

Manly District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,031 patients
Emergency presentations:² 5,958 patients

Same period last year	Change since one year ago
5,706	5.7%
5,660	5.3%

Manly District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 945 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): 2,278 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,337 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 350 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
834	
6 minutes	8 minutes
12 minutes	26 minutes
2,184	
12 minutes	20 minutes
35 minutes	67 minutes
2,279	
12 minutes	25 minutes
58 minutes	99 minutes
328	
11 minutes	23 minutes
63 minutes	101 minutes

Manly District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,031 patients

Percentage of patients who spent four hours or less in the ED 85.1%

Same period last year	Change since one year ago
5,706	5.7%
87.0%	

* 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.

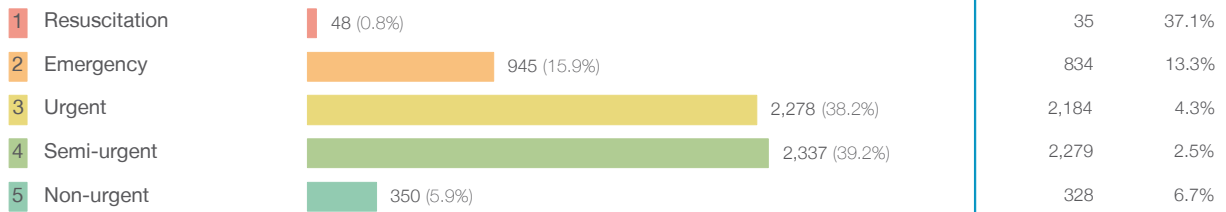
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Manly District Hospital: Patients presenting to the emergency department

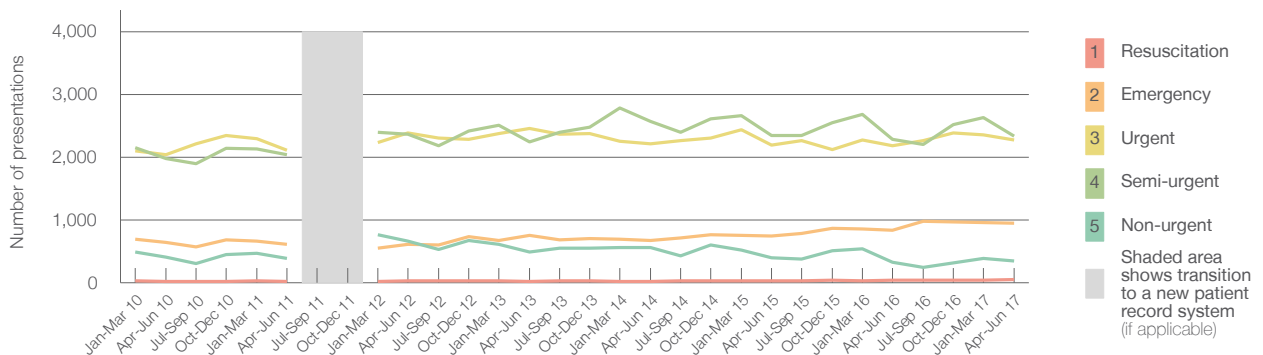
April to June 2017

All presentations:¹ 6,031 patients

Emergency presentations² by triage category: 5,958 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	20	21	32	15	21	28	35	48
Emergency	638	610	609	754	670	742	834	945
Urgent	2,038	2,109	2,390	2,454	2,216	2,196	2,184	2,278
Semi-urgent	1,975	2,041	2,361	2,239	2,571	2,347	2,279	2,337
Non-urgent	411	386	662	489	556	401	328	350
All emergency presentations	5,082	5,167	6,054	5,951	6,034	5,714	5,660	5,958

Manly District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,371 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 District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 945

