

Manly Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,589 patients

Emergency presentations:² 6,523 patients

Same period last year	Change since one year ago
6,461	2%
6,377	2%

Manly Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 943 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,450 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,701 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
955	
6 minutes	8 minutes
11 minutes	23 minutes
2,355	
12 minutes	20 minutes
33 minutes	65 minutes
2,634	
13 minutes	25 minutes
68 minutes	98 minutes
389	
15 minutes	22 minutes
76 minutes	97 minutes

Manly Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,589 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
6,461	2%
85%	

* 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, January to March 2018*.
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 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.
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.

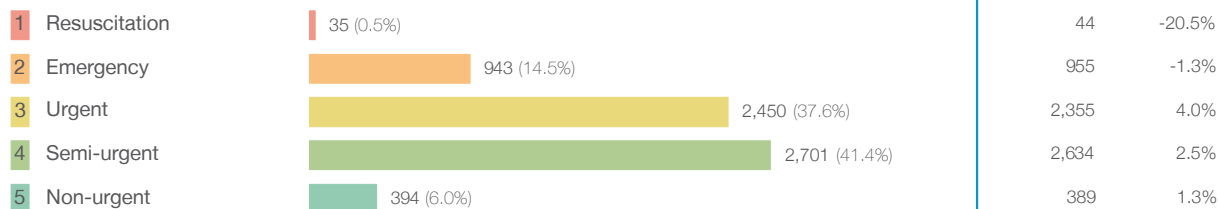
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Manly Hospital: Patients presenting to the emergency department

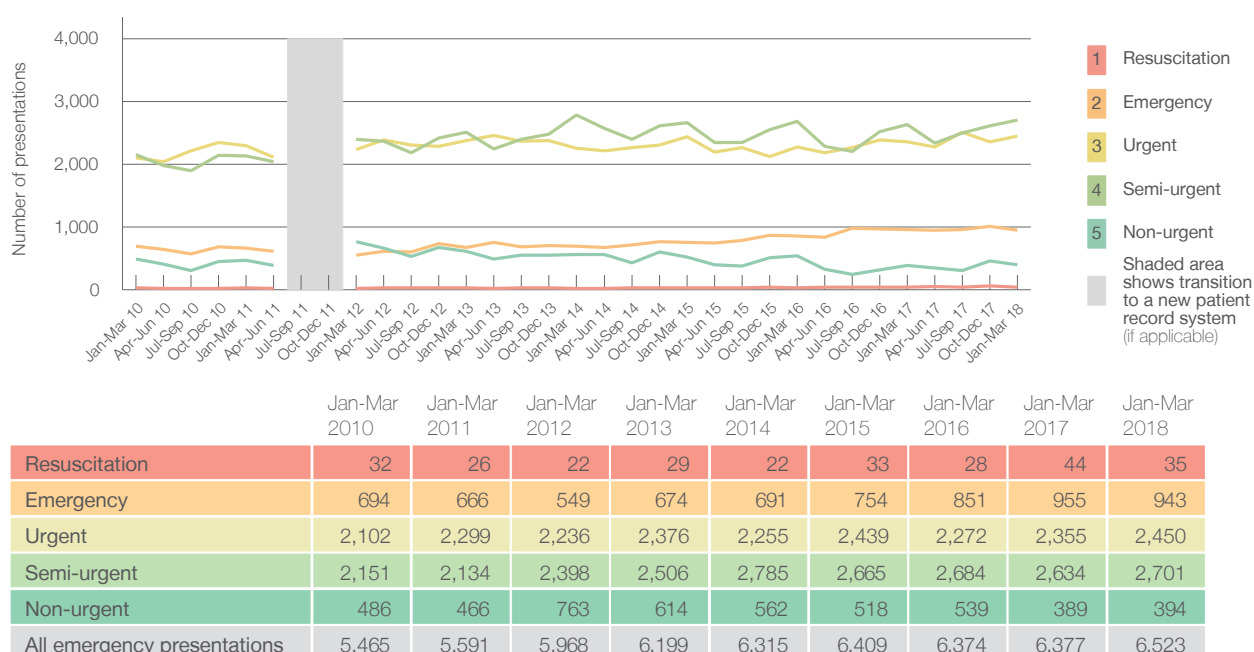
January to March 2018

All presentations:¹ 6,589 patients

Emergency presentations² by triage category: 6,523 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Manly Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,353 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.

