

Manning Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 7,618 patients
 Emergency presentations:² 7,397 patients

Same period last year	Change since one year ago
6,946	9.7%
6,827	8.3%

Manning Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,267 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,057 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,524 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,505 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,263	
7 minutes	8 minutes
10 minutes	26 minutes
2,063	
21 minutes	20 minutes
91 minutes	67 minutes
2,252	
28 minutes	25 minutes
131 minutes	99 minutes
1,213	
32 minutes	23 minutes
120 minutes	101 minutes

Manning Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 7,618 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
6,946	9.7%
78.5%	

* 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.

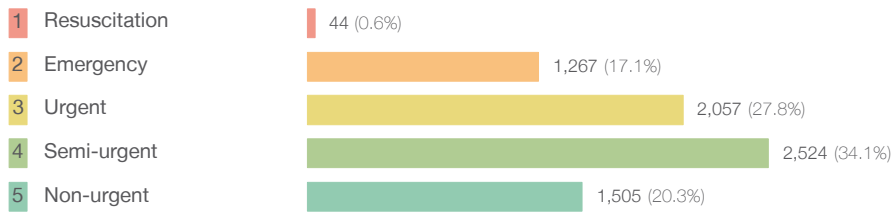
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Manning Base Hospital: Patients presenting to the emergency department

April to June 2017

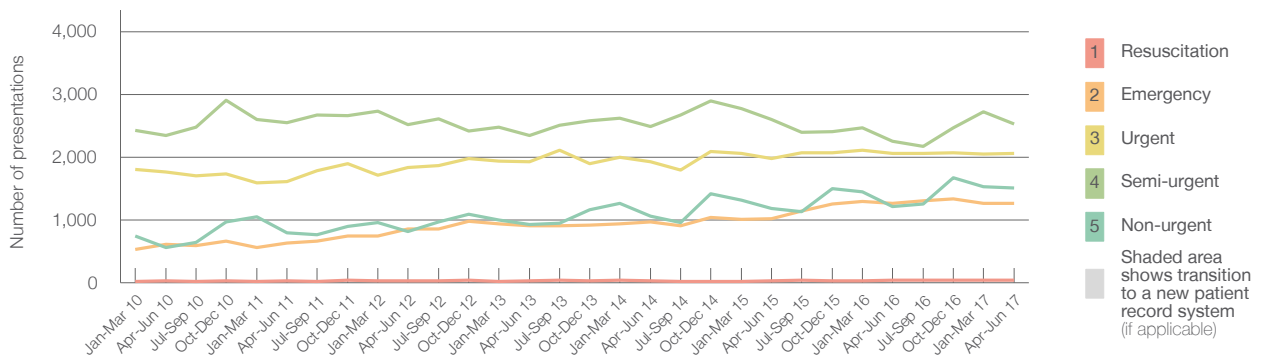
All presentations:¹ 7,618 patients

Emergency presentations² by triage category: 7,397 patients



Same period last year	Change since one year ago
6,946	9.7%
6,827	8.3%
36	22.2%
1,263	0.3%
2,063	-0.3%
2,252	12.1%
1,213	24.1%

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	28	31	33	29	25	30	36	44
Emergency	613	633	858	904	963	1,015	1,263	1,267
Urgent	1,765	1,609	1,835	1,930	1,924	1,981	2,063	2,057
Semi-urgent	2,343	2,550	2,517	2,346	2,490	2,597	2,252	2,524
Non-urgent	560	799	816	932	1,064	1,186	1,213	1,505
All emergency presentations	5,309	5,622	6,059	6,141	6,466	6,809	6,827	7,397

Manning Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,961 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,767	
5 minutes	-1 minute
23 minutes	-5 minutes

(†) 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 Base 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: 1,267

