

Manning Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,457 patients

Emergency presentations:² 8,280 patients

Same period last year	Change since one year ago
7,791	9%
7,599	9%

Manning Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,387 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,284 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,780 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,804 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
1,265	
7 minutes	8 minutes
13 minutes	23 minutes
2,049	
20 minutes	20 minutes
84 minutes	65 minutes
2,721	
31 minutes	25 minutes
126 minutes	98 minutes
1,529	
32 minutes	22 minutes
122 minutes	97 minutes

Manning Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,457 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
7,791	9%
84%	

* 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.

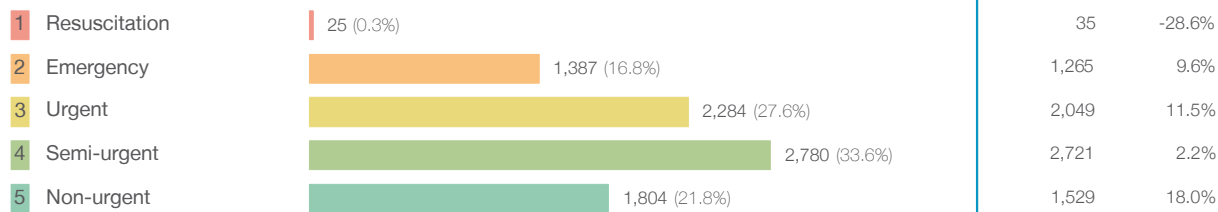
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Manning Hospital: Patients presenting to the emergency department

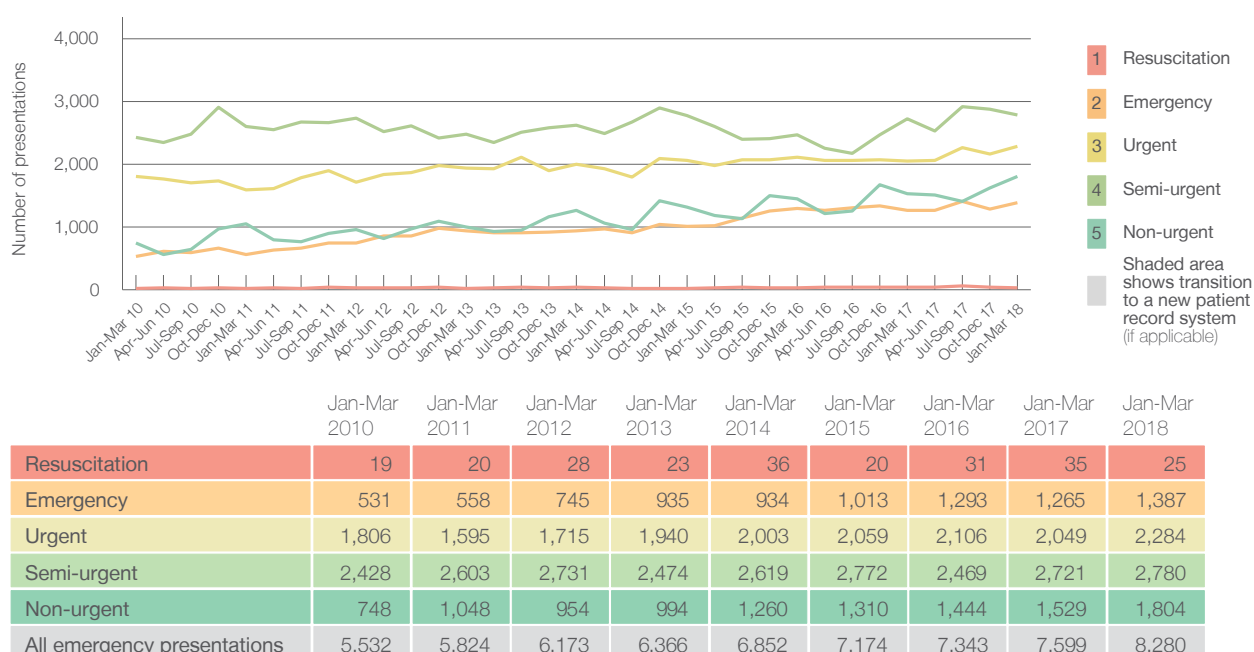
January to March 2018

All presentations:¹ 8,457 patients

Emergency presentations² by triage category: 8,280 patients



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



Manning Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,031 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

