

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,462 patients
Emergency presentations:² 6,376 patients

Same period last year	Change since one year ago
6,433	0.5%
6,374	0.0%

Manly District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 954 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,356 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): 2,633 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 389 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
851	
6 minutes	8 minutes
13 minutes	26 minutes
2,272	
13 minutes	20 minutes
39 minutes	69 minutes
2,684	
13 minutes	26 minutes
69 minutes	101 minutes
539	
12 minutes	23 minutes
84 minutes	104 minutes

Manly District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,462 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
6,433	0.5%
85.9%	

* 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.

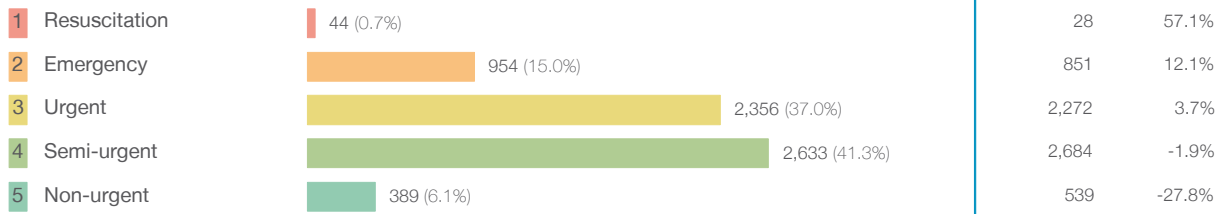
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

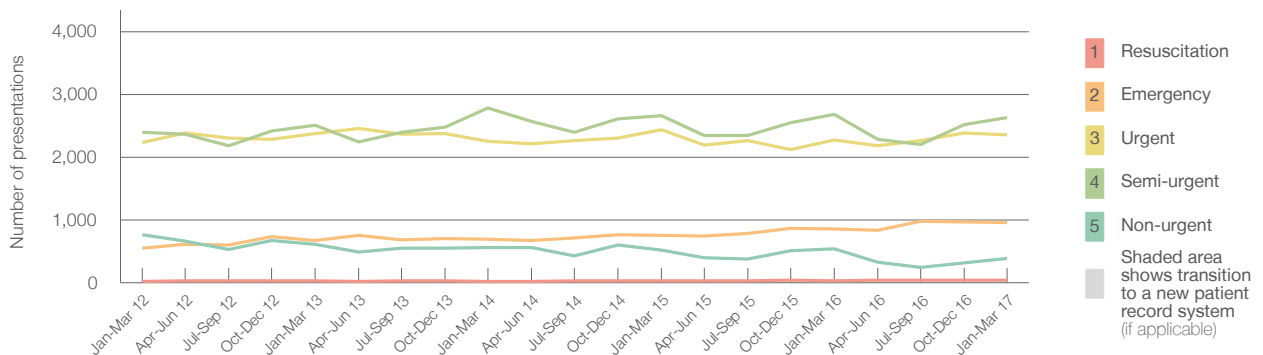
Manly District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 6,462 patients

Emergency presentations² by triage category: 6,376 patients



Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	22	29	22	33	28	44
Emergency	549	674	691	754	851	954
Urgent	2,236	2,376	2,255	2,439	2,272	2,356
Semi-urgent	2,398	2,506	2,785	2,665	2,684	2,633
Non-urgent	763	614	562	518	539	389
All emergency presentations	5,968	6,199	6,315	6,409	6,374	6,376

Manly District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,349 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 954