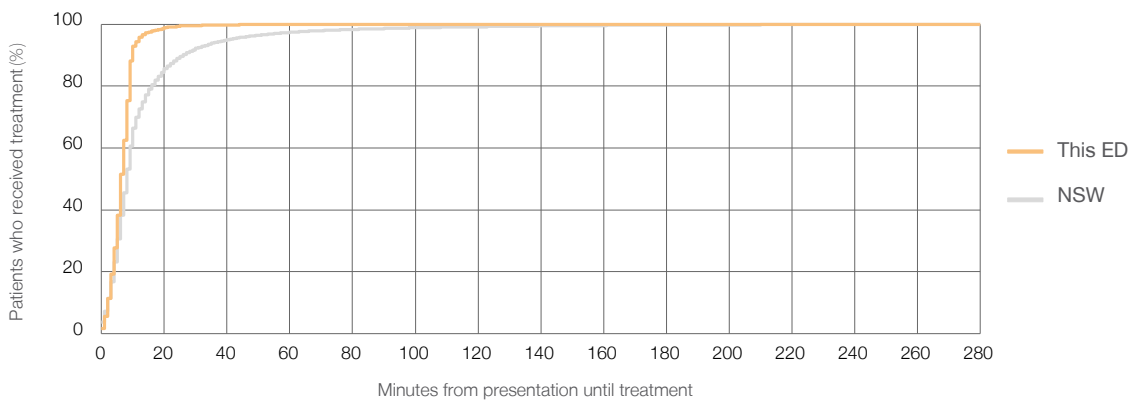
Number of triage 2 patients used to calculate waiting time:³ 945

Median time to start treatment⁴ ■ 6 minutes

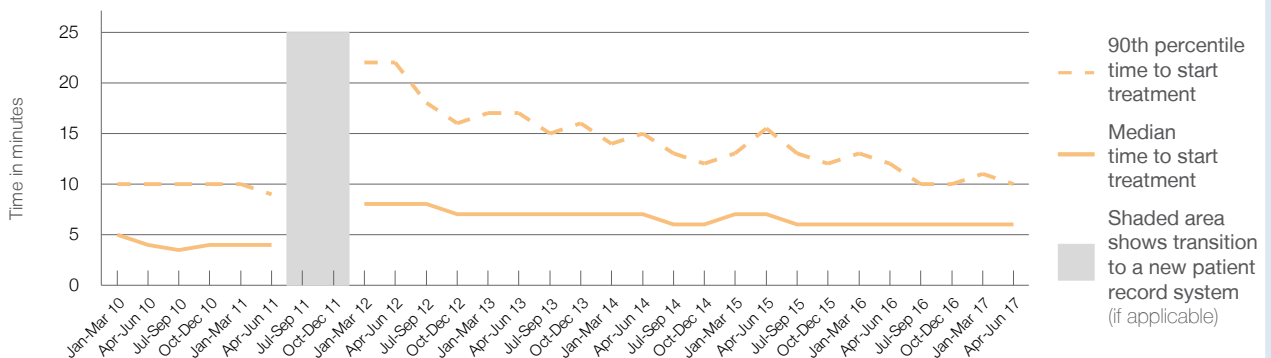
90th percentile time to start treatment⁵ ■ 10 minutes

Same period last year	NSW (this period)
834	
833	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	4	4	8	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	10	9	22	17	15	16	12	10

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Manly District Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,278

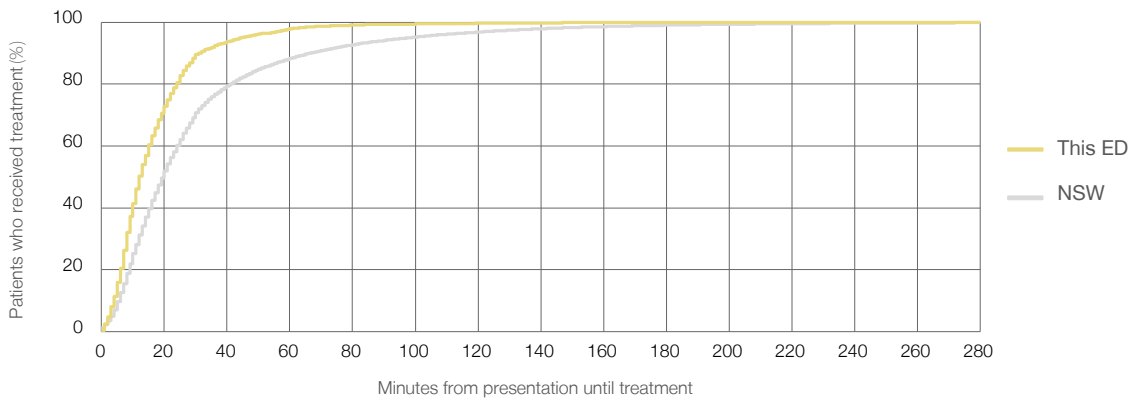
Number of triage 3 patients used to calculate waiting time:³ 2,274