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

January to March 2018

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

Number of triage 2 patients: 943

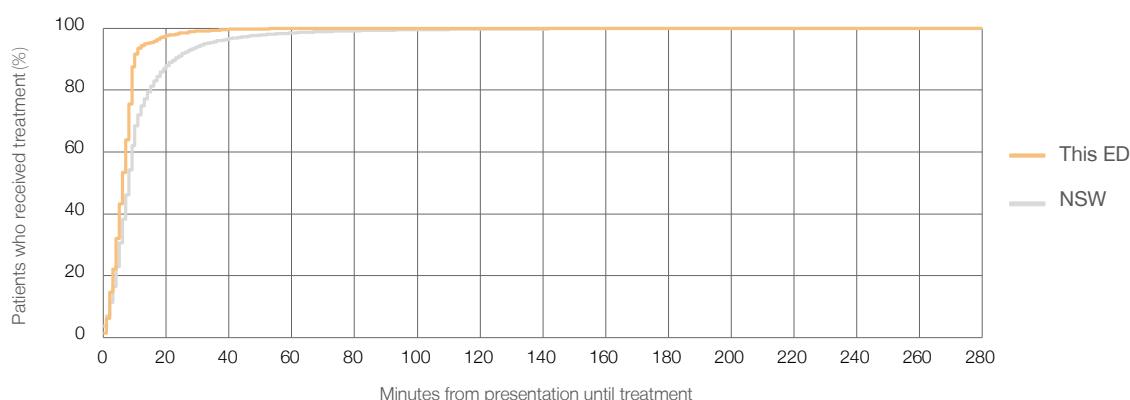
Number of triage 2 patients used to calculate waiting time:³ 941

Median time to start treatment⁴ 6 minutes

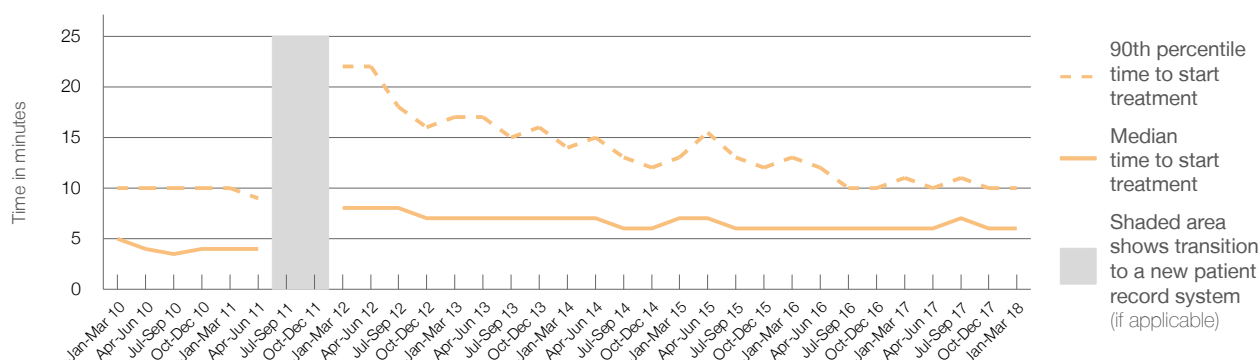
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
955	955
6 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	4	8	7	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10	10	22	17	14	13	13	11	10

