

Manly District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,506 patients
Emergency presentations:² 6,445 patients

Same period last year	Change since one year ago
6,289	3.5%
6,218	3.7%

Manly District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,000 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): 2,345 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,586 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 456 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
963	
6 minutes	8 minutes
10 minutes	23 minutes
2,382	
13 minutes	20 minutes
36 minutes	65 minutes
2,522	
13 minutes	26 minutes
63 minutes	99 minutes
312	
12 minutes	23 minutes
73 minutes	103 minutes

Manly District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,506 patients

Percentage of patients who spent four hours or less in the ED 85.2%

Same period last year	Change since one year ago
6,289	3.5%
87.3%	

* 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.

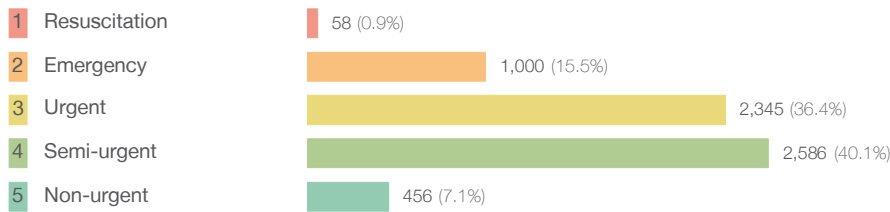
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Manly District Hospital: Patients presenting to the emergency department October to December 2017

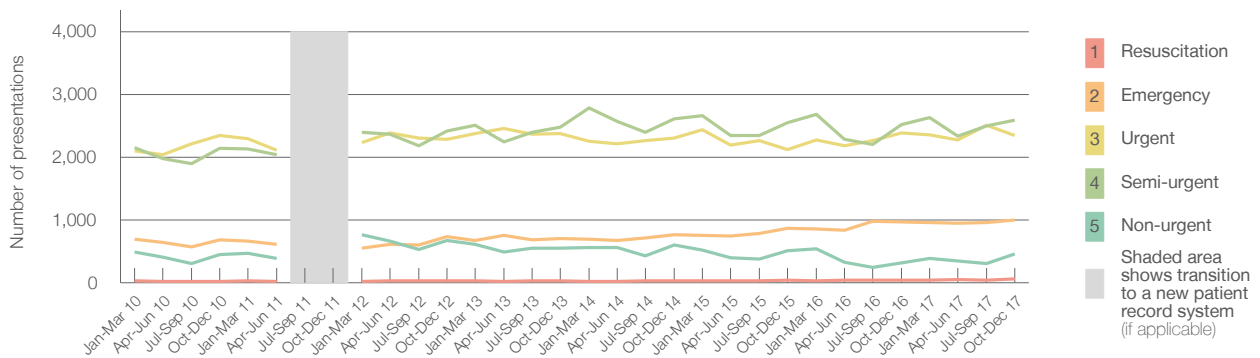
All presentations:¹ 6,506 patients

Emergency presentations² by triage category: 6,445 patients



	Same period last year	Change since one year ago
All presentations	6,289	3.5%
Emergency presentations	6,218	3.7%
1 Resuscitation	39	48.7%
2 Emergency	963	3.8%
3 Urgent	2,382	-1.6%
4 Semi-urgent	2,522	2.5%
5 Non-urgent	312	46.2%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	18		31	29	33	43	39	58
Emergency	686		729	700	763	867	963	1,000
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,345
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,586
Non-urgent	445		672	549	603	512	312	456
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,445

Manly District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,393 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,283	
ED Transfer of care time	11 minutes	1 minute
90th percentile time	19 minutes	2 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.

