

Manning Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,953 patients
 Emergency presentations:² 7,819 patients

Same period last year	Change since one year ago
8,196	-3%
8,054	-3%

Manning Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,355 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,411 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,752 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 143 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,275 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,411	
8 minutes	8 minutes
27 minutes	28 minutes
2,266	
24 minutes	21 minutes
120 minutes	72 minutes
2,915	
45 minutes	26 minutes
171 minutes	105 minutes
1,403	
43 minutes	22 minutes
159 minutes	103 minutes

Manning Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,953 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,196	-3%
73%	

* 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.

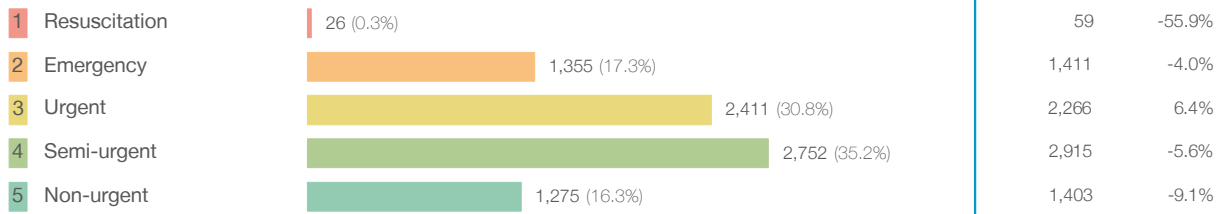
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

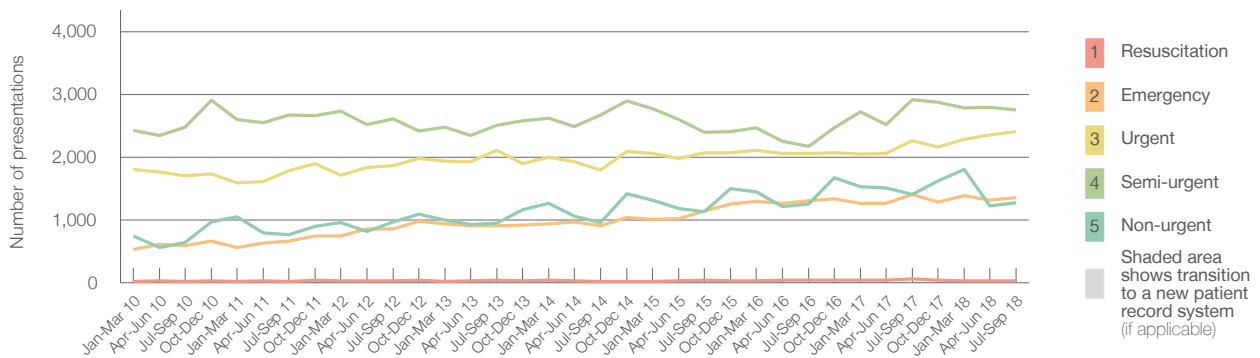
Manning Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 7,953 patients

Emergency presentations² by triage category: 7,819 patients



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	20	22	28	41	19	37	40	59	26
Emergency	588	659	858	910	903	1,140	1,308	1,411	1,355
Urgent	1,706	1,786	1,863	2,110	1,789	2,067	2,058	2,266	2,411
Semi-urgent	2,478	2,668	2,615	2,508	2,671	2,392	2,171	2,915	2,752
Non-urgent	645	764	965	951	956	1,132	1,255	1,403	1,275
All emergency presentations	5,437	5,899	6,329	6,520	6,338	6,768	6,832	8,054	7,819

Manning Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,140 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.