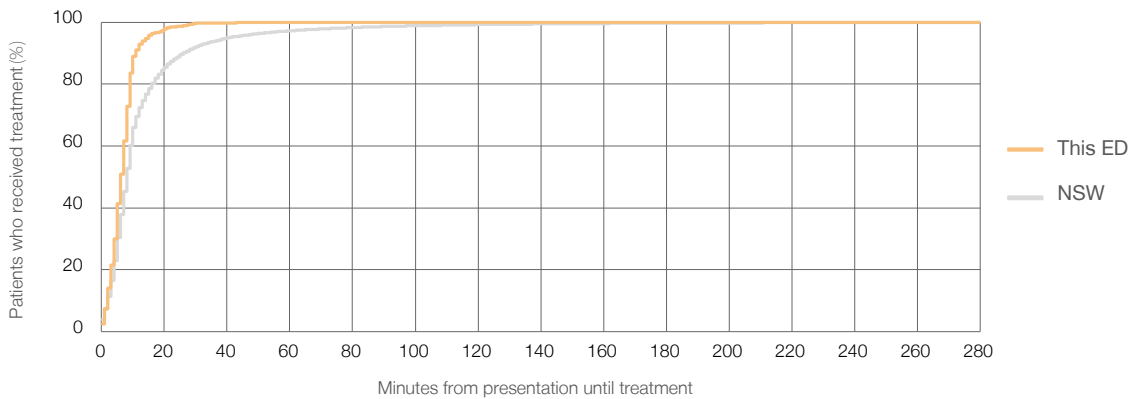
Number of triage 2 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 6 minutes

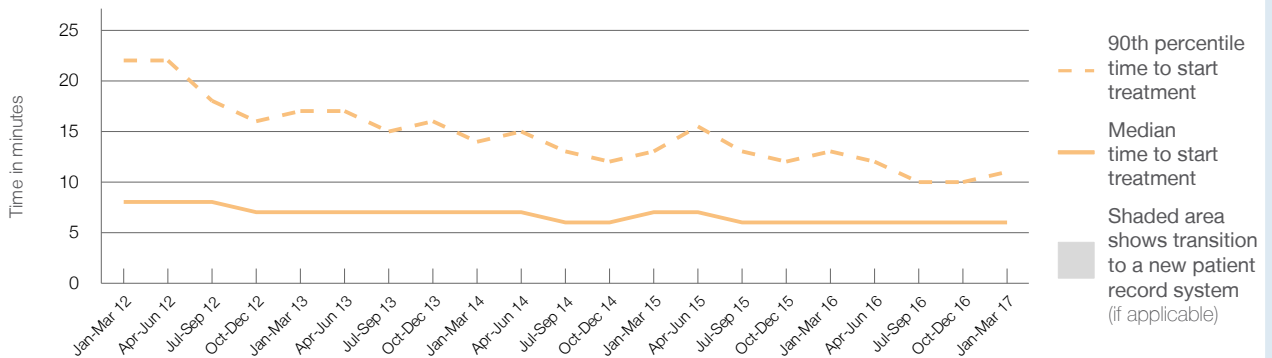
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
851	851
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,356

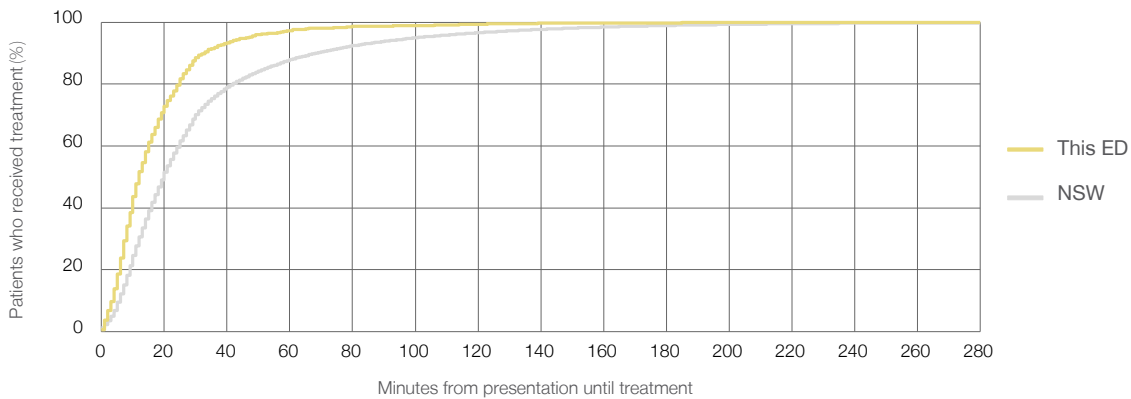
Number of triage 3 patients used to calculate waiting time:³ 2,345