January to March 2018

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

Number of triage 2 patients: 1,387

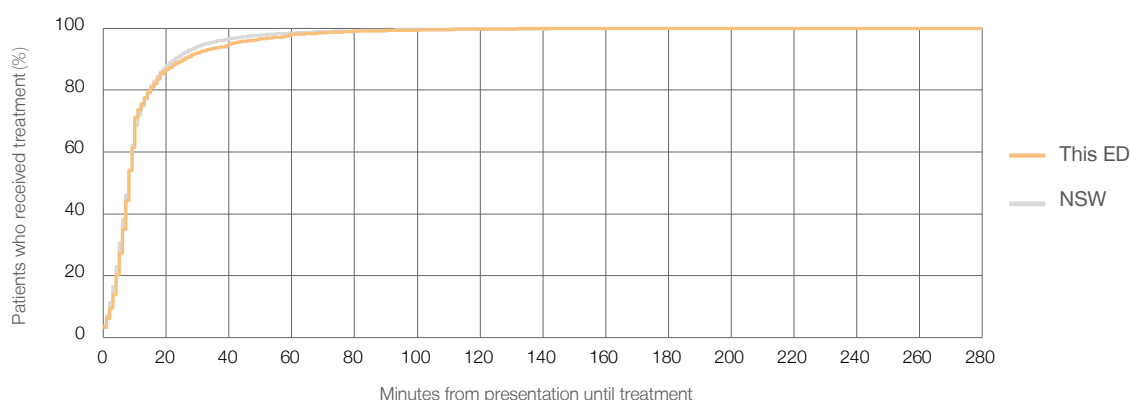
Number of triage 2 patients used to calculate waiting time: ³ 1,380

Median time to start treatment ⁴ 8 minutes

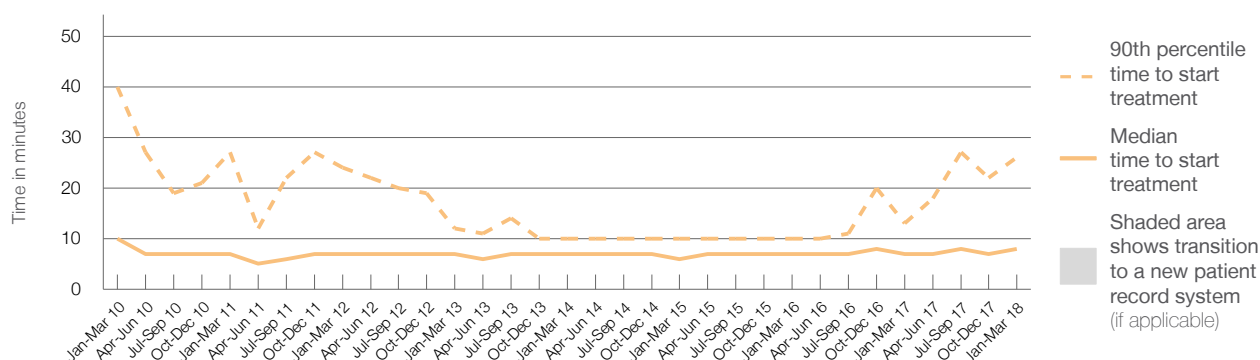
90th percentile time to start treatment ⁵ 26 minutes

Same period last year	NSW (this period)
1,265	
1,263	
7 minutes	8 minutes
13 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)	10	7	7	7	7	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)	40	27	24	12	10	10	10	13	26