Manning 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: 1,355

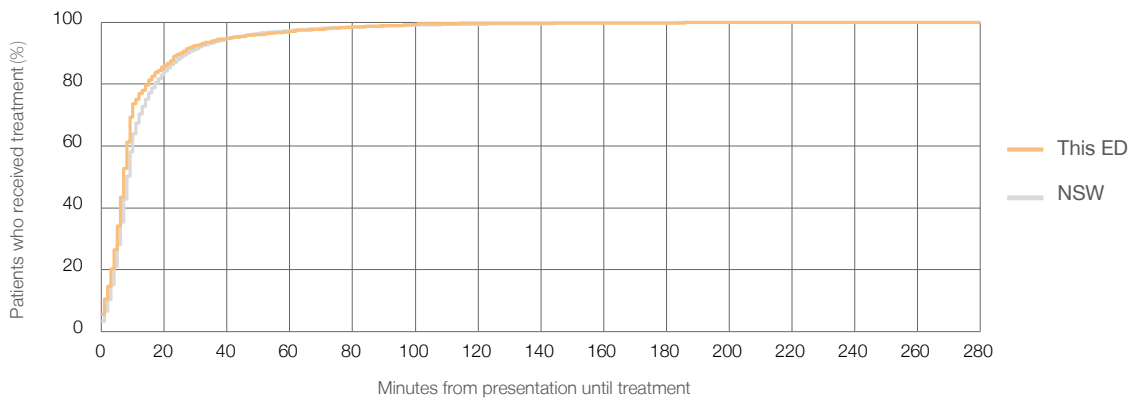
Number of triage 2 patients used to calculate waiting time:³ 1,351

Median time to start treatment⁴ 7 minutes

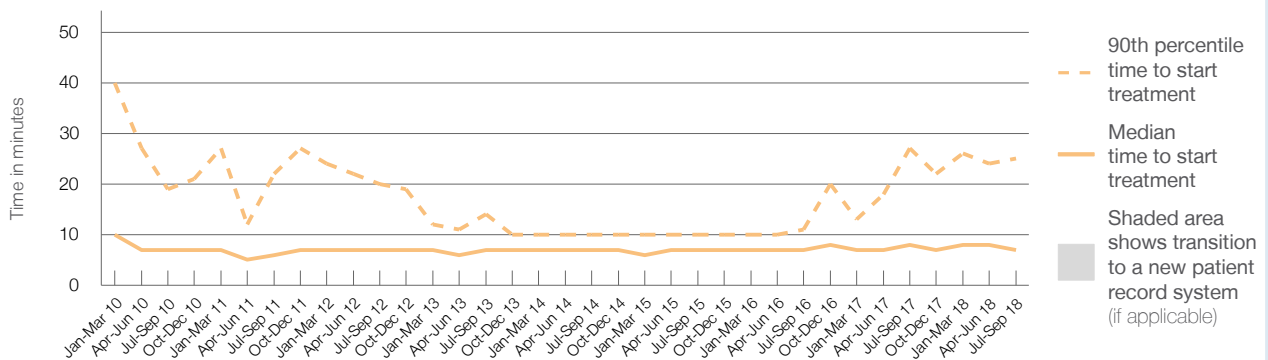
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,411	1,403
8 minutes	8 minutes
27 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)	7	6	7	7	7	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)	19	22	20	14	10	10	11	27	25

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Manning 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: 2,411

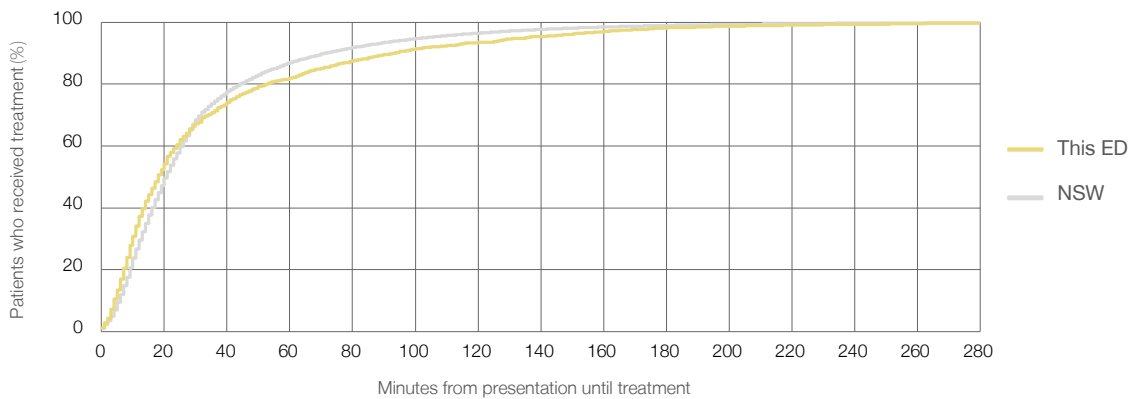
Number of triage 3 patients used to calculate waiting time:³ 2,376