Manly District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,000

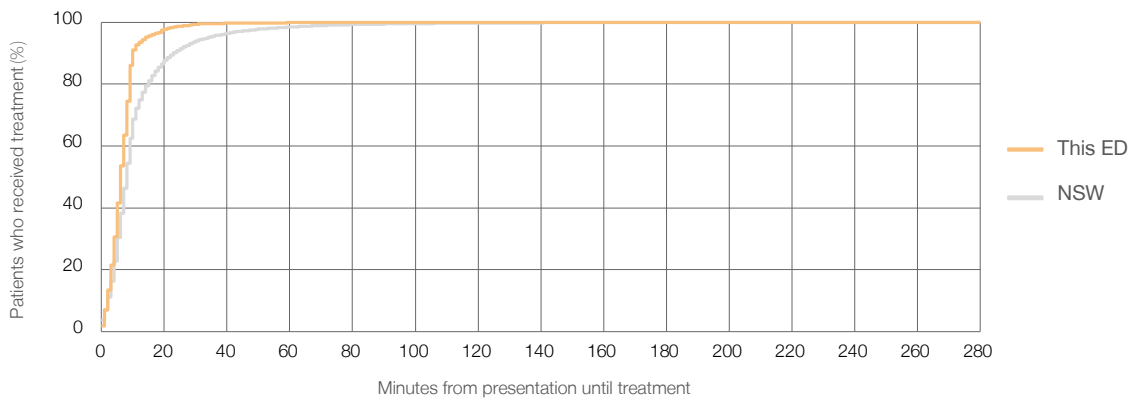
Number of triage 2 patients used to calculate waiting time:³ 996

Median time to start treatment⁴ ■ 6 minutes

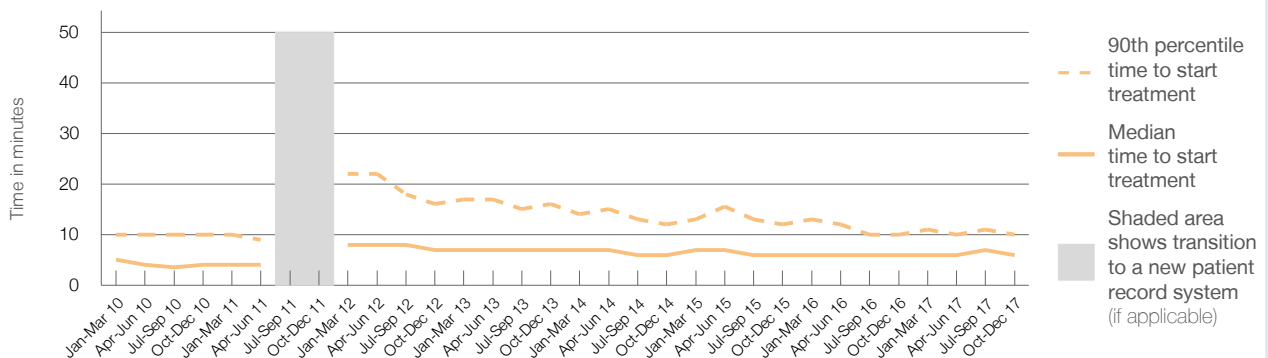
90th percentile time to start treatment⁵ ■ 10 minutes

Same period last year	NSW (this period)
963	963
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4		7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10		16	16	12	12	10	10

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Manly District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,345

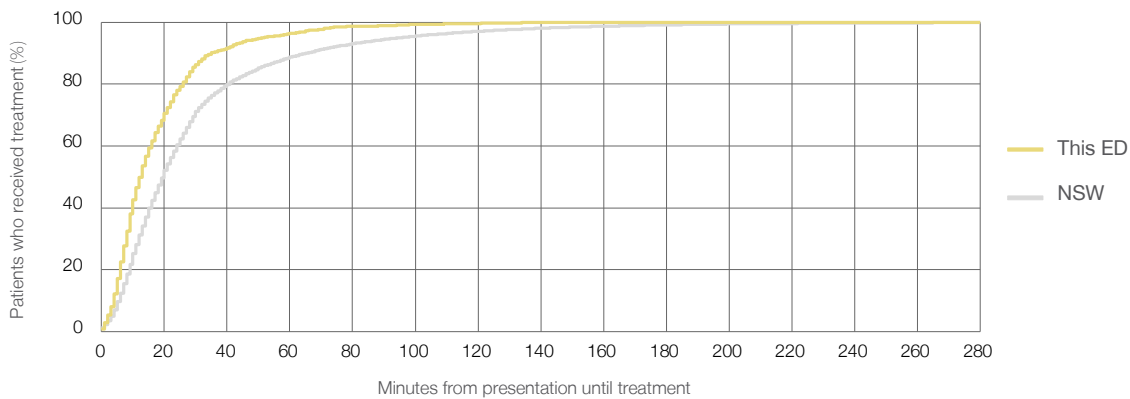
Number of triage 3 patients used to calculate waiting time:³ 2,333