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

January to March 2018

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

Number of triage 3 patients: 2,450

Number of triage 3 patients used to calculate waiting time:³ 2,435

Median time to start treatment⁴

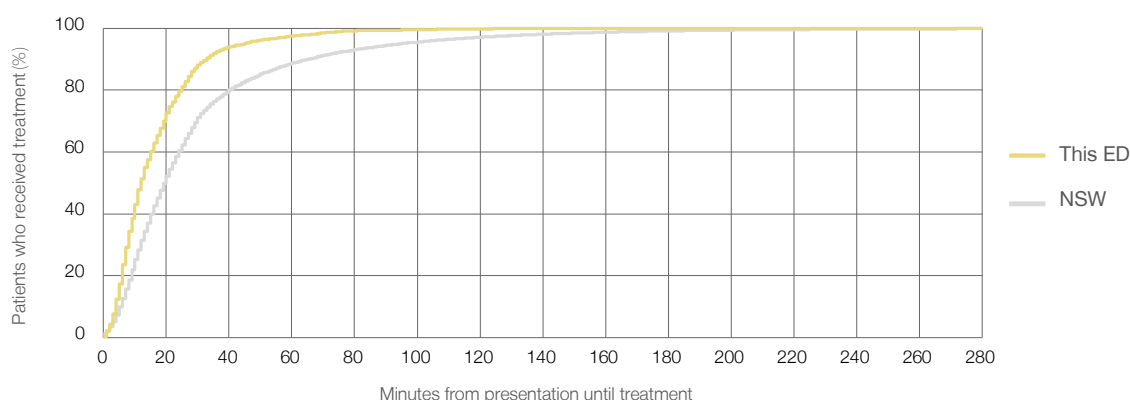
12 minutes

90th percentile time to start treatment⁵

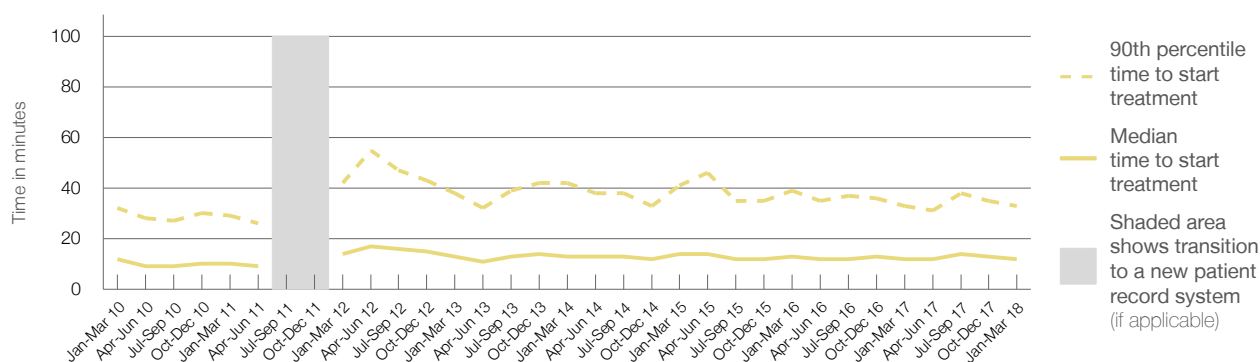
33 minutes

Same period last year	NSW (this period)
2,355	
2,347	
12 minutes	20 minutes
33 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	12	10	14	13	13	14	13	12	12
90th percentile time to start treatment ⁵ (minutes)	32	29	42	38	42	41	39	33	33