Median time to start treatment⁴ 12 minutes

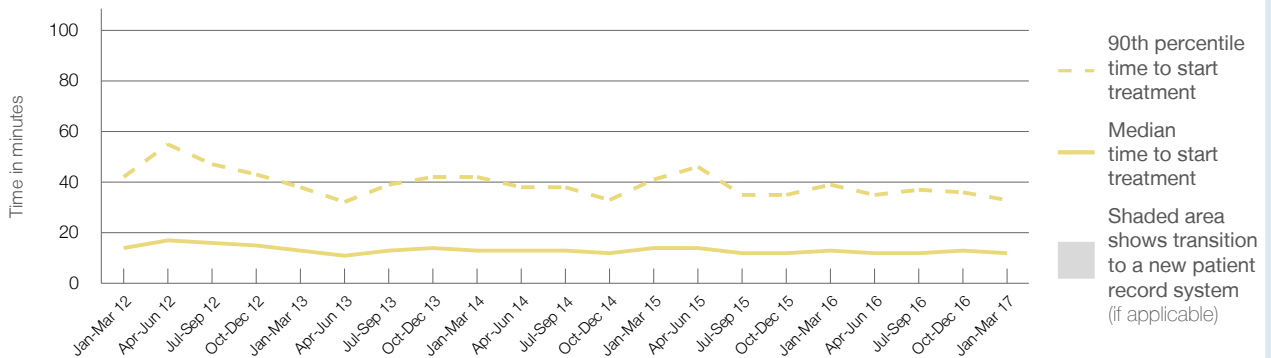
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
2,272	
2,258	
13 minutes	20 minutes
39 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

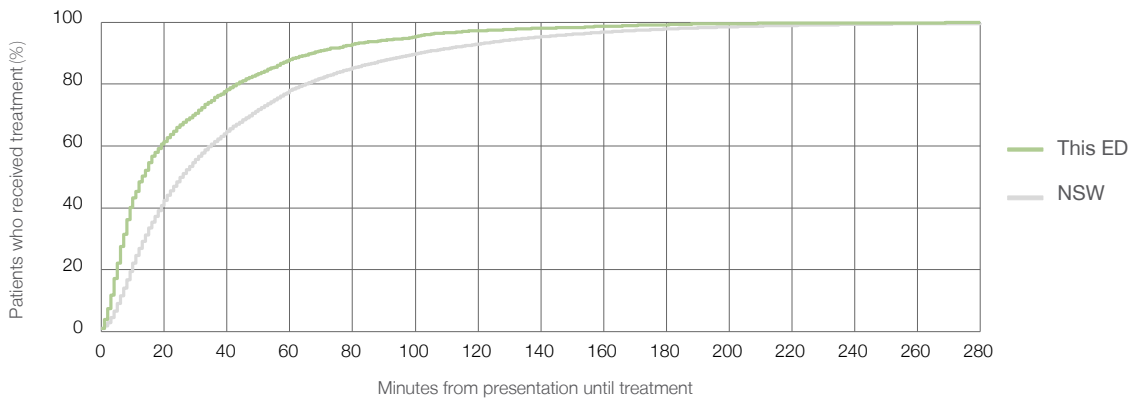
Number of triage 4 patients: 2,633

Number of triage 4 patients used to calculate waiting time:³ 2,570

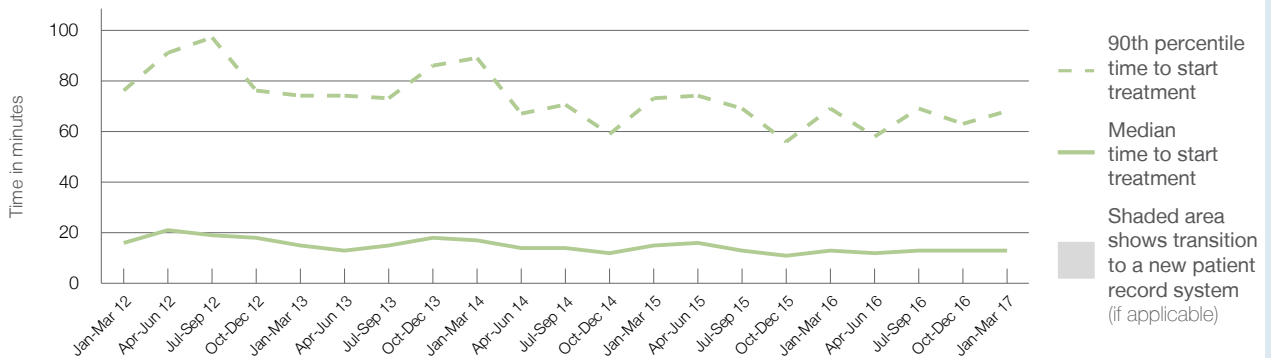
Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,684	
2,627	
13 minutes	26 minutes
69 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 389