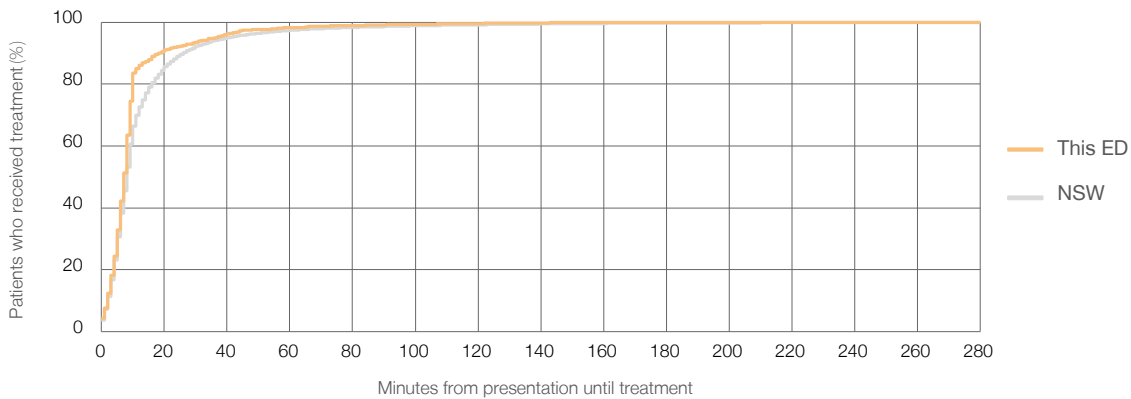
Number of triage 2 patients used to calculate waiting time:³ 1,264

Median time to start treatment⁴ 7 minutes

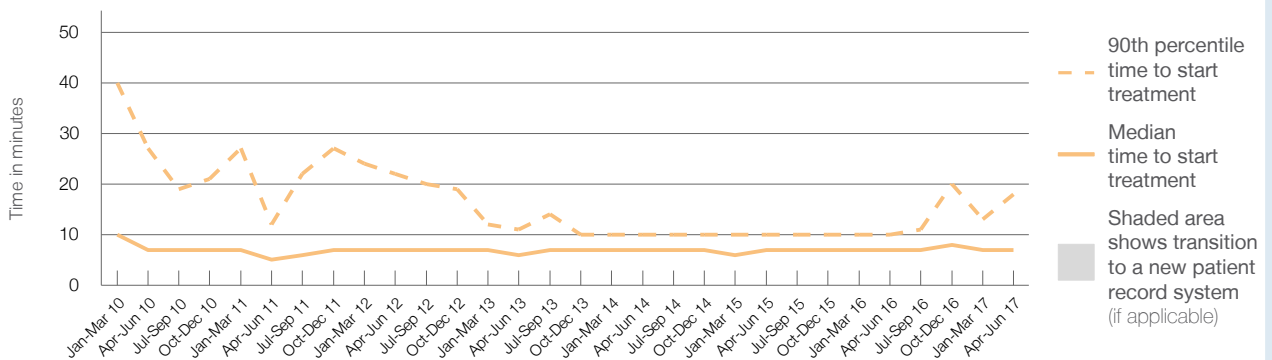
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,263	
1,260	
7 minutes	8 minutes
10 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)	7	5	7	6	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	27	12	22	11	10	10	10	18

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Manning Base 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: 2,057

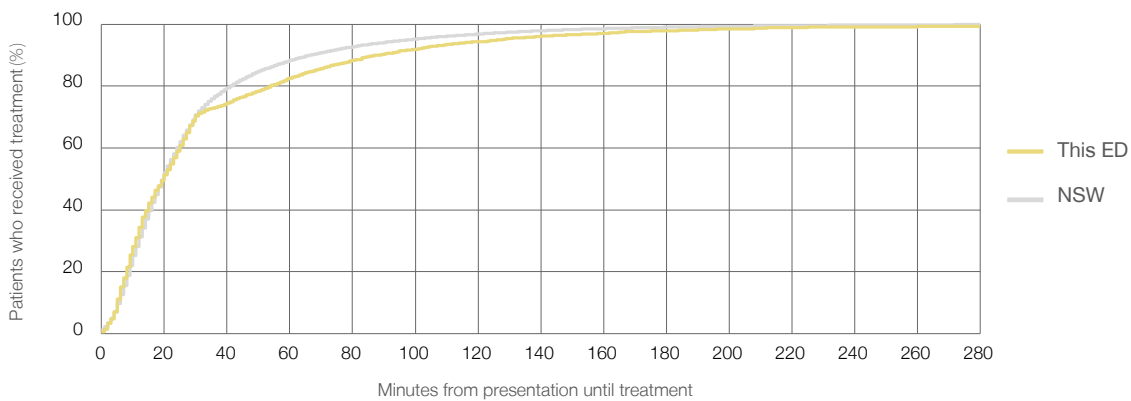
Number of triage 3 patients used to calculate waiting time:³ 2,023