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Manning 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: 2,284

Number of triage 3 patients used to calculate waiting time:³ 2,230

Median time to start treatment⁴

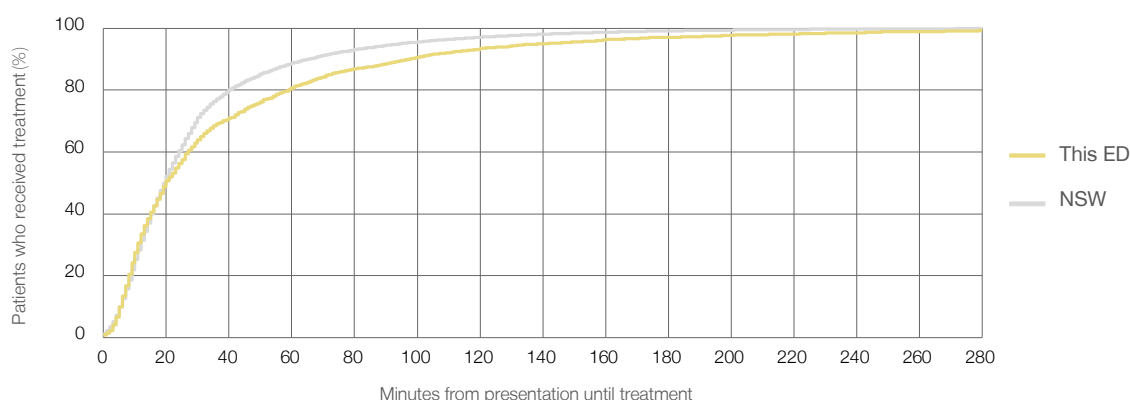
20 minutes

90th percentile time to start treatment⁵

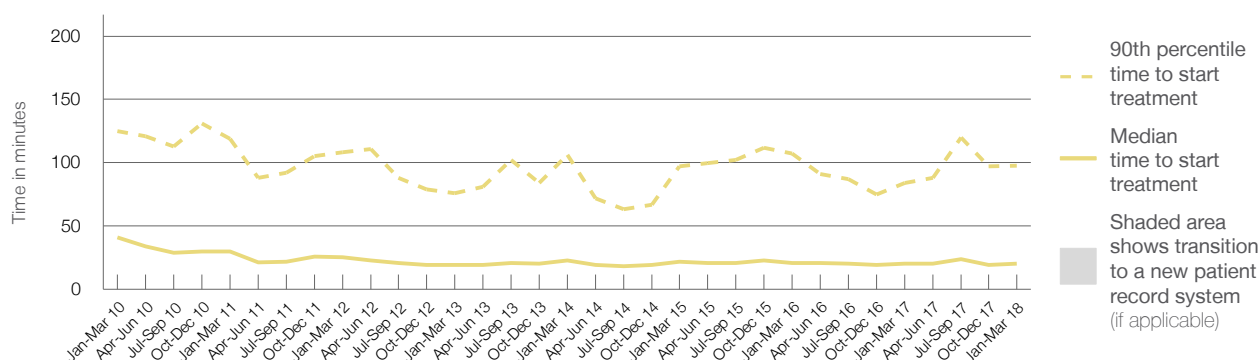
98 minutes

Same period last year	NSW (this period)
2,049	
2,008	
20 minutes	20 minutes
84 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)	41	30	26	19	23	22	21	20	20
90th percentile time to start treatment ⁵ (minutes)	125	119	108	76	106	97	107	84	98

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Manning 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: 2,780

