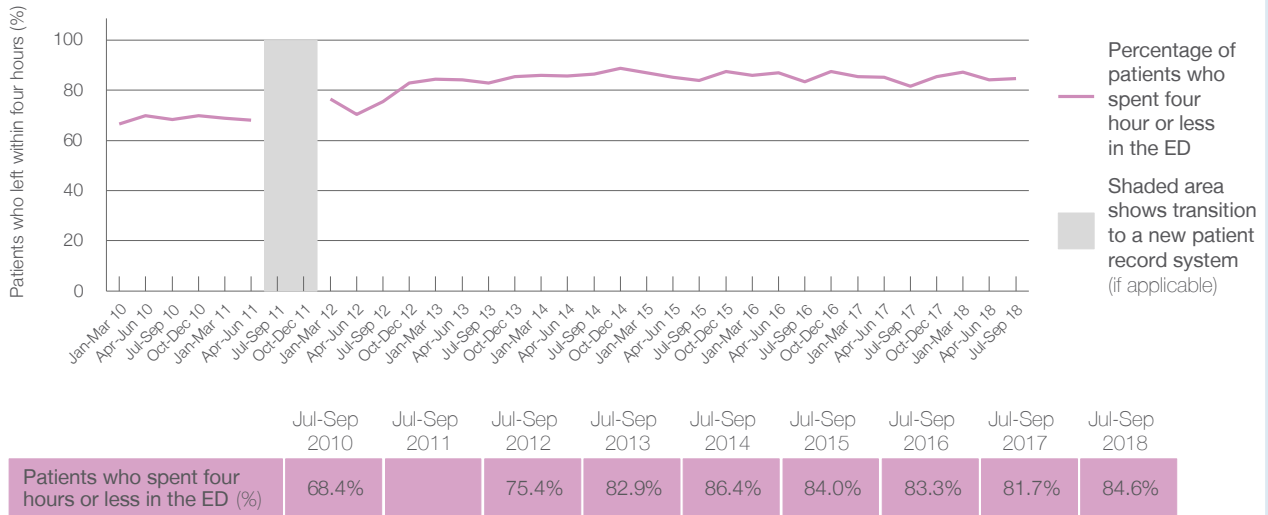
Presentations used to calculate time to leaving the ED: ⁶ 5,959 patients

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	6,369	-6%
Presentations used to calculate time to leaving the ED	6,369	-6%
Percentage of patients who spent four hours or less in the ED	81.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).