Median time to start treatment⁴ 20 minutes

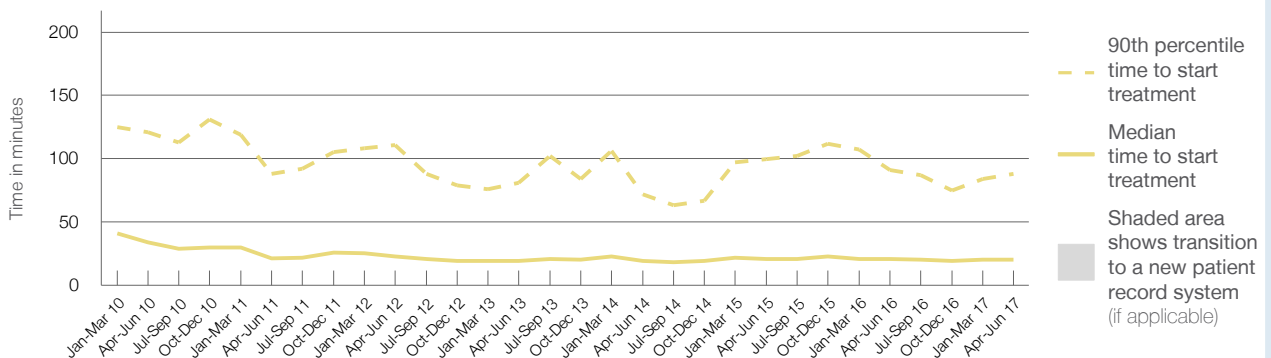
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,063	2,023
21 minutes	20 minutes
91 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)	34	22	23	19	19	21	21	20
90th percentile time to start treatment ⁵ (minutes)	121	88	111	81	72	100	91	88

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Manning Base 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: 2,524

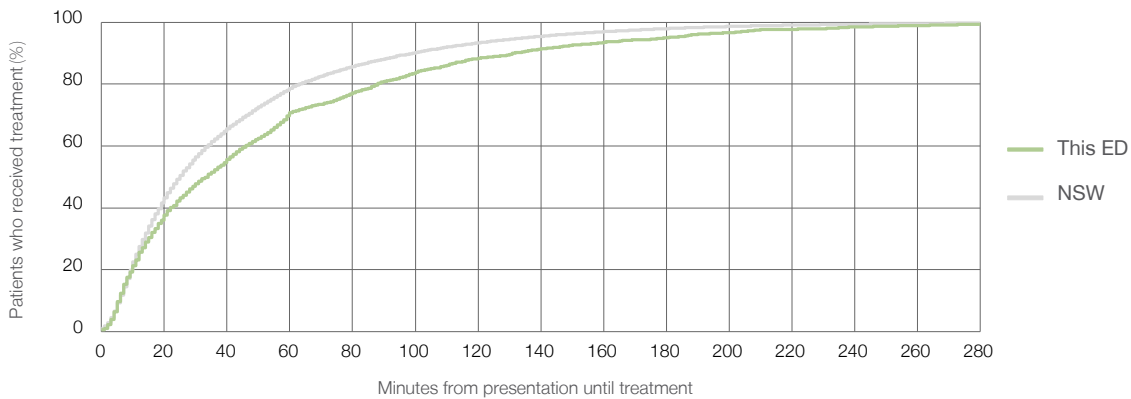
Number of triage 4 patients used to calculate waiting time:³ 2,399

Median time to start treatment⁴ 34 minutes

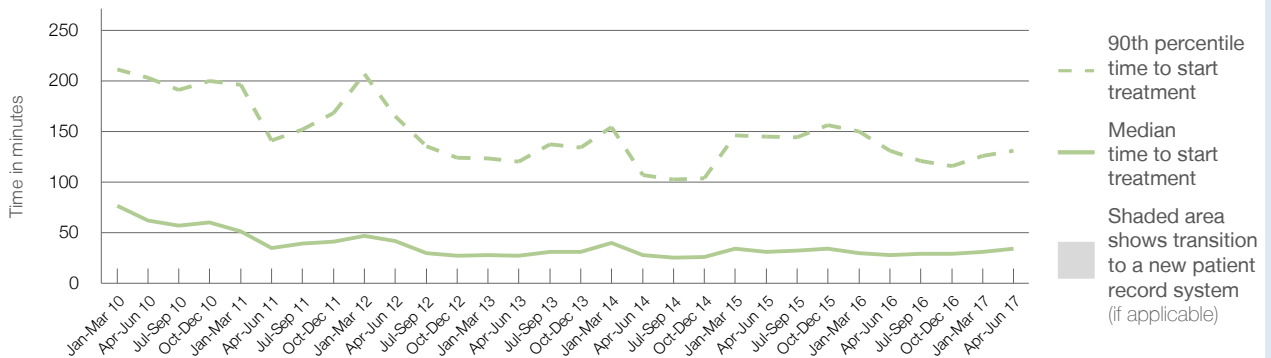
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
2,252	2,106
28 minutes	25 minutes
131 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)	62	35	42	27	28	31	28	34
90th percentile time to start treatment ⁵ (minutes)	203	141	165	120	107	145	131	131