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

January to March 2018

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

Number of triage 4 patients: 2,701

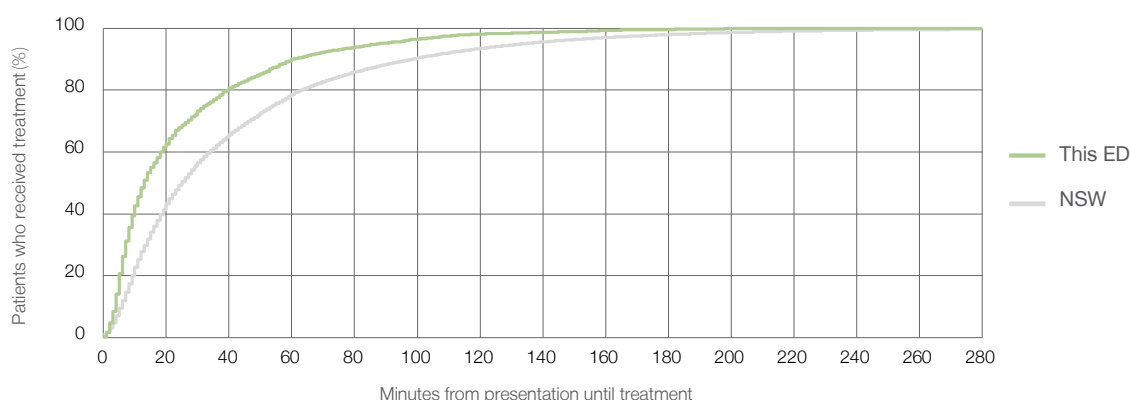
Number of triage 4 patients used to calculate waiting time:³ 2,650

Median time to start treatment⁴ 13 minutes

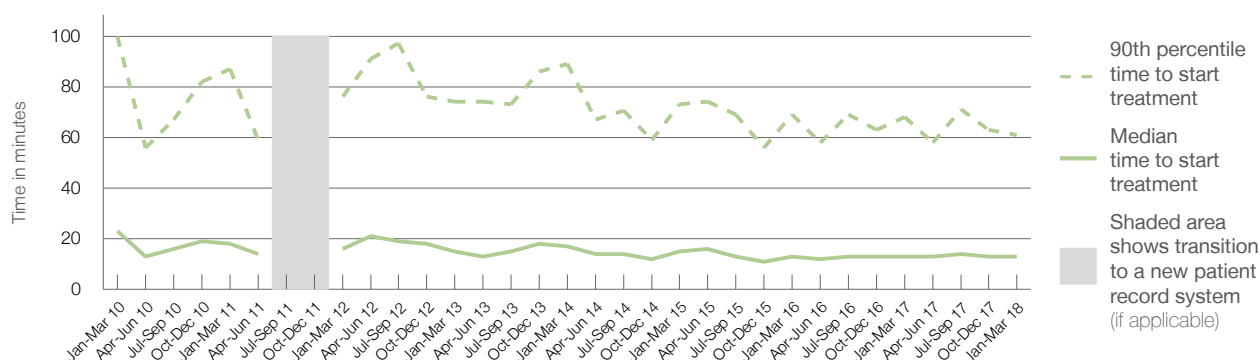
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,634	
2,578	
13 minutes	25 minutes
68 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	18	16	15	17	15	13	13	13
90th percentile time to start treatment ⁵ (minutes)	100	87	76	74	89	73	69	68	61