Number of triage 4 patients used to calculate waiting time: ³ 2,593

Median time to start treatment ⁴

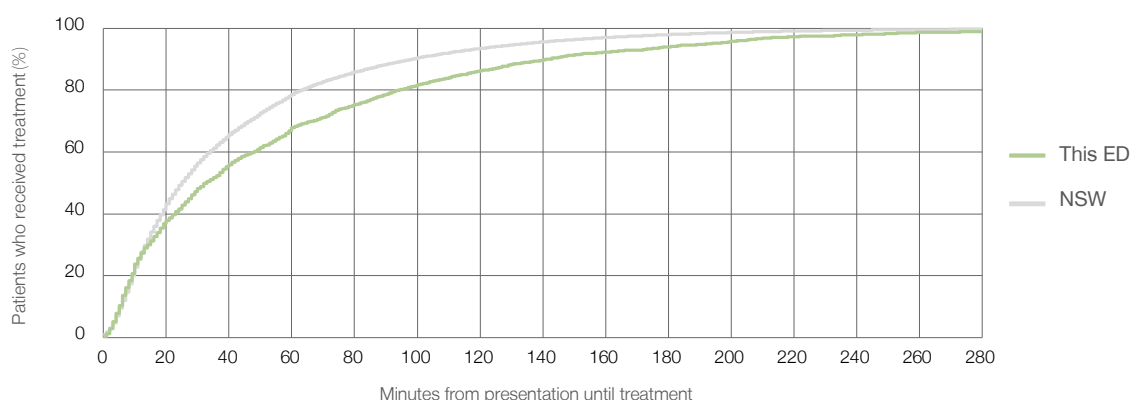
33 minutes

90th percentile time to start treatment ⁵

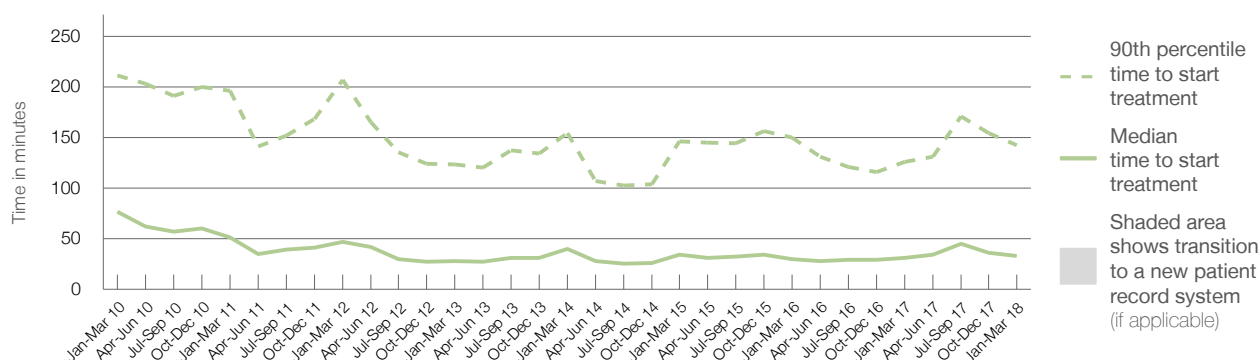
142 minutes

Same period last year	NSW (this period)
2,721	
2,572	
31 minutes	25 minutes
126 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)	77	51	47	28	40	34	30	31	33
90th percentile time to start treatment ⁵ (minutes)	211	196	207	123	154	146	150	126	142

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Manning 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: 1,804