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Manning Base 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: 1,505

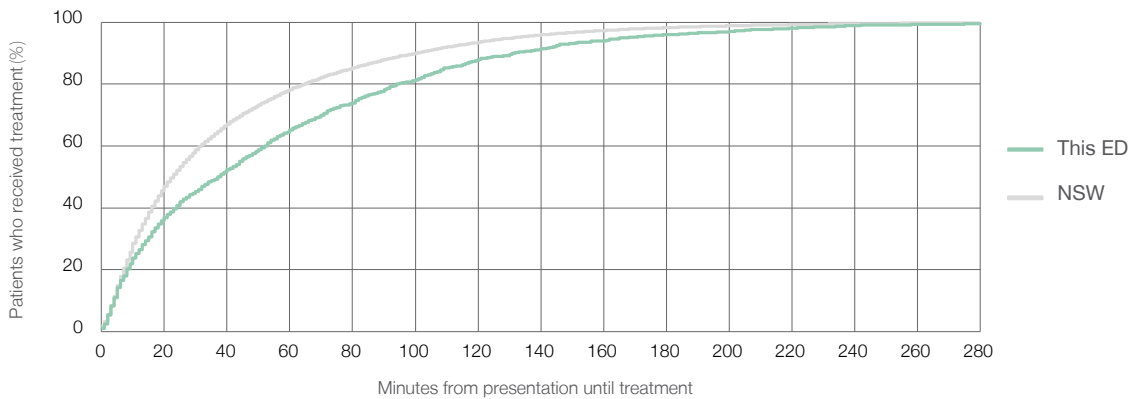
Number of triage 5 patients used to calculate waiting time:³ 1,386

Median time to start treatment⁴ 37 minutes

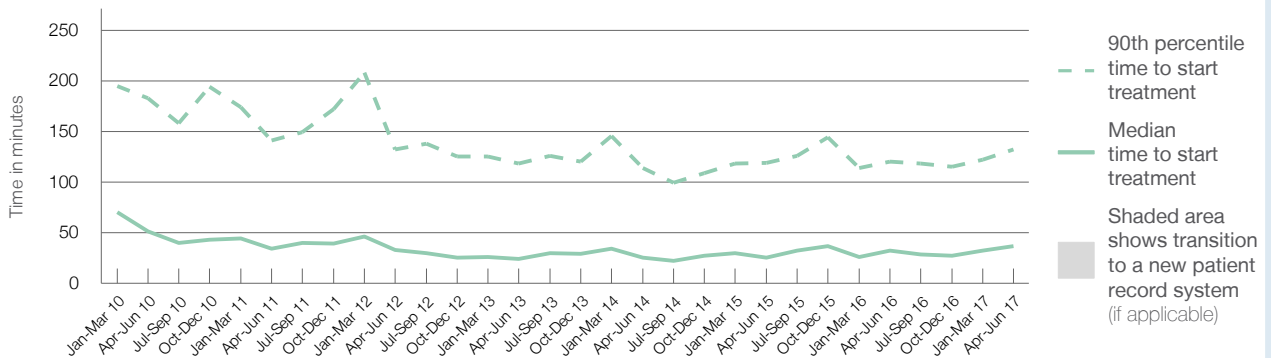
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,213	
1,088	
32 minutes	23 minutes
120 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)	51	34	33	24	25	25	32	37
90th percentile time to start treatment ⁵ (minutes)	183	141	132	118	114	119	120	132

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Manning Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 7,618 patients