Median time to start treatment⁴ 18 minutes

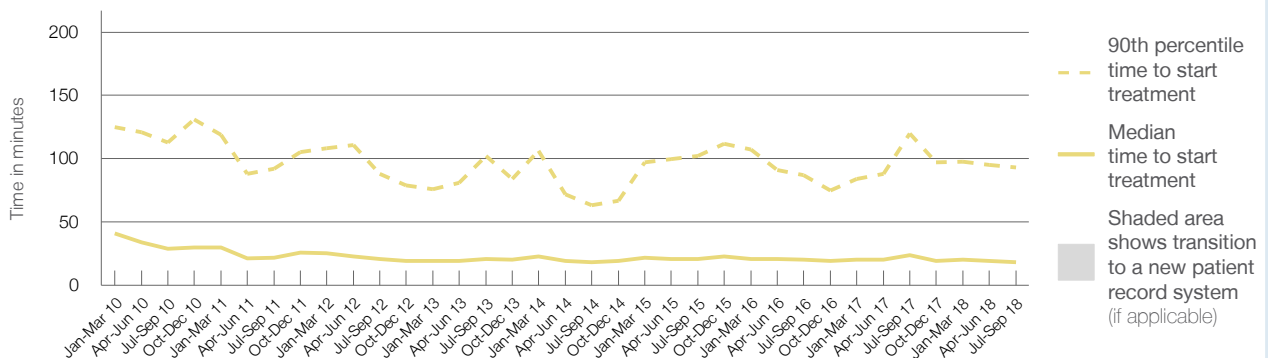
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,266	2,199
24 minutes	21 minutes
120 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)	29	22	21	21	18	21	20	24	18
90th percentile time to start treatment ⁵ (minutes)	113	92	88	102	63	102	87	120	93

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Manning 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: 2,752

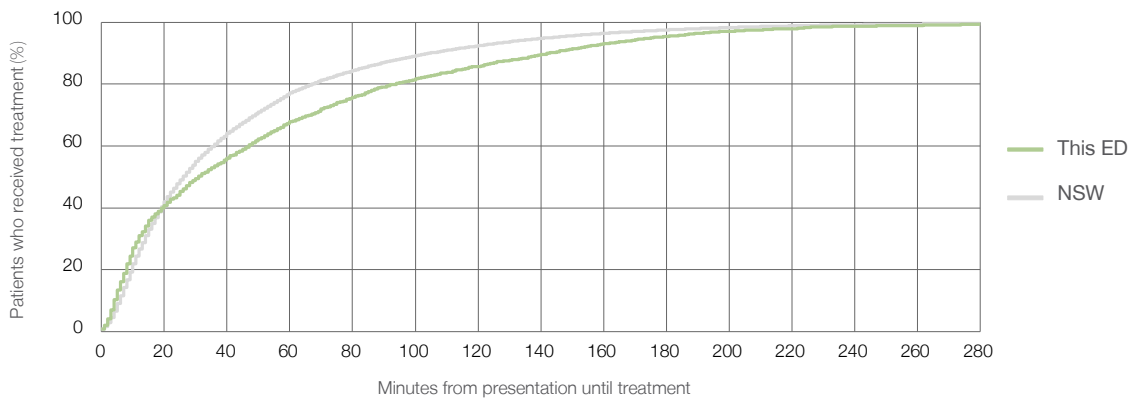
Number of triage 4 patients used to calculate waiting time:³ 2,635

Median time to start treatment⁴ 31 minutes

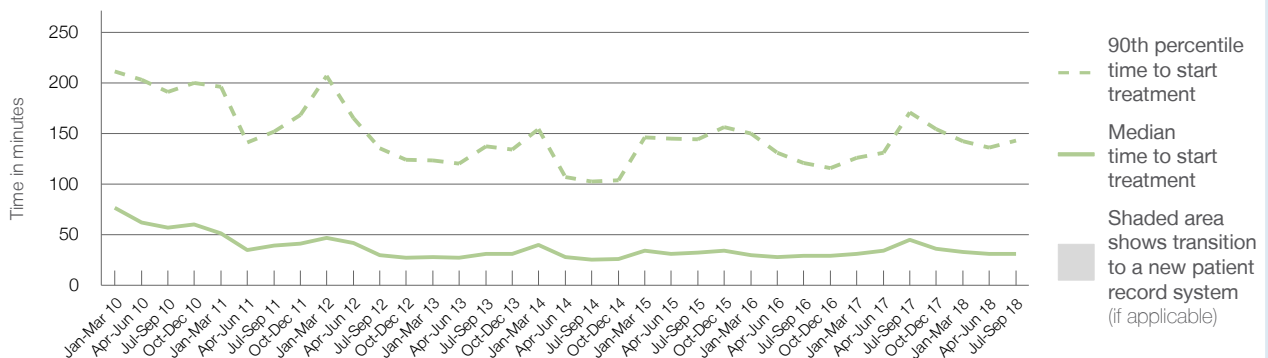
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
2,915	
2,640	
45 minutes	26 minutes
171 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)	57	39	30	31	25	32	29	45	31
90th percentile time to start treatment ⁵ (minutes)	191	152	135	137	103	144	121	171	143