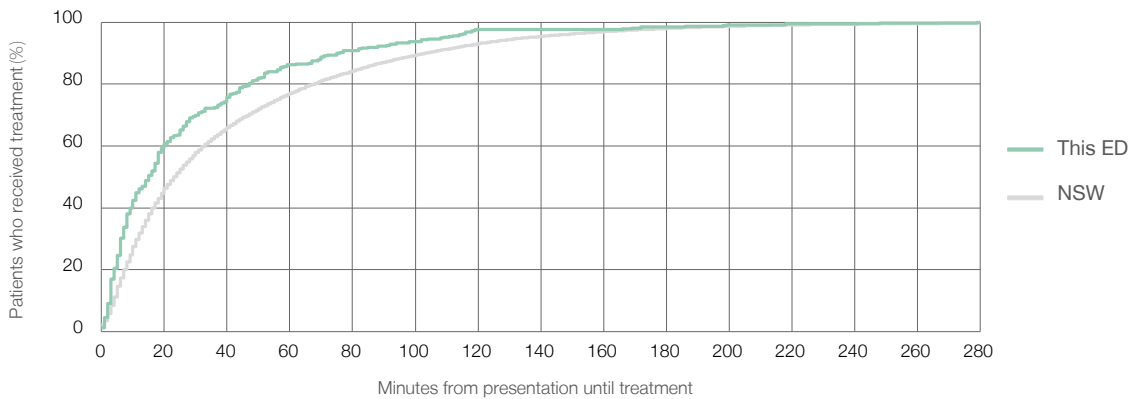
Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴ 15 minutes

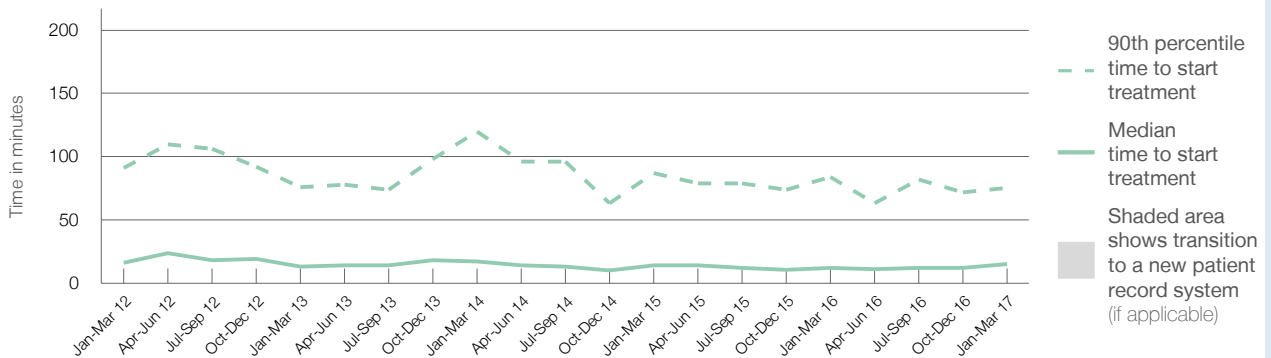
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
539	
514	
12 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



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

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Manly District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,462 patients

