

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

## Manning Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 7,791 patients  
Emergency presentations:<sup>2</sup> 7,599 patients

Same period last year	Change since one year ago
7,445	4.6%
7,343	3.5%

## Manning Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,265 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,049 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,721 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 126 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,529 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
1,293	
7 minutes	8 minutes
10 minutes	26 minutes
2,106	
21 minutes	20 minutes
107 minutes	69 minutes
2,469	
30 minutes	26 minutes
150 minutes	101 minutes
1,444	
26 minutes	23 minutes
114 minutes	104 minutes

## Manning Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
7,444	4.7%
71.1%	

\* 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.

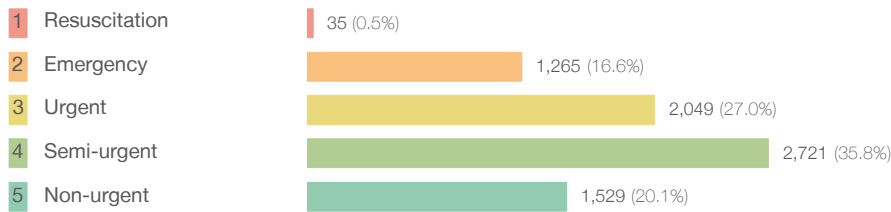
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Manning Base Hospital: Patients presenting to the emergency department January to March 2017

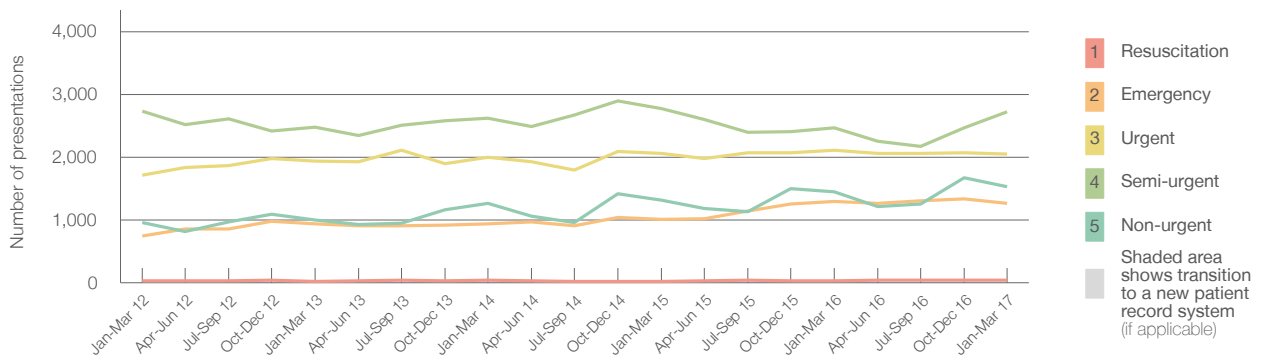
All presentations:<sup>1</sup> 7,791 patients

Emergency presentations<sup>2</sup> by triage category: 7,599 patients



Same period last year	Change since one year ago
7,445	4.6%
7,343	3.5%
31	12.9%
1,293	-2.2%
2,106	-2.7%
2,469	10.2%
1,444	5.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	28	23	36	20	31	35
Emergency	745	935	934	1,013	1,293	1,265
Urgent	1,715	1,940	2,003	2,059	2,106	2,049
Semi-urgent	2,731	2,474	2,619	2,772	2,469	2,721
Non-urgent	954	994	1,260	1,310	1,444	1,529
All emergency presentations	6,173	6,366	6,852	7,174	7,343	7,599

## Manning Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,990 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,872	
6 minutes	-2 minutes
39 minutes	-24 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.

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## Manning Base 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: 1,265