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Manning 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: 1,275

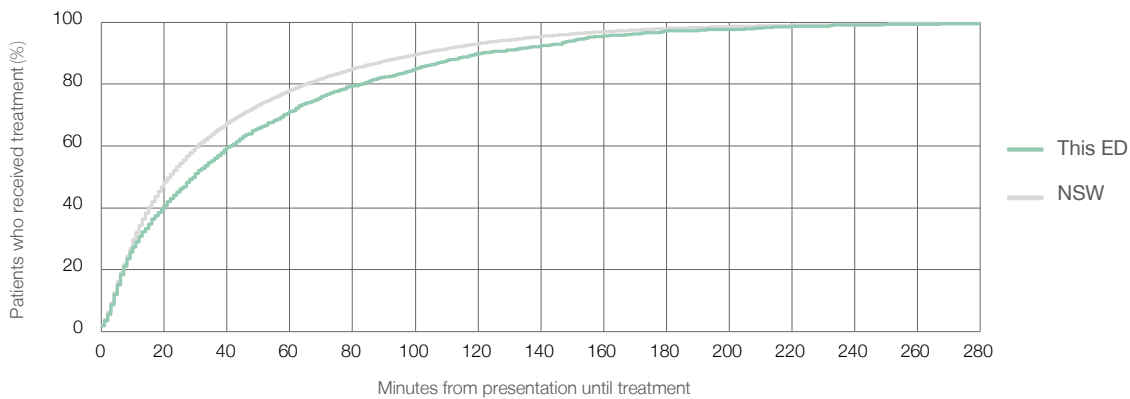
Number of triage 5 patients used to calculate waiting time:³ 1,183

Median time to start treatment⁴ 30 minutes

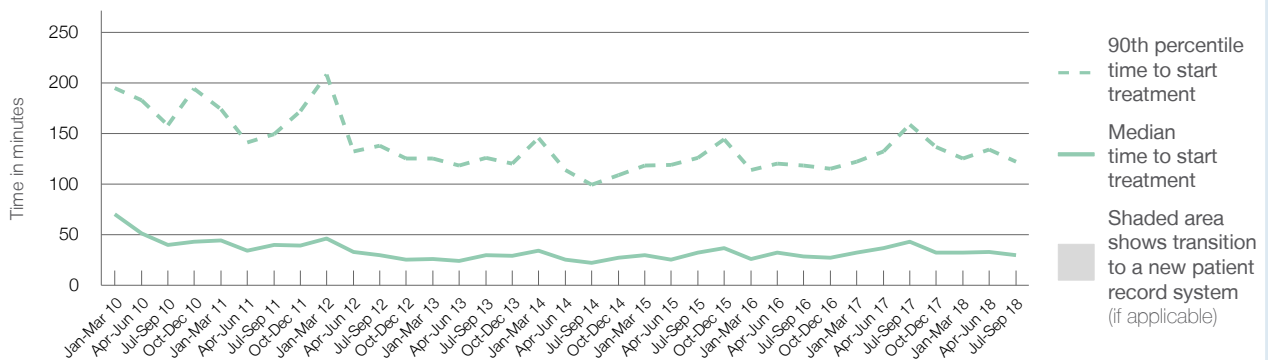
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,403	
1,226	
43 minutes	22 minutes
159 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)	40	40	30	30	22	32	29	43	30
90th percentile time to start treatment ⁵ (minutes)	158	149	138	126	99	126	118	159	122

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Manning Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,953 patients