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

January to March 2018

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

Number of triage 5 patients: 394

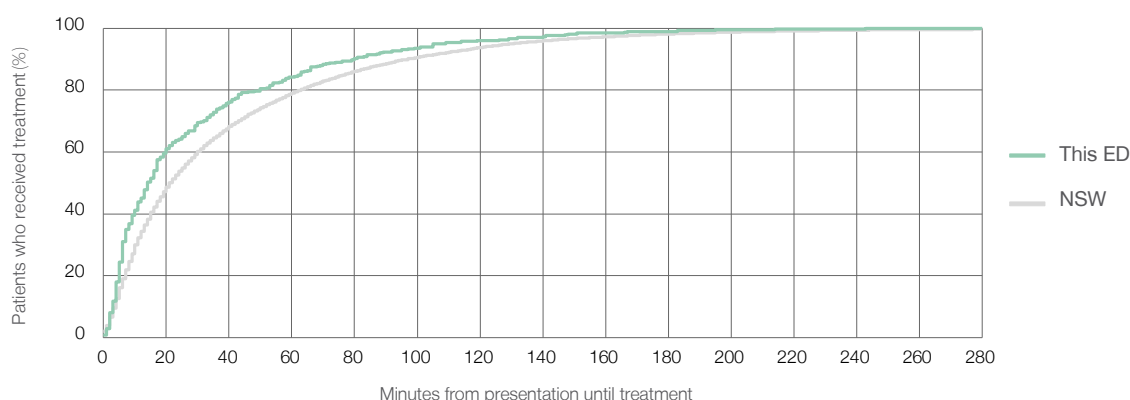
Number of triage 5 patients used to calculate waiting time:³ 374

Median time to start treatment⁴ 14 minutes

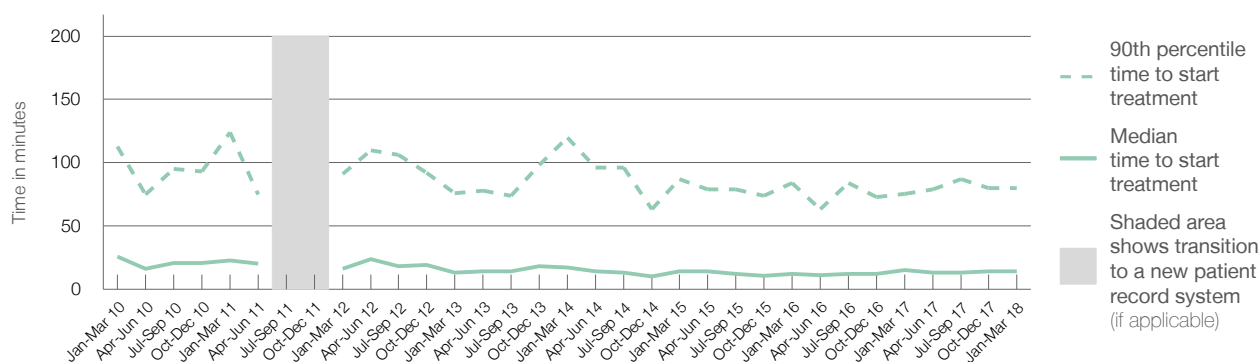
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
389	370
15 minutes	22 minutes
76 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	23	16	13	17	14	12	15	14
90th percentile time to start treatment ⁵ (minutes)	113	124	91	76	120	87	84	76	80

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Manly Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,589 patients