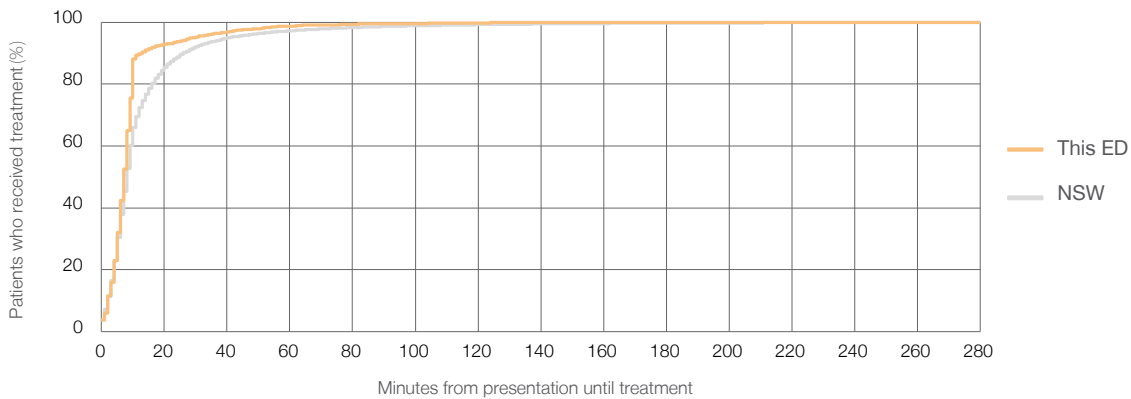
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,263

Median time to start treatment<sup>4</sup> 7 minutes

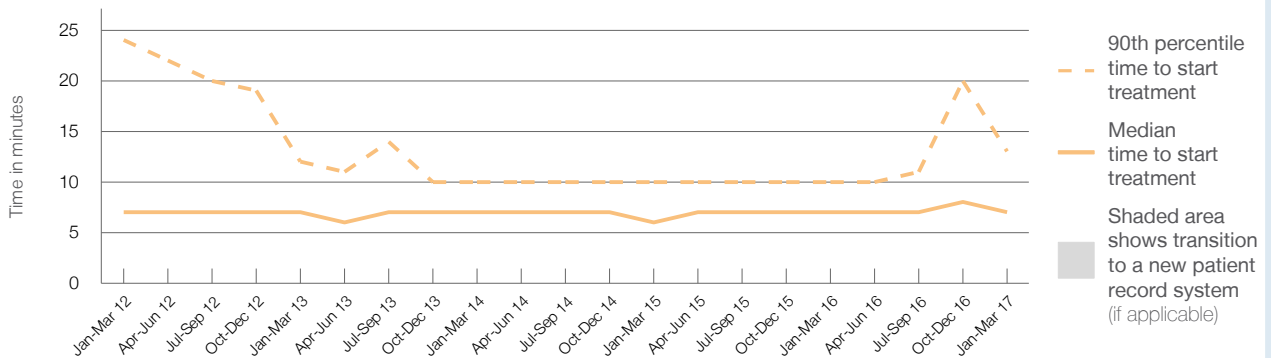
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
1,293	
1,286	
7 minutes	8 minutes
10 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	24	12	10	10	10	13

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## Manning Base 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: 2,049

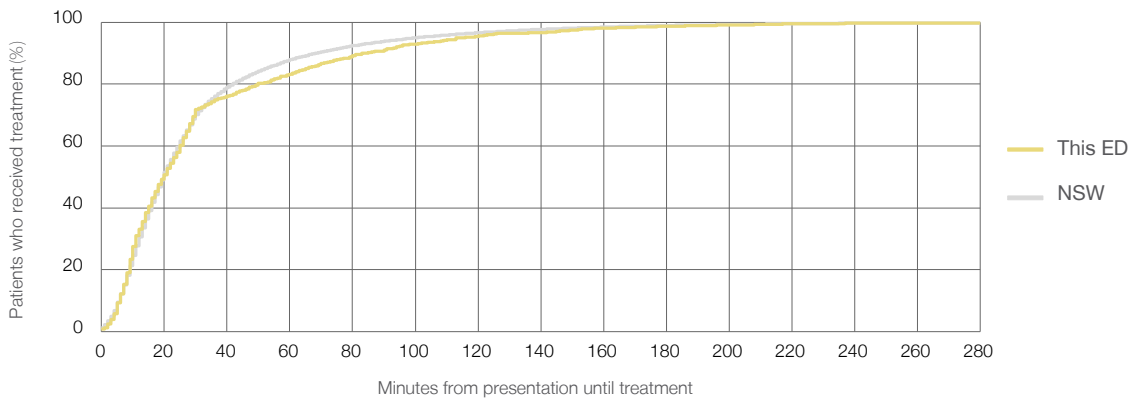
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,008