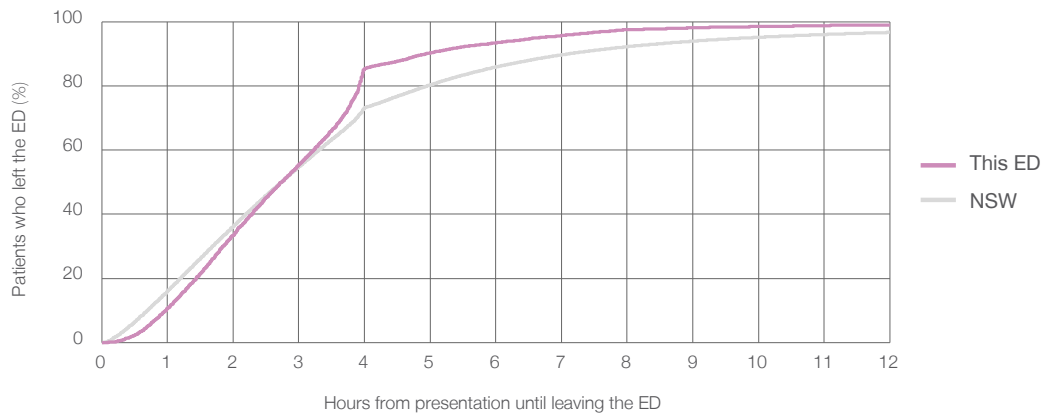
Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

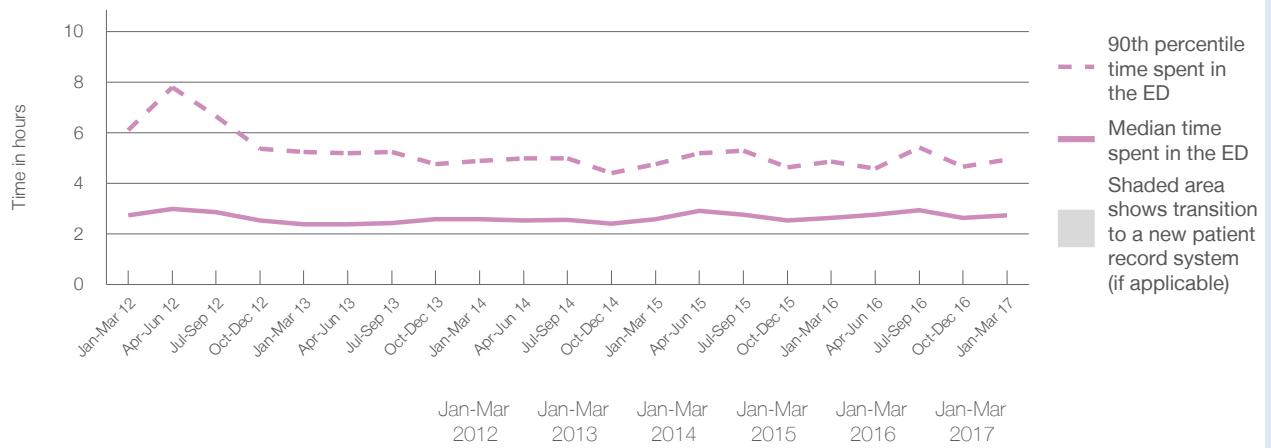
90th percentile time spent in the ED⁹ 4 hours and 57 minutes

Same period last year	NSW (this period)
6,433	6,433
2 hours and 38 minutes	2 hours and 44 minutes
4 hours and 52 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 6m	5h 15m	4h 54m	4h 46m	4h 52m	4h 57m

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Manly District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