Median time to start treatment⁴ 12 minutes

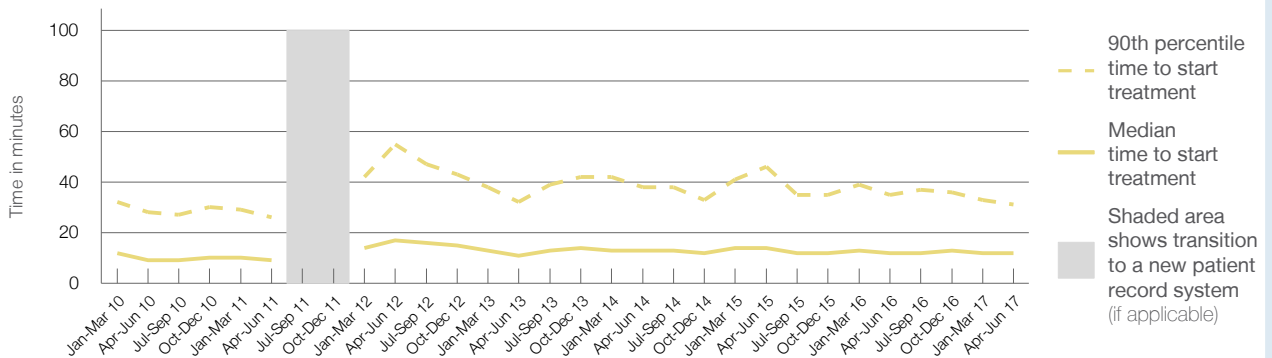
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
2,184	2,171
12 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	9	17	11	13	14	12	12
90th percentile time to start treatment ⁵ (minutes)	28	26	55	32	38	46	35	31

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Manly District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,337

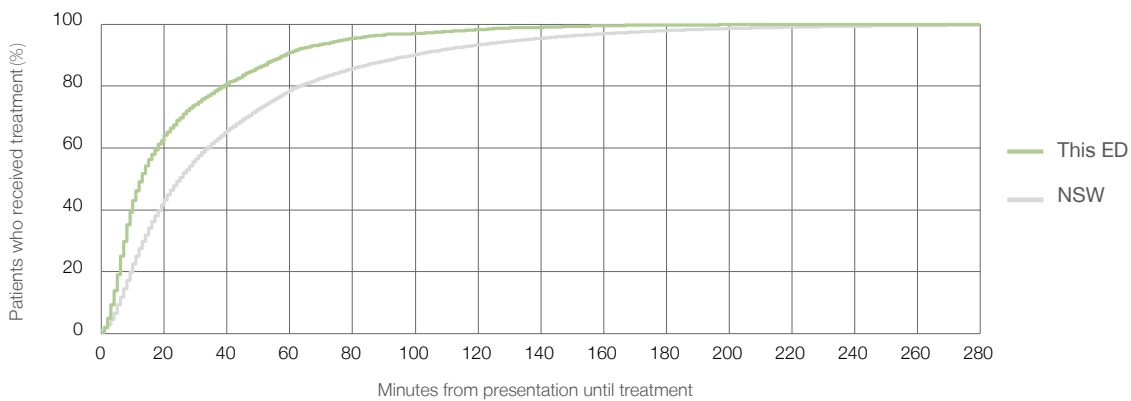
Number of triage 4 patients used to calculate waiting time:³ 2,311

Median time to start treatment⁴ 13 minutes

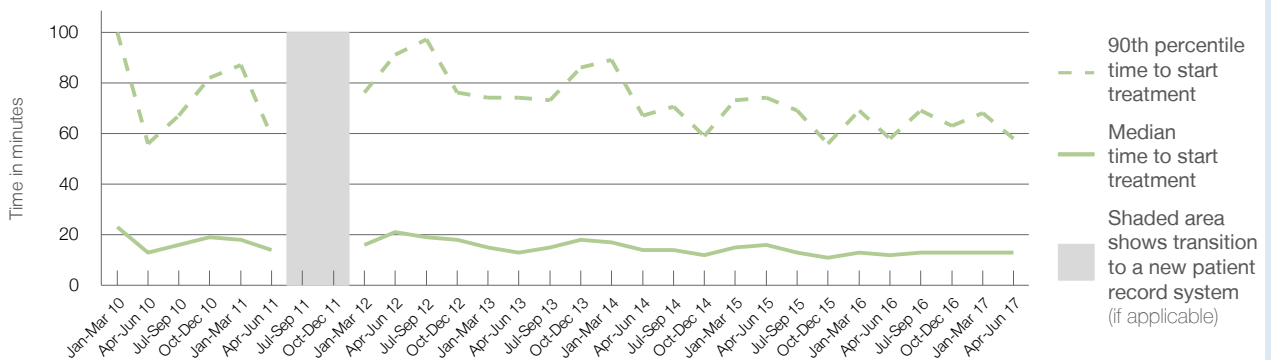
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,279	2,237
12 minutes	25 minutes
58 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	13	14	21	13	14	16	12	13
90th percentile time to start treatment ⁵ (minutes)	56	59	91	74	67	74	58	58