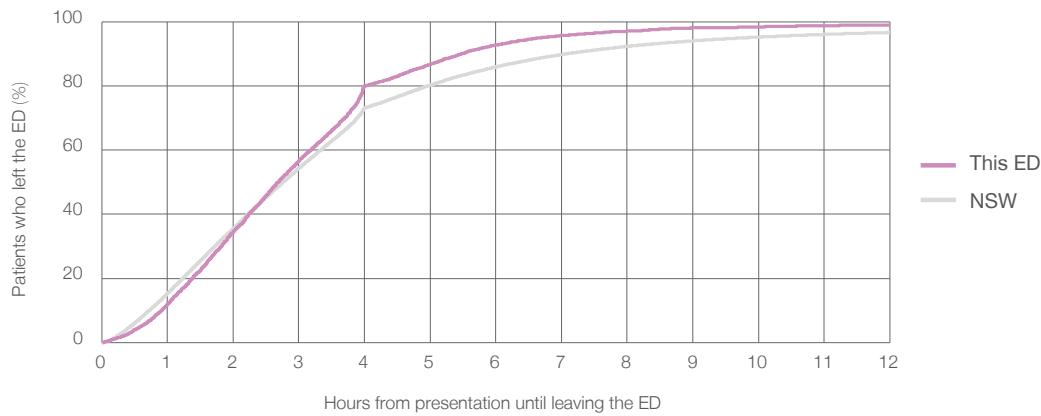
Presentations used to calculate time to leaving the ED:⁶ 7,618 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

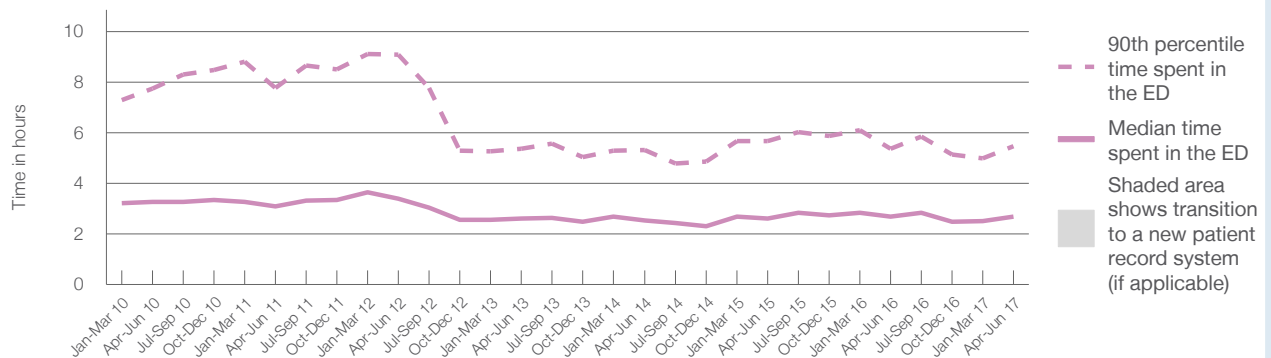
90th percentile time spent in the ED⁹ 5 hours and 29 minutes

Same period last year	NSW (this period)
6,946	6,946
2 hours and 42 minutes	2 hours and 46 minutes
5 hours and 23 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)	3h 16m	3h 5m	3h 24m	2h 37m	2h 32m	2h 37m	2h 42m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 46m	7h 46m	9h 6m	5h 22m	5h 20m	5h 40m	5h 23m	5h 29m