Median time to start treatment<sup>4</sup> 20 minutes

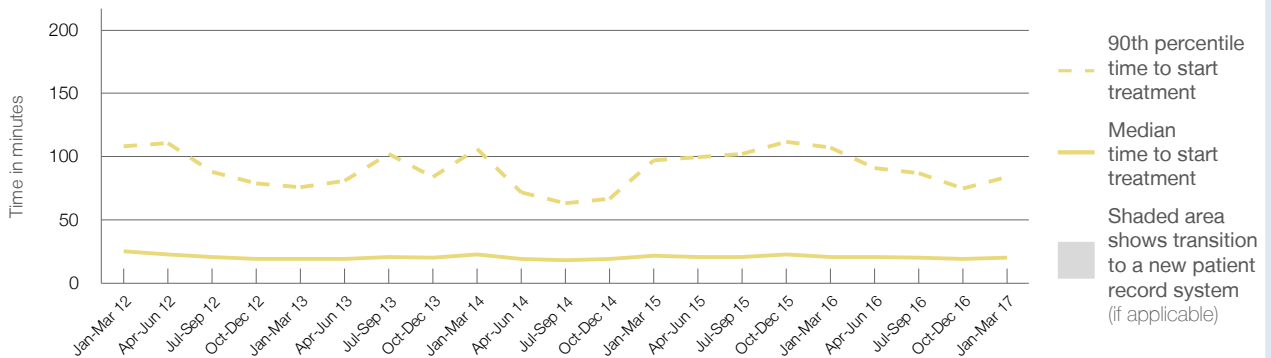
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
2,106	
2,030	
21 minutes	20 minutes
107 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	19	23	22	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	108	76	106	97	107	84

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## Manning Base 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: 2,721

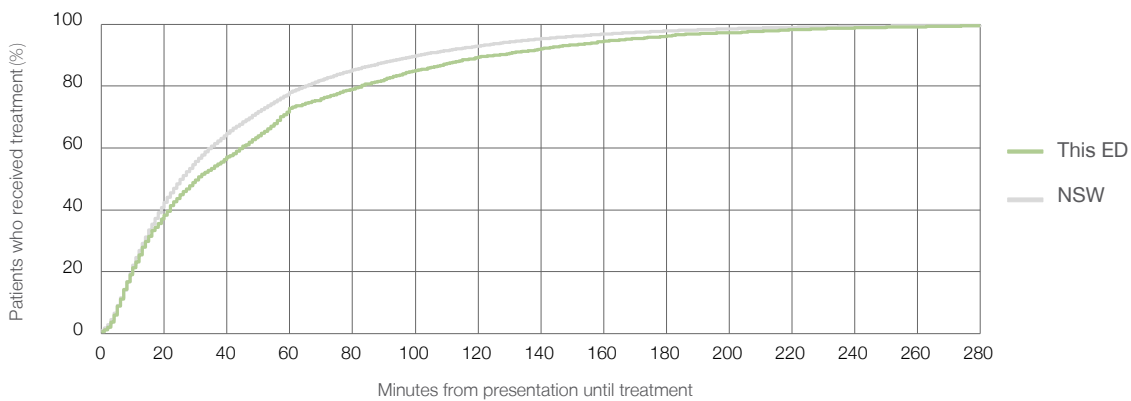
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,572

Median time to start treatment<sup>4</sup>  31 minutes

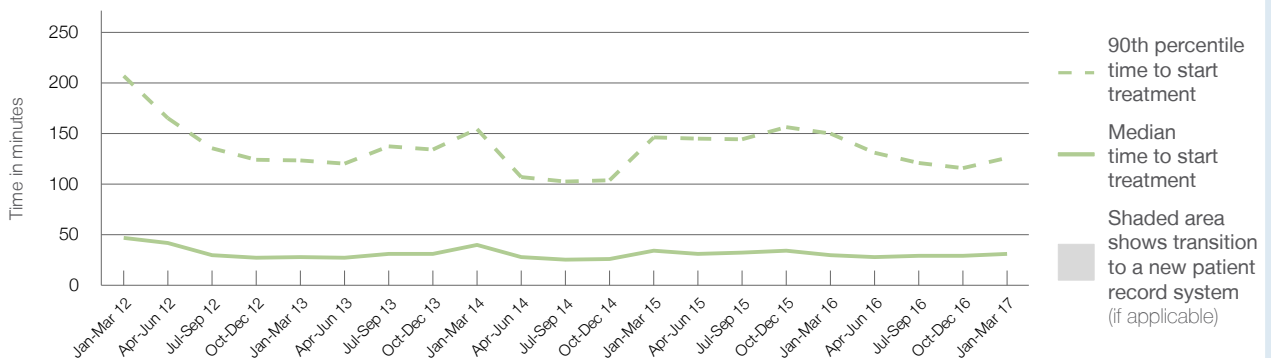
90th percentile time to start treatment<sup>5</sup>  126 minutes