Median time to start treatment⁴ 13 minutes

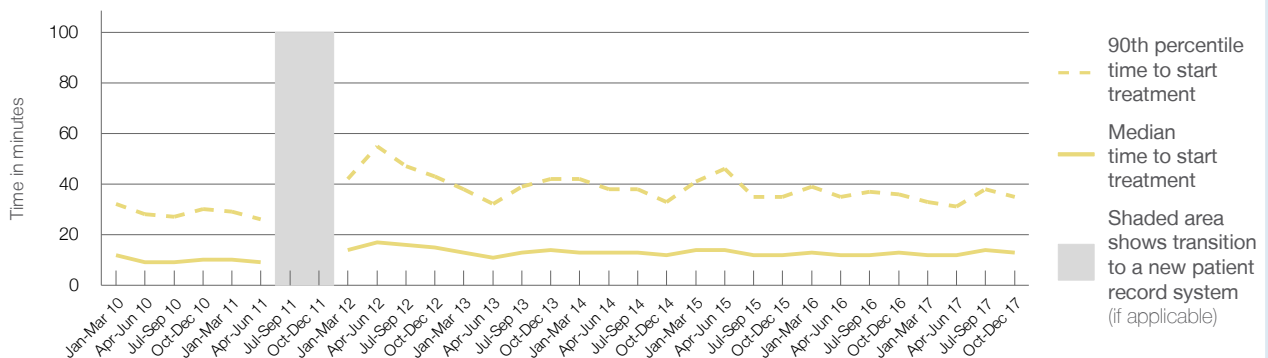
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
2,382	2,380
13 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	10		15	14	12	12	13	13
90th percentile time to start treatment ⁵ (minutes)	30		43	42	33	35	36	35

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Manly District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,586

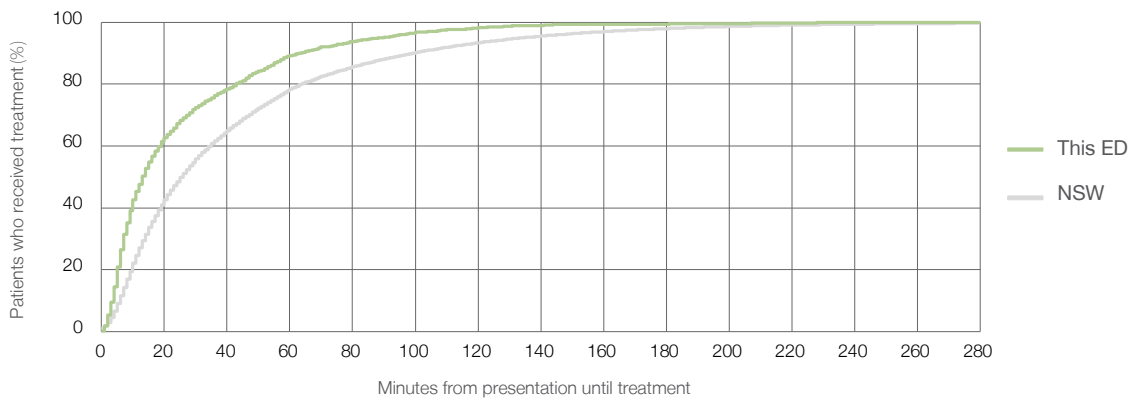
Number of triage 4 patients used to calculate waiting time:³ 2,524

Median time to start treatment⁴ 13 minutes

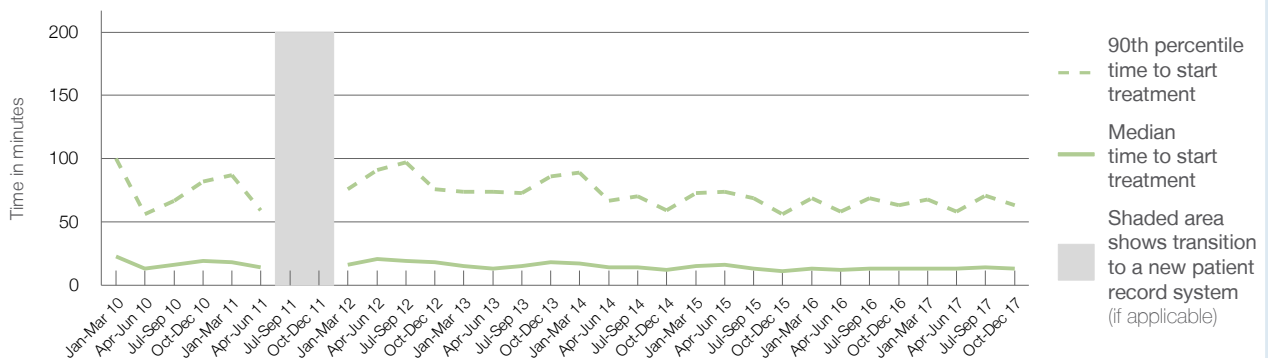
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
2,522	2,461
13 minutes	26 minutes
63 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19		18	18	12	11	13	13
90th percentile time to start treatment ⁵ (minutes)	82		76	86	59	56	63	63