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

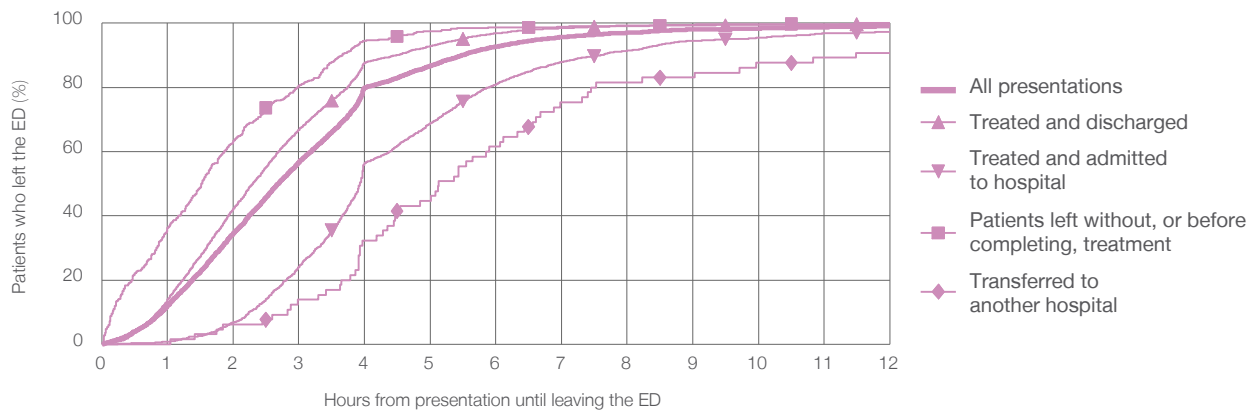
All presentations:¹ 7,618 patients

Presentations used to calculate time to leaving the ED:⁶ 7,618 patients

Treated and discharged	5,154 (67.7%)
Treated and admitted to hospital	1,886 (24.8%)
Patient left without, or before completing, treatment	471 (6.2%)
Transferred to another hospital	65 (0.9%)
Other	42 (0.6%)

Same period last year	Change since one year ago
6,946	9.7%
4,539	13.5%
1,830	3.1%
477	-1.3%
64	1.6%
36	16.7%

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

Treated and discharged	13.9%	42.2%	66.8%	87.8%	96.8%	99.1%	99.5%	99.7%
Treated and admitted to hospital	0.7%	6.8%	24.1%	56.5%	81.0%	91.5%	95.4%	97.2%
Patient left without, or before completing, treatment	36.3%	63.5%	80.5%	94.5%	98.7%	99.4%	99.8%	100%
Transferred to another hospital	0%	6.2%	13.8%	32.3%	61.5%	81.5%	87.7%	90.8%
All presentations	12.1%	34.6%	56.7%	79.9%	92.7%	97.0%	98.4%	99.0%

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Manning Base 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 7,618 patients

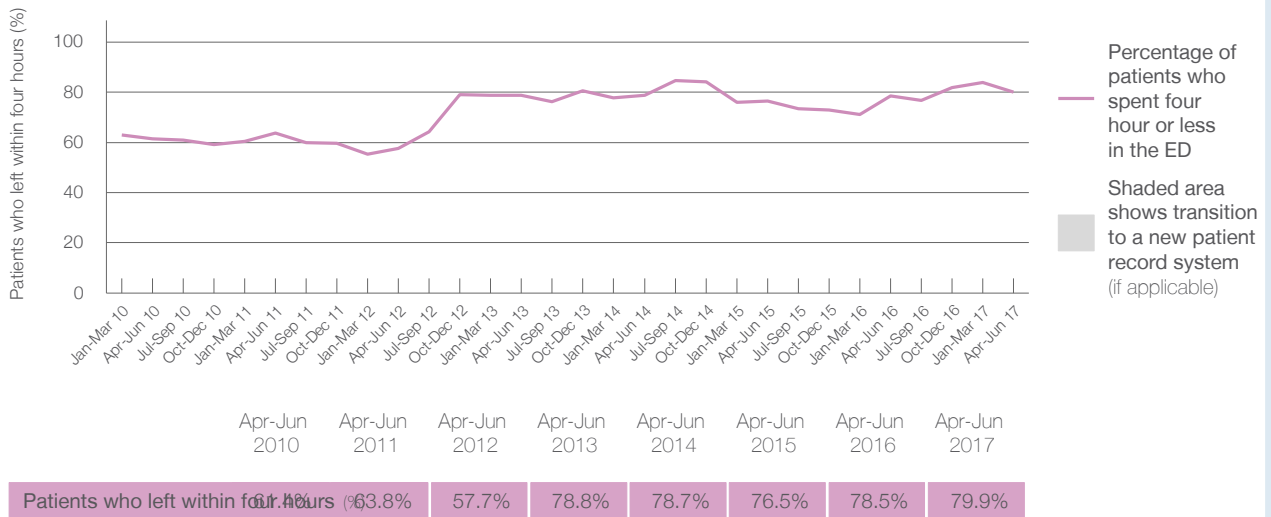
Presentations used to calculate time to leaving the ED:⁶ 7,618 patients

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	6,946	9.7%
Presentations used to calculate time to leaving the ED	6,946	9.7%
Percentage of patients who spent four hours or less in the ED	78.5%	

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



* 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, 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).