Same period last year	NSW (this period)
2,469	
2,270	
30 minutes	26 minutes
150 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	47	28	40	34	30	31
90th percentile time to start treatment <sup>5</sup> (minutes)	207	123	154	146	150	126

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## Manning Base 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: 1,529

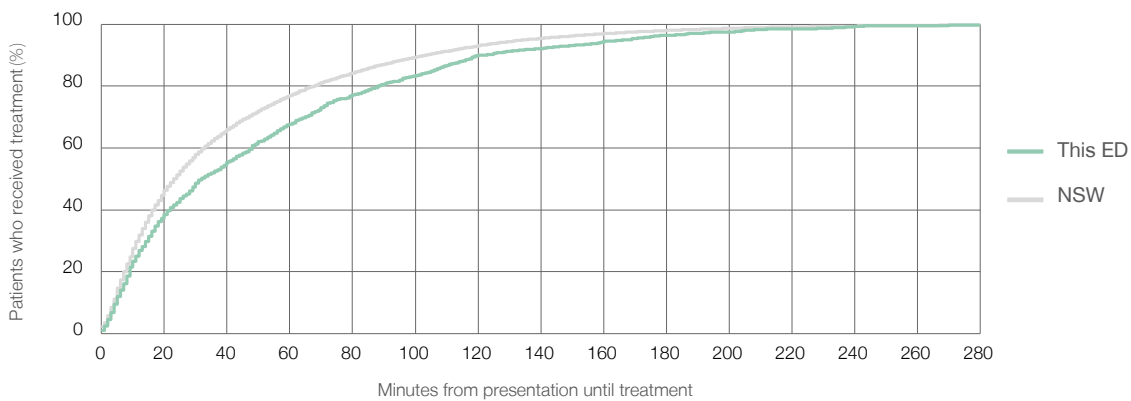
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,389

Median time to start treatment<sup>4</sup>  32 minutes

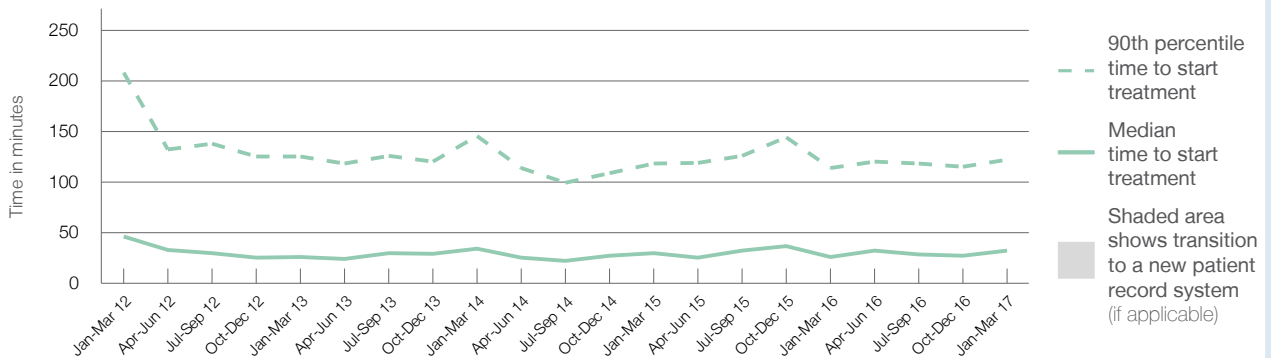
90th percentile time to start treatment<sup>5</sup>  122 minutes

Same period last year	NSW (this period)
1,444	
1,272	
26 minutes	23 minutes
114 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	46	26	34	30	26	32
90th percentile time to start treatment <sup>5</sup> (minutes)	208	125	146	119	114	122

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## Manning Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 7,791 patients