Presentations used to calculate time to leaving the ED:⁶ 6,589 patients

Median time spent in the ED⁸

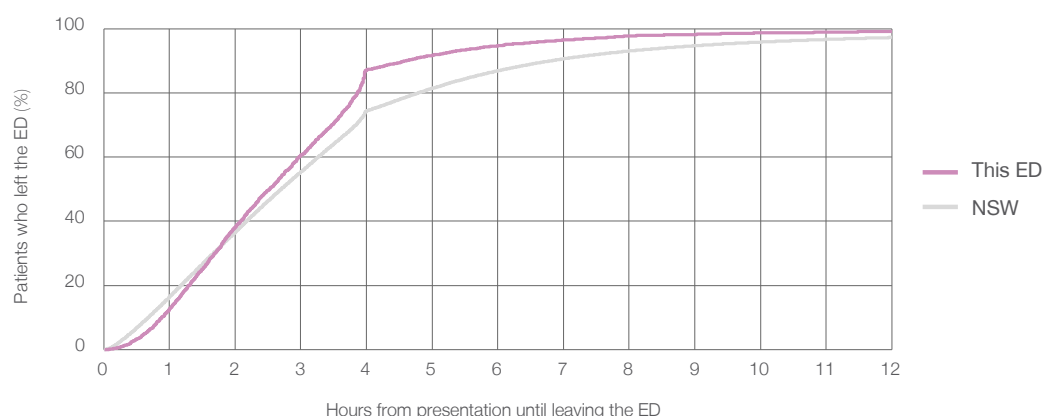
2 hours and 31 minutes

90th percentile time spent in the ED⁹

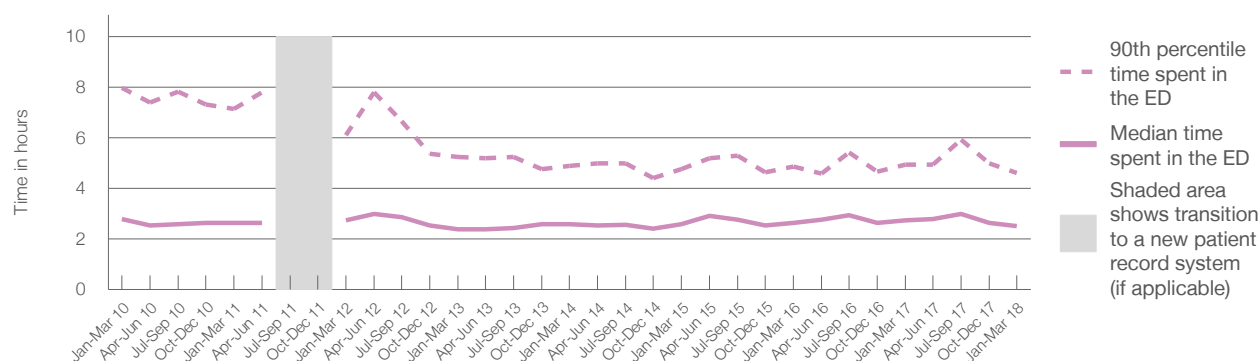
4 hours and 37 minutes

Same period last year	NSW (this period)
6,461	
6,461	
2 hours and 44 minutes	2 hours and 42 minutes
4 hours and 56 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 47m	2h 38m	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m	2h 44m	2h 31m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 59m	7h 9m	6h 6m	5h 15m	4h 54m	4h 46m	4h 52m	4h 56m	4h 37m

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Manly Hospital: Time patients spent in the ED