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Manly District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 456

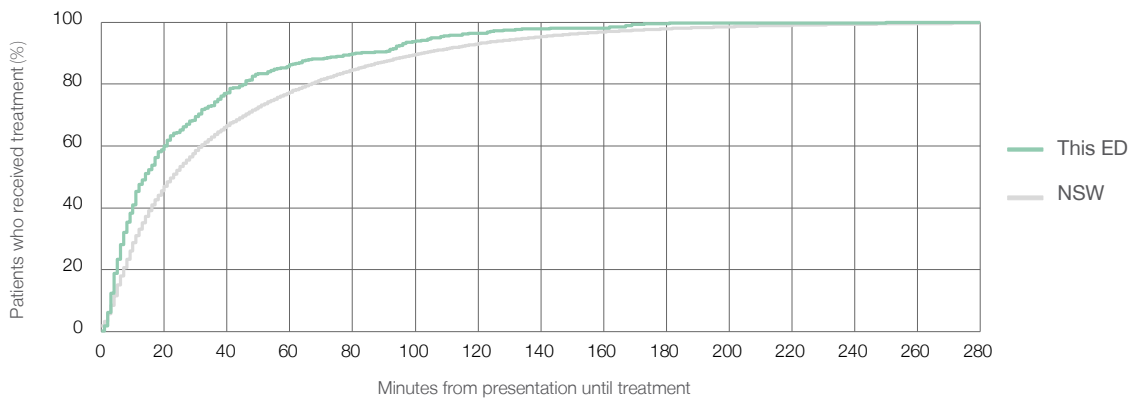
Number of triage 5 patients used to calculate waiting time:³ 429

Median time to start treatment⁴ 14 minutes

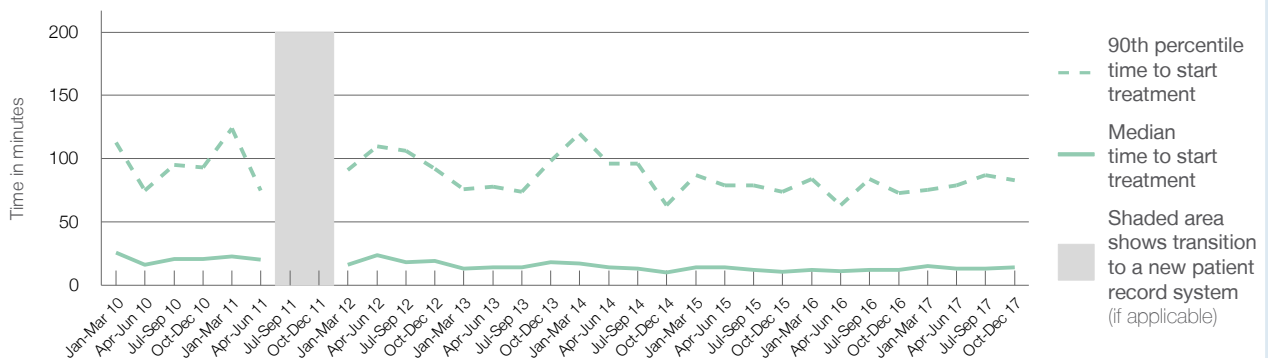
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
312	293
12 minutes	23 minutes
73 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	21		19	18	10	11	12	14
90th percentile time to start treatment ⁵ (minutes)	93		92	98	63	74	73	83

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Manly District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,506 patients