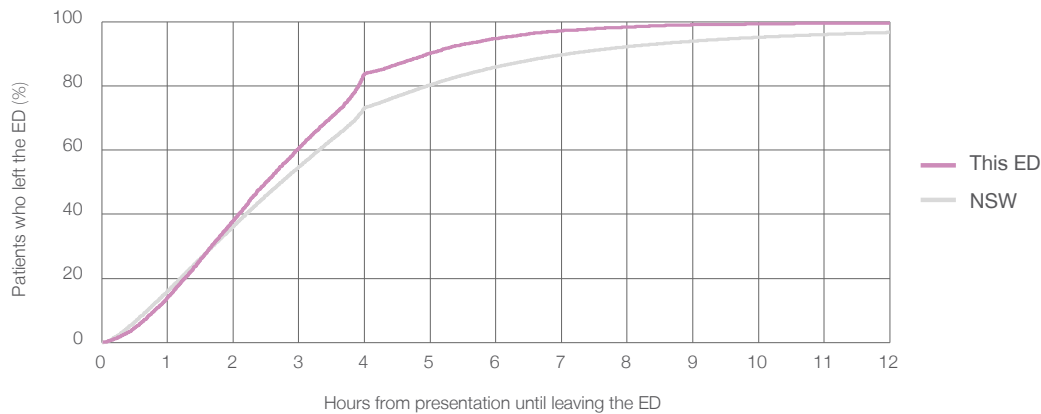
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

Median time spent in the ED<sup>8</sup> 2 hours and 31 minutes

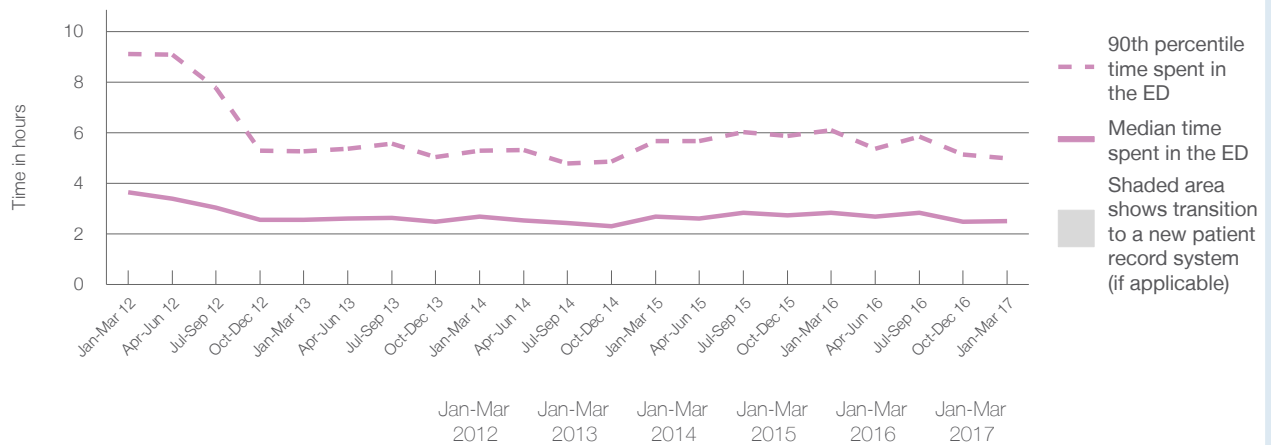
90th percentile time spent in the ED<sup>9</sup> 4 hours and 59 minutes

Same period last year	NSW (this period)
7,445	7,444
2 hours and 50 minutes	2 hours and 44 minutes
6 hours and 6 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m	2h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 7m	5h 16m	5h 17m	5h 41m	6h 6m	4h 59m

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## Manning Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