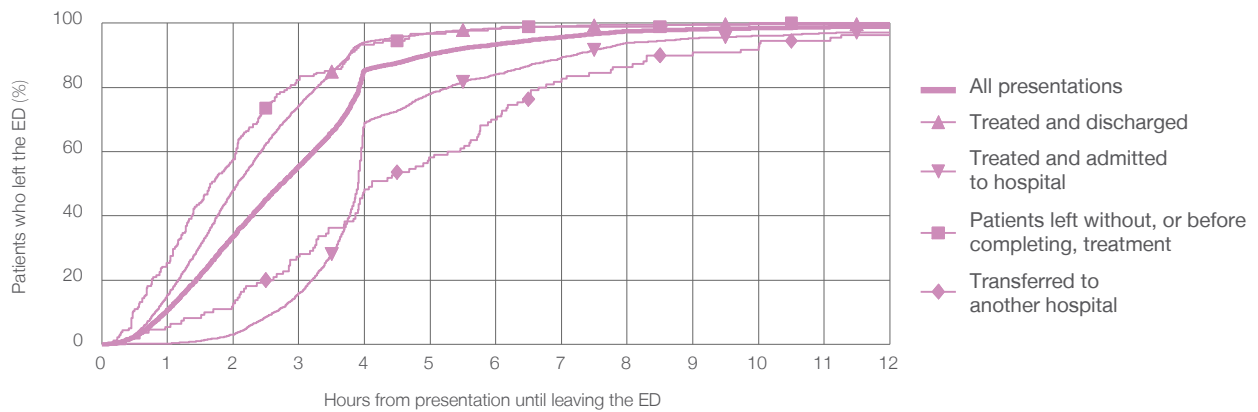
All presentations:¹ 6,462 patients

Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

Treated and discharged	4,141 (64.1%)
Treated and admitted to hospital	2,027 (31.4%)
Patient left without, or before completing, treatment	182 (2.8%)
Transferred to another hospital	110 (1.7%)
Other	2 (0%)

Same period last year	Change since one year ago
6,433	0.5%
4,150	-0.2%
2,052	-1.2%
140	30.0%
88	25.0%
3	-33.3%

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



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	15.3%	48.0%	74.4%	94.1%	98.3%	99.5%	99.7%	99.8%
Treated and admitted to hospital	0.2%	3.1%	15.9%	68.9%	84.1%	93.9%	96.2%	97.1%
Patient left without, or before completing, treatment	25.3%	57.7%	82.4%	93.4%	98.4%	98.9%	100%	100%
Transferred to another hospital	5.5%	12.7%	27.3%	48.2%	70.0%	86.4%	92.7%	96.4%
All presentations	10.7%	33.6%	55.5%	85.4%	93.4%	97.5%	98.5%	98.9%

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Manly District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,462 patients

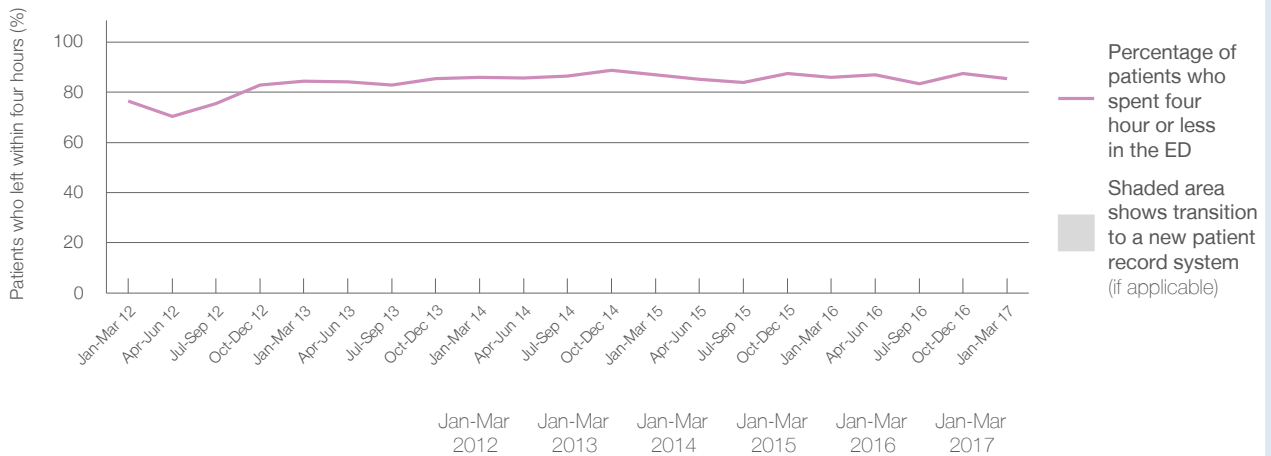
Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

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	6,433	0.5%
Presentations used to calculate time to leaving the ED	6,433	0.5%
Percentage of patients who spent four hours or less in the ED	85.9%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	76.6%	84.3%	85.9%	87.0%	85.9%	85.4%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).