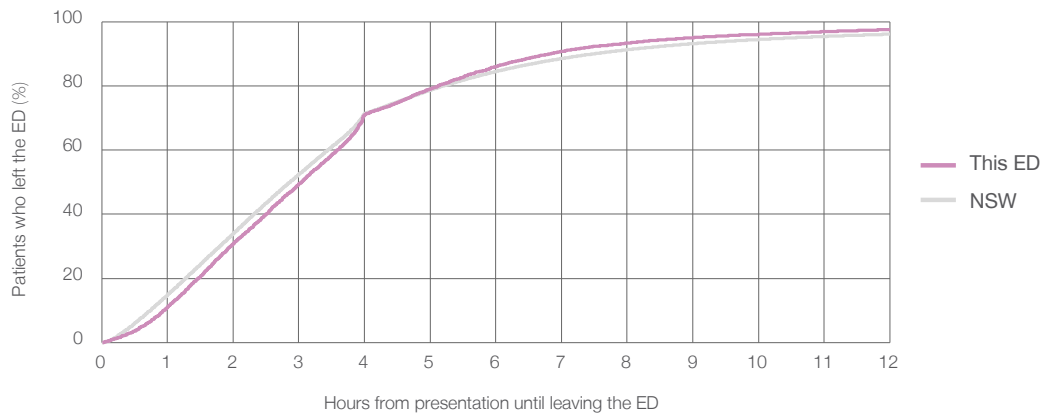
Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

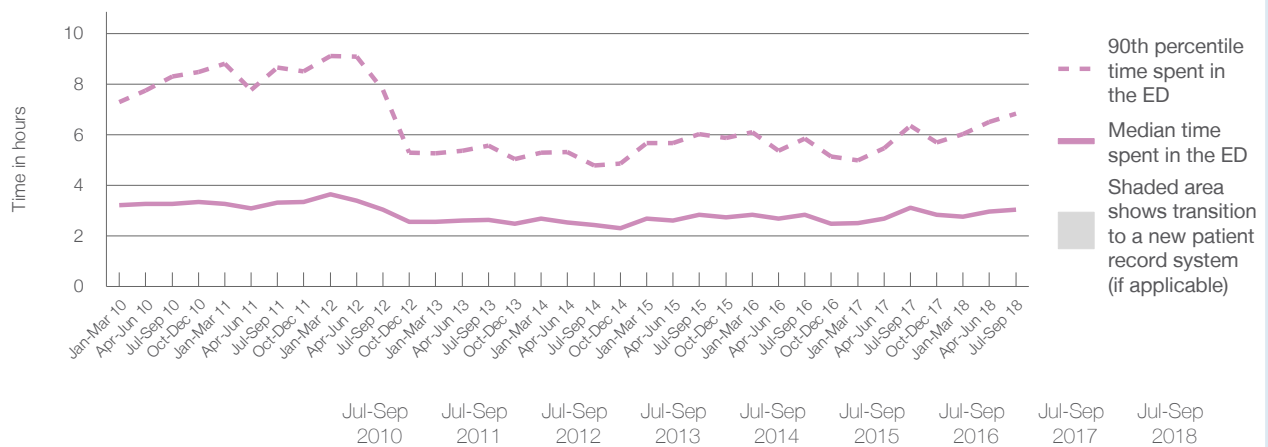
90th percentile time spent in the ED⁹ 6 hours and 50 minutes

Same period last year	NSW (this period)
8,196	8,196
3 hours and 7 minutes	2 hours and 52 minutes
6 hours and 21 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)	3h 17m	3h 19m	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m	3h 7m	3h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 19m	8h 39m	7h 46m	5h 35m	4h 47m	6h 1m	5h 51m	6h 21m	6h 50m