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

April to June 2017

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

Number of triage 5 patients: 350

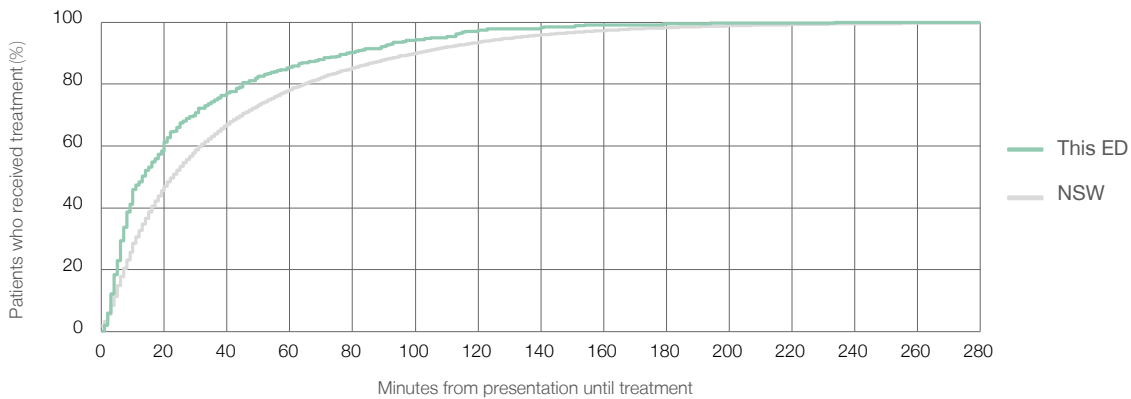
Number of triage 5 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 13 minutes

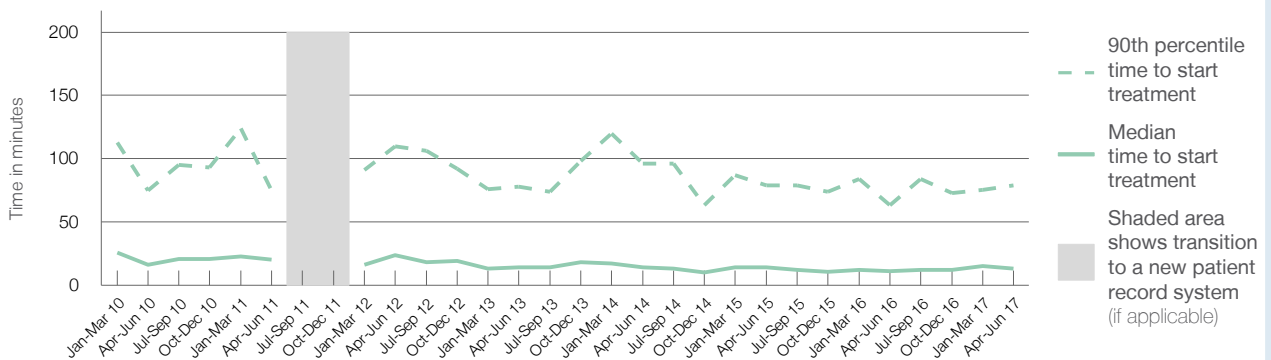
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
328	312
11 minutes	23 minutes
63 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	16	20	24	14	14	14	11	13
90th percentile time to start treatment ⁵ (minutes)	75	75	110	78	96	79	63	79

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Manly District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,031 patients