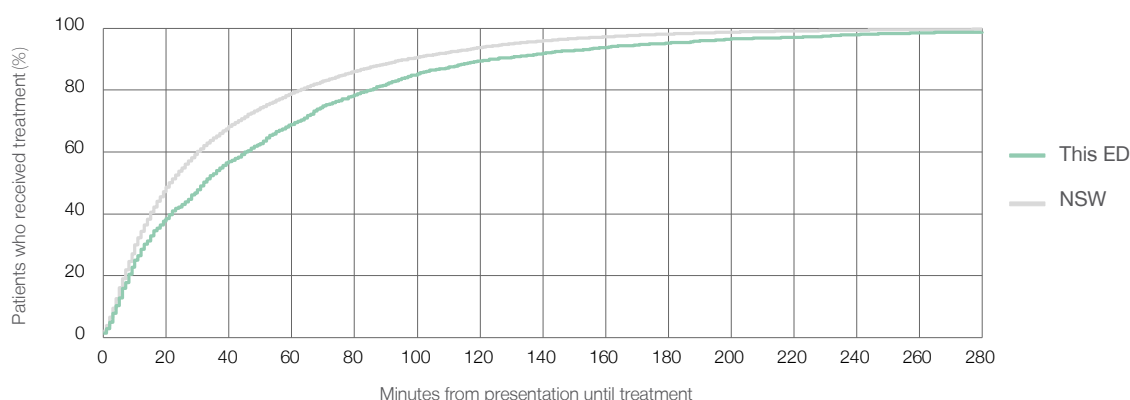
Number of triage 5 patients used to calculate waiting time: ³ 1,632

Median time to start treatment ⁴ 32 minutes

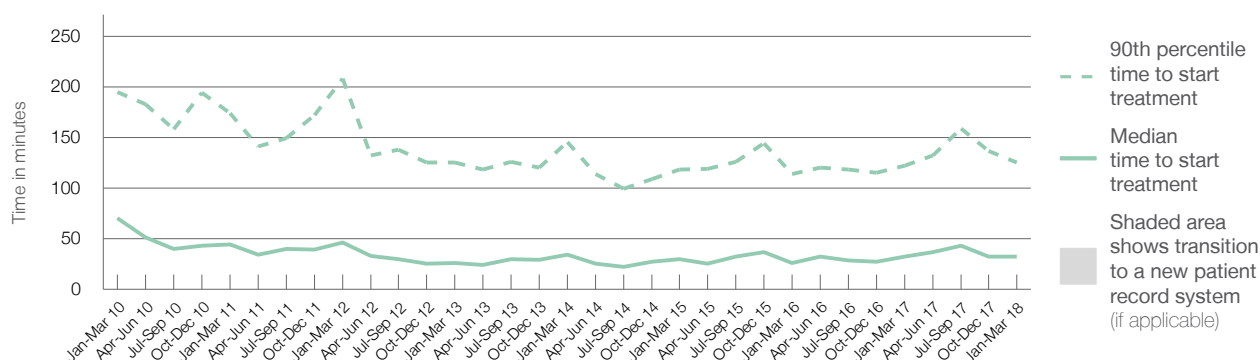
90th percentile time to start treatment ⁵ 125 minutes

Same period last year	NSW (this period)
1,529	
1,389	
32 minutes	22 minutes
122 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)	70	44	46	26	34	30	26	32	32
90th percentile time to start treatment ⁵ (minutes)	195	174	208	125	146	119	114	122	125

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Manning Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,457 patients