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

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

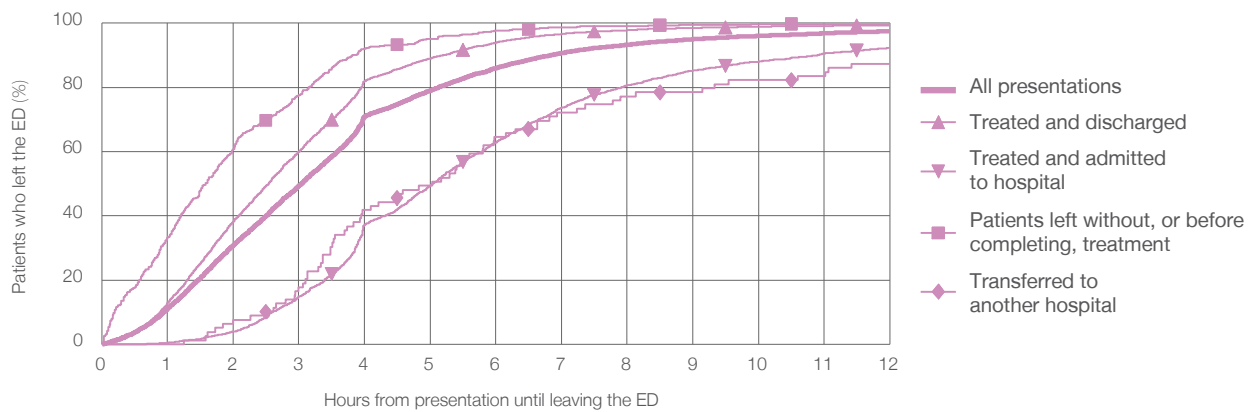
All presentations:¹ 7,953 patients

Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

Treated and discharged	5,335 (67.1%)
Treated and admitted to hospital	2,007 (25.2%)
Patient left without, or before completing, treatment	480 (6.0%)
Transferred to another hospital	79 (1.0%)
Other	52 (0.7%)

Same period last year	Change since one year ago
8,196	-3%
5,210	2.4%
2,016	-0.4%
819	-41.4%
80	-1.3%
71	-26.8%

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	12.9%	38.3%	60.1%	82.0%	93.9%	97.8%	98.9%	99.4%
Treated and admitted to hospital	0.4%	4.0%	14.8%	37.2%	62.8%	80.7%	88.0%	92.3%
Patient left without, or before completing, treatment	33.3%	60.8%	77.5%	92.1%	97.7%	99.2%	99.8%	99.8%
Transferred to another hospital	0%	7.6%	17.7%	41.8%	64.6%	77.2%	82.3%	87.3%
All presentations	11.1%	30.9%	49.4%	70.9%	86.0%	93.4%	96.0%	97.5%

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Manning 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 7,953 patients

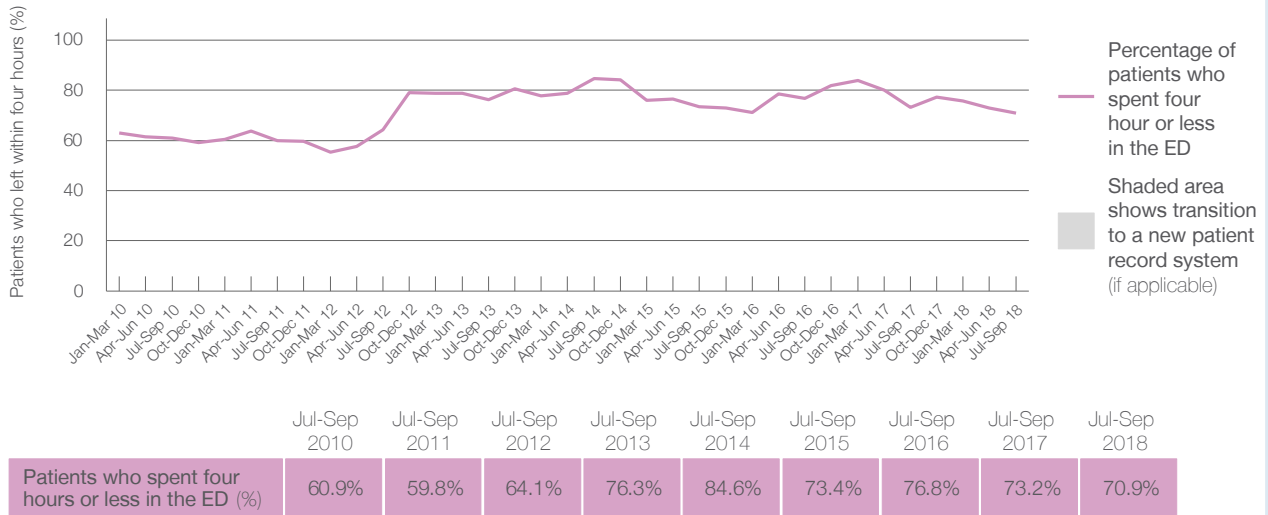
Presentations used to calculate time to leaving the ED: ⁶ 7,953 patients

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	8,196	-3%
Presentations used to calculate time to leaving the ED	8,196	-3%
Percentage of patients who spent four hours or less in the ED	73.2%	

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.

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‡ 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).