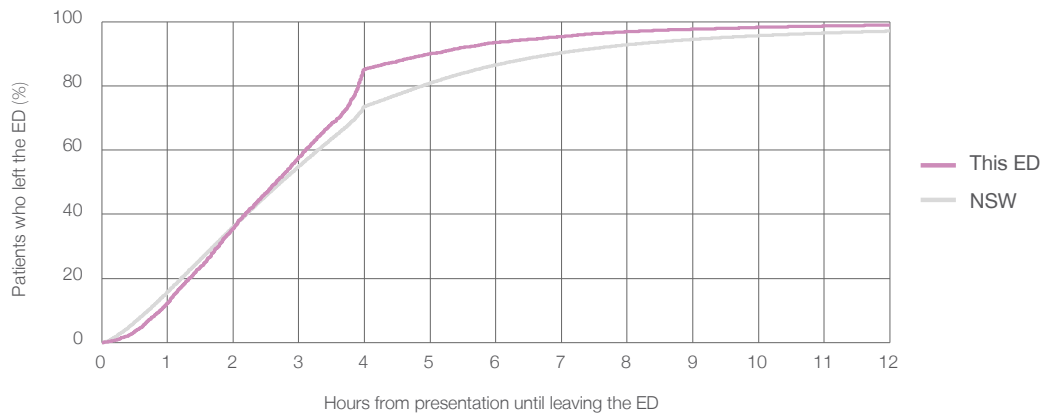
Presentations used to calculate time to leaving the ED:⁶ 6,506 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

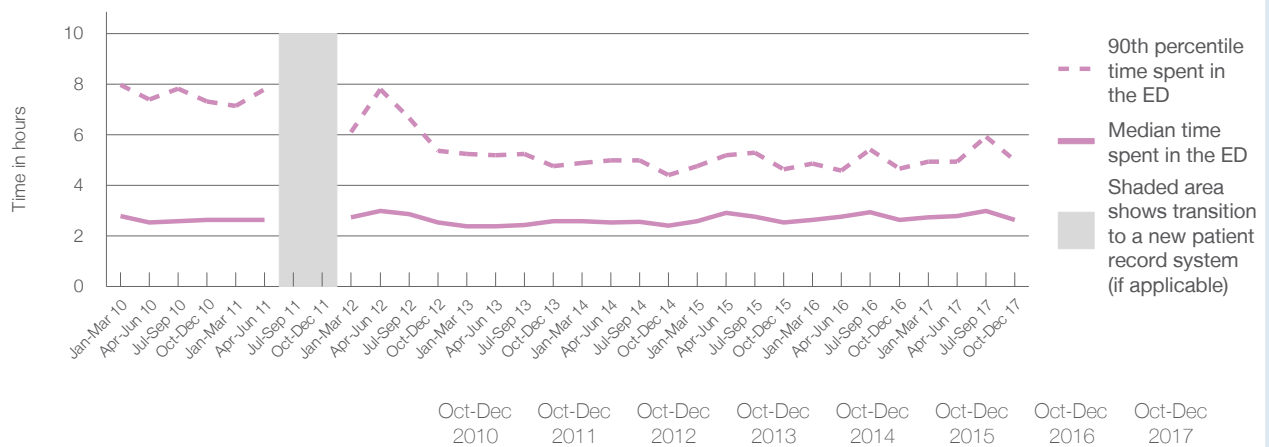
90th percentile time spent in the ED⁹ 5 hours and 0 minutes

Same period last year	NSW (this period)
6,289	6,289
2 hours and 39 minutes	2 hours and 44 minutes
4 hours and 40 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 39m		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 19m		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m	5h 0m

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Manly District Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