Presentations used to calculate time to leaving the ED:⁶ 8,457 patients

Median time spent in the ED⁸

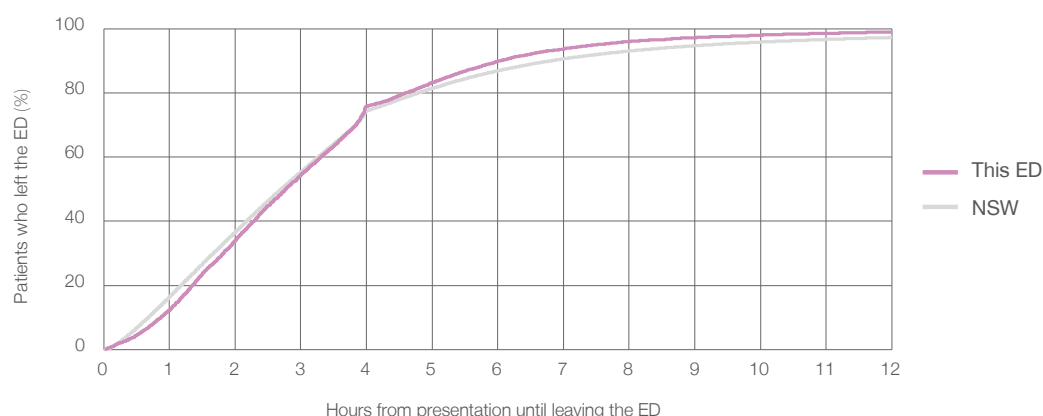
2 hours and 46 minutes

90th percentile time spent in the ED⁹

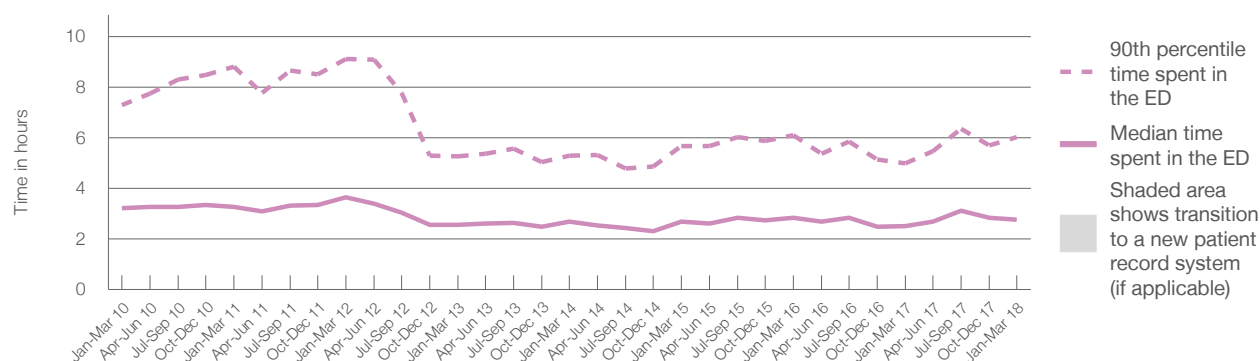
6 hours and 2 minutes

Same period last year	NSW (this period)
7,791	
7,791	
2 hours and 31 minutes	2 hours and 42 minutes
4 hours and 59 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)	3h 14m	3h 16m	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m	2h 31m	2h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 18m	8h 48m	9h 7m	5h 16m	5h 17m	5h 41m	6h 6m	4h 59m	6h 2m

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Manning Hospital: Time patients spent in the ED