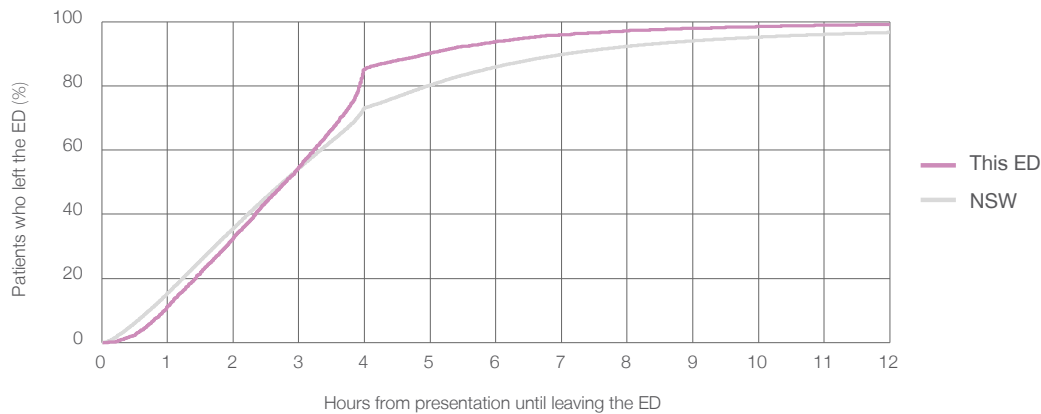
Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

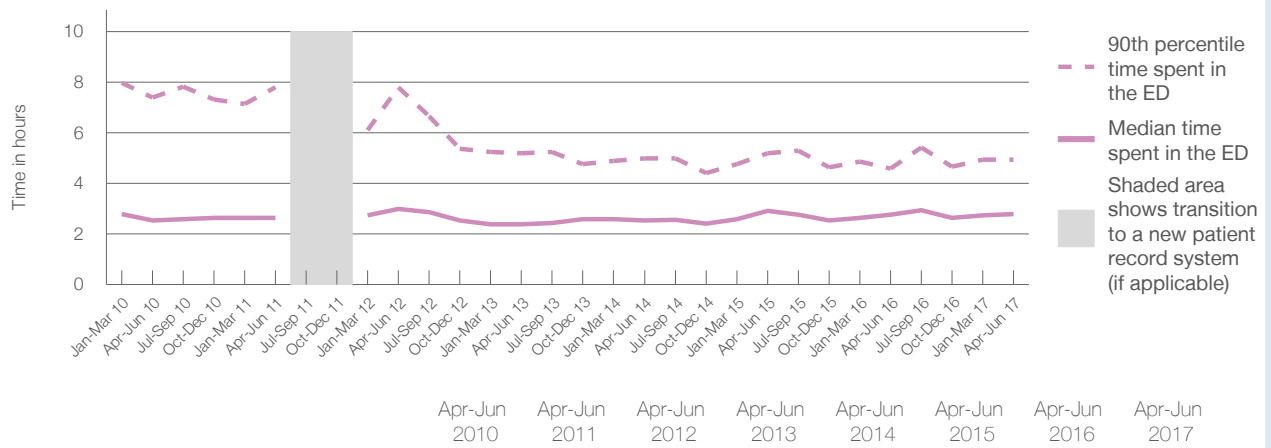
90th percentile time spent in the ED⁹ 4 hours and 57 minutes

Same period last year	NSW (this period)
5,706	5,706
2 hours and 46 minutes	2 hours and 46 minutes
4 hours and 35 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 39m	3h 0m	2h 24m	2h 33m	2h 55m	2h 46m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 23m	7h 48m	7h 48m	5h 12m	5h 0m	5h 11m	4h 35m	4h 57m

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Manly District Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