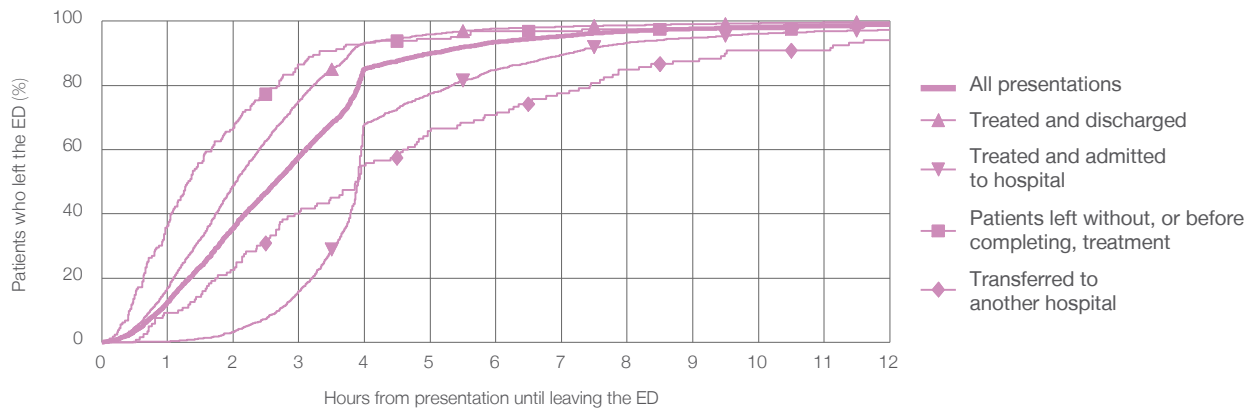
All presentations:¹ 6,506 patients

Presentations used to calculate time to leaving the ED:⁶ 6,506 patients

Treated and discharged	4,350 (66.9%)
Treated and admitted to hospital	1,866 (28.7%)
Patient left without, or before completing, treatment	163 (2.5%)
Transferred to another hospital	120 (1.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,289	3.5%
4,050	7.4%
1,978	-5.7%
152	7.2%
102	17.6%
7	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 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	16.9%	48.8%	75.1%	93.1%	97.7%	98.7%	99.4%	99.7%
Treated and admitted to hospital	0.3%	3.2%	15.9%	67.9%	84.9%	93.3%	96.1%	97.3%
Patient left without, or before completing, treatment	36.2%	66.9%	86.5%	93.3%	96.9%	97.5%	97.5%	98.8%
Transferred to another hospital	9.2%	22.5%	40.0%	55.0%	70.8%	85.0%	90.8%	94.2%
All presentations	12.5%	35.7%	57.8%	85.2%	93.5%	96.9%	98.2%	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

October to December 2017

All presentations at the emergency department: ¹ 6,506 patients

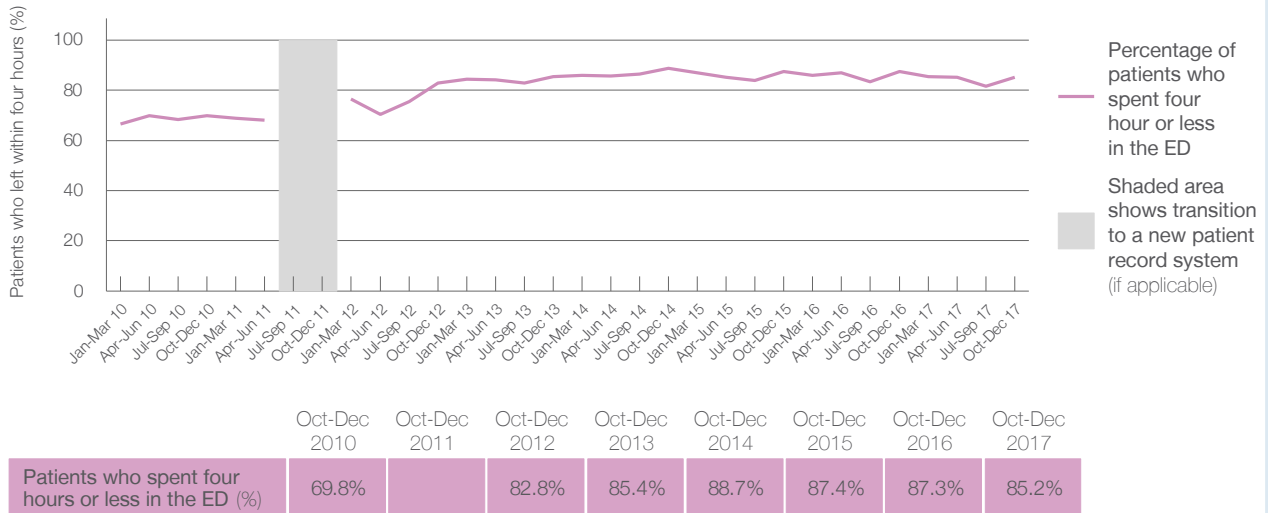
Presentations used to calculate time to leaving the ED: ⁶ 6,506 patients

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	6,289	3.5%
Presentations used to calculate time to leaving the ED	6,289	3.5%
Percentage of patients who spent four hours or less in the ED	87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).