By mode of separation

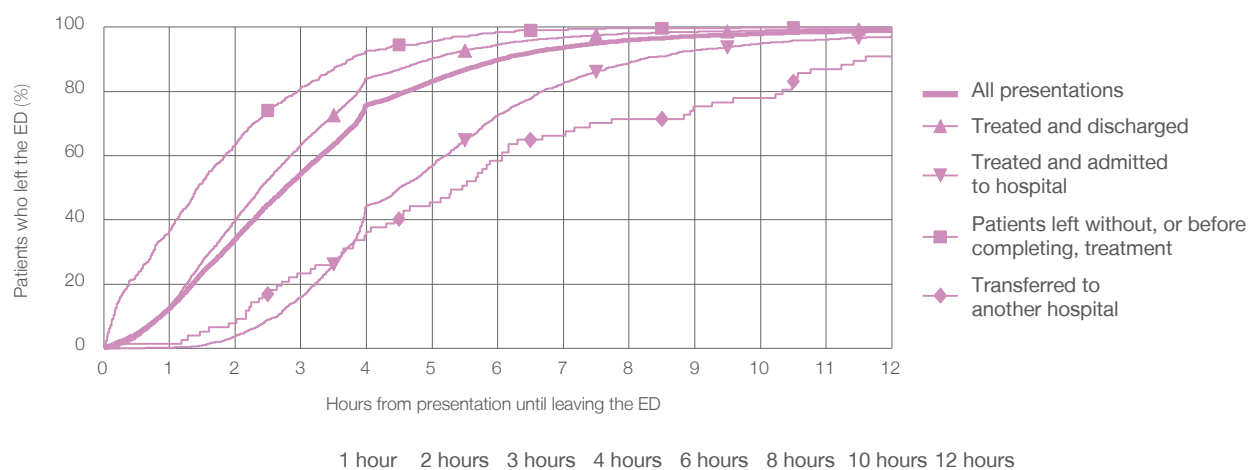
January to March 2018

All presentations:[†] 8,457 patients

Presentations used to calculate time to leaving the ED:[‡] 8,457 patients

		Same period last year	Change since one year ago
Treated and discharged	5,808 (68.7%)	5,357	8.4%
Treated and admitted to hospital	1,815 (21.5%)	1,824	-0.5%
Patient left without, or before completing, treatment	705 (8.3%)	514	37.2%
Transferred to another hospital	77 (0.9%)	56	37.5%
Other	52 (0.6%)	40	30.0%

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	13.1%	39.9%	63.4%	84.0%	94.6%	98.1%	99.0%	99.5%
Treated and admitted to hospital	0.2%	3.8%	15.9%	44.4%	72.6%	88.9%	94.9%	97.0%
Patient left without, or before completing, treatment	36.6%	63.5%	81.1%	92.6%	98.4%	99.7%	99.9%	99.9%
Transferred to another hospital	1.3%	7.8%	23.4%	36.4%	58.4%	71.4%	77.9%	90.9%
All presentations	12.5%	34.1%	54.5%	75.8%	89.9%	96.0%	98.0%	98.9%

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Manning 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 8,457 patients

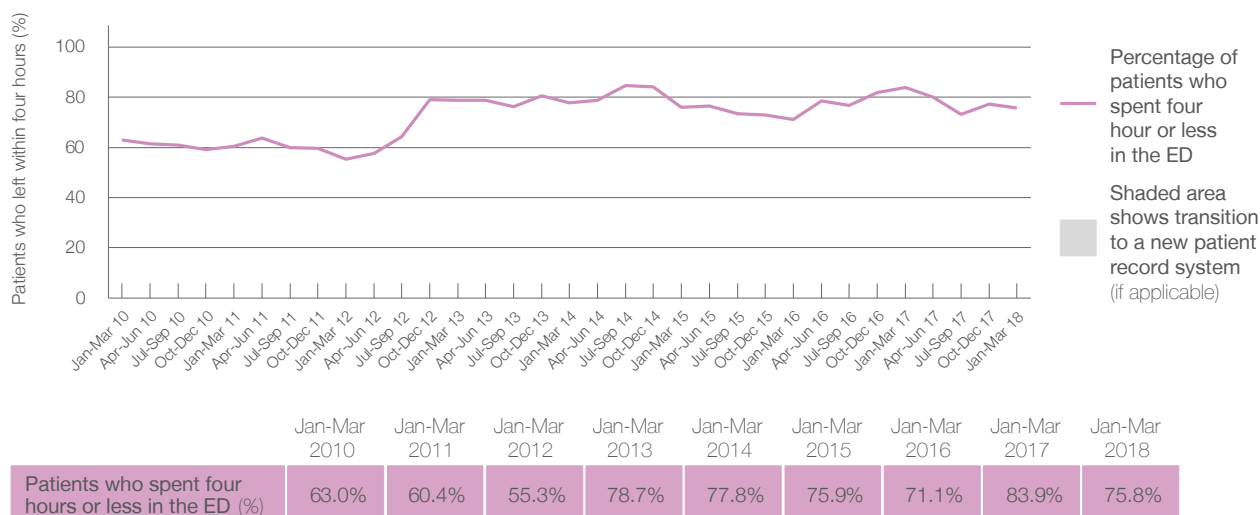
Presentations used to calculate time to leaving the ED: ⁶ 8,457 patients

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



Same period last year	Change since one year ago
7,791	9%
7,791	9%
83.9%	

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).
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 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).