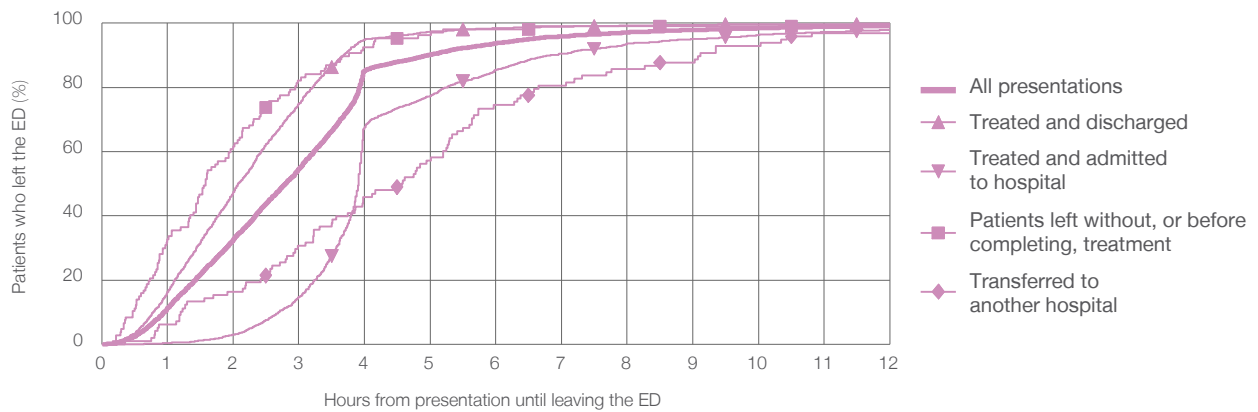
All presentations:¹ 6,031 patients

Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

Treated and discharged	3,854 (63.9%)
Treated and admitted to hospital	1,970 (32.7%)
Patient left without, or before completing, treatment	107 (1.8%)
Transferred to another hospital	98 (1.6%)
Other	2 (0%)

Same period last year	Change since one year ago
5,706	5.7%
3,468	11.1%
2,026	-2.8%
93	15.1%
109	-10.1%
10	-80.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	16.4%	47.5%	74.9%	94.9%	98.4%	99.2%	99.7%	99.8%
Treated and admitted to hospital	0.4%	3.0%	14.7%	67.7%	85.5%	93.7%	96.3%	97.8%
Patient left without, or before completing, treatment	32.7%	61.7%	82.2%	92.5%	98.1%	99.1%	99.1%	99.1%
Transferred to another hospital	6.1%	16.3%	30.6%	45.9%	74.5%	85.7%	92.9%	96.9%
All presentations	11.3%	32.7%	54.6%	85.1%	93.8%	97.2%	98.5%	99.1%

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Manly District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 6,031 patients

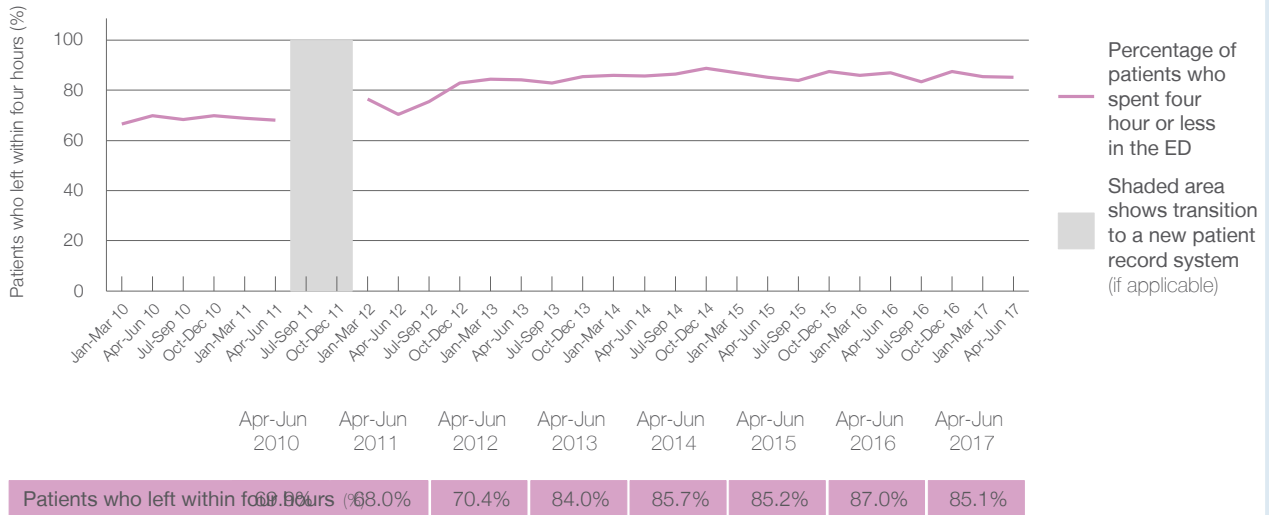
Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

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	5,706	5.7%
Presentations used to calculate time to leaving the ED	5,706	5.7%
Percentage of patients who spent four hours or less in the ED	87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



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- 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).