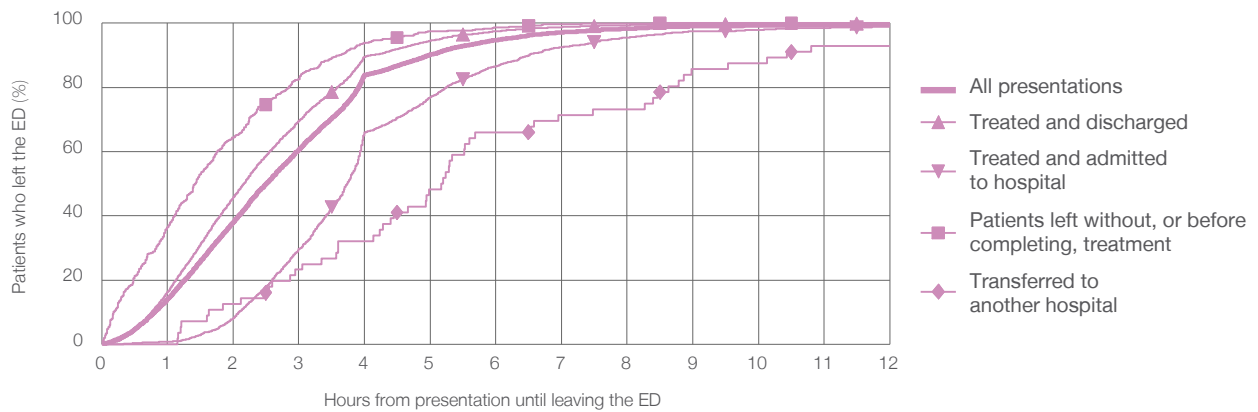
All presentations:<sup>1</sup> 7,791 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

Treated and discharged	5,329 (68.4%)
Treated and admitted to hospital	1,852 (23.8%)
Patient left without, or before completing, treatment	514 (6.6%)
Transferred to another hospital	56 (0.7%)
Other	40 (0.5%)

Same period last year	Change since one year ago
7,444	4.7%
4,766	11.8%
1,898	-2.4%
677	-24.1%
65	-13.8%
39	2.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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	16.3%	45.8%	69.6%	89.6%	97.5%	99.4%	99.7%	99.8%
Treated and admitted to hospital	0.9%	8.2%	29.6%	65.9%	86.6%	95.5%	97.9%	98.9%
Patient left without, or before completing, treatment	36.4%	64.4%	82.5%	94.0%	98.6%	99.8%	100%	100%
Transferred to another hospital	0%	12.5%	23.2%	32.1%	66.1%	73.2%	87.5%	92.9%
All presentations	14.1%	38.0%	60.7%	83.9%	94.7%	98.3%	99.2%	99.6%

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## Manning Base 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:<sup>1</sup> 7,791 patients

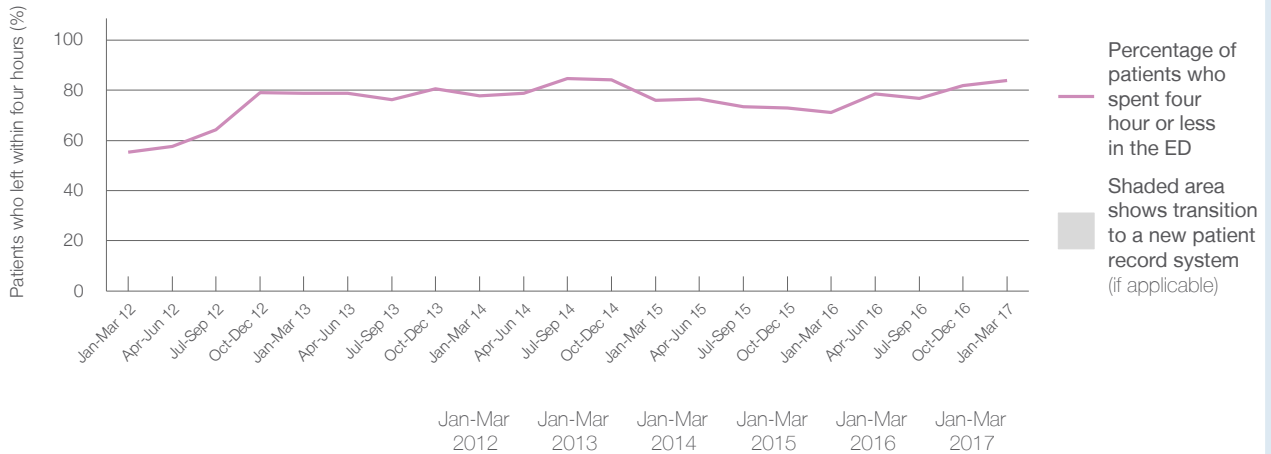
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

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	7,445	4.6%
Presentations used to calculate time to leaving the ED	7,444	4.7%
Percentage of patients who spent four hours or less in the ED	71.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	55.3%	78.7%	77.8%	75.9%	71.1%	83.9%

\* 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).