By mode of separation

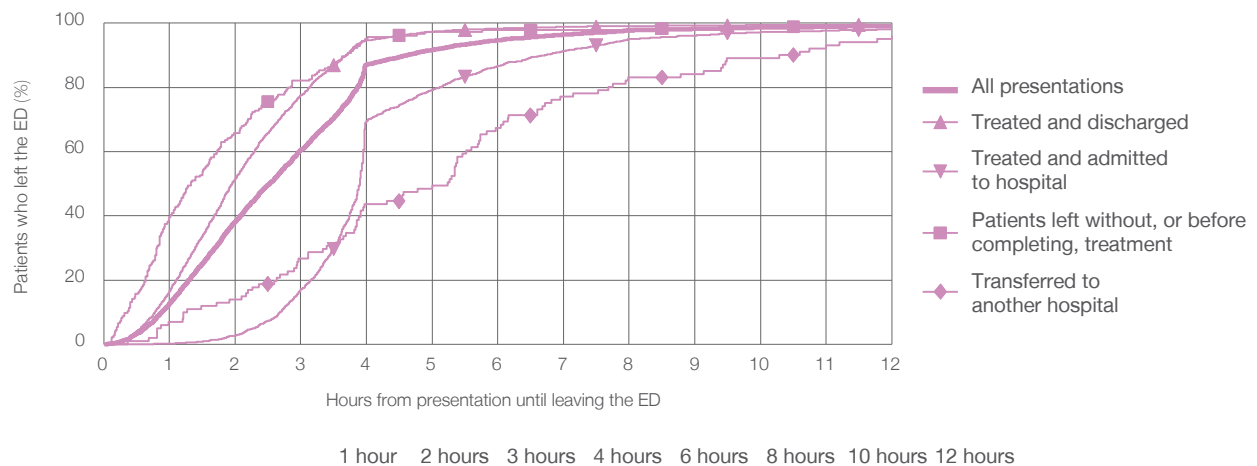
January to March 2018

All presentations:[†] 6,589 patients

Presentations used to calculate time to leaving the ED:[‡] 6,589 patients

		Same period last year	Change since one year ago
Treated and discharged	4,515 (68.5%)	4,236	6.6%
Treated and admitted to hospital	1,782 (27.0%)	1,931	-7.7%
Patient left without, or before completing, treatment	184 (2.8%)	182	1.1%
Transferred to another hospital	101 (1.5%)	110	-8.2%
Other	7 (0.1%)	2	250.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.5%	51.6%	77.5%	94.7%	98.3%	99.2%	99.4%	99.6%
Treated and admitted to hospital	0.2%	2.8%	17.1%	69.6%	86.6%	95.1%	97.3%	98.1%
Patient left without, or before completing, treatment	39.7%	65.8%	82.1%	95.1%	97.8%	98.4%	98.9%	99.5%
Transferred to another hospital	6.9%	13.9%	26.7%	43.6%	67.3%	83.2%	89.1%	96.0%
All presentations	12.7%	38.3%	60.6%	87.1%	94.7%	97.8%	98.7%	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

January to March 2018

All presentations at the emergency department: ¹ 6,589 patients

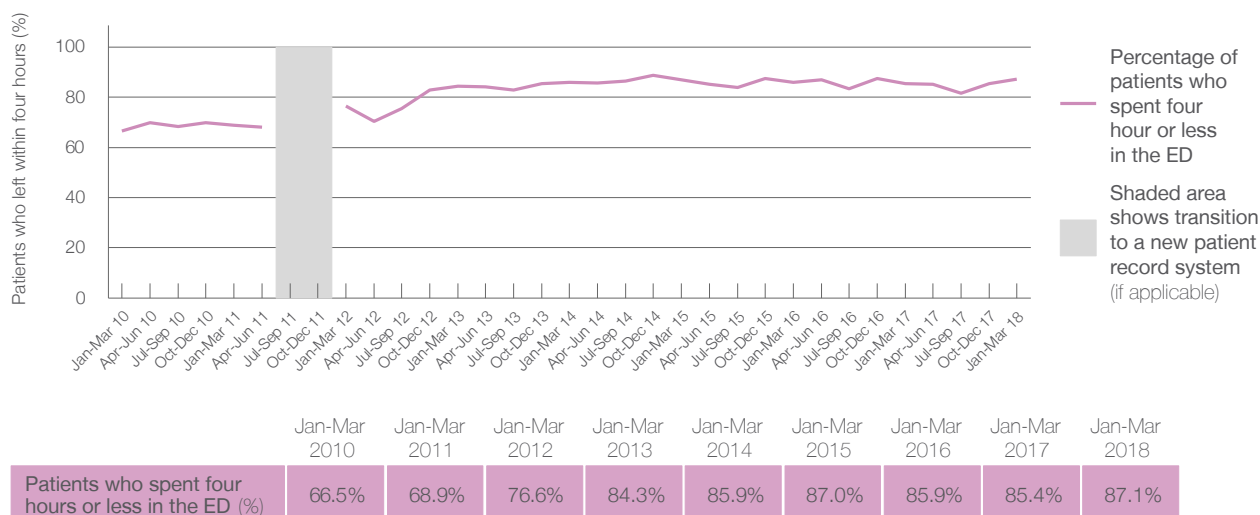
Presentations used to calculate time to leaving the ED: ⁶ 6,589 patients

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



Same period last year	Change since one year ago
6,461	2%
6,461	2%
85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations 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, January to March 2018*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).