

## Manly District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 6,435 patients  
Emergency attendances:<sup>2</sup> 6,374 patients

Same period last year	Change since one year ago
6,492	-1%
6,409	-1%

## Manly District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 851 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,273 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,684 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 538 patients

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
754	
7 minutes	8 minutes
20 minutes	35 minutes
2,439	
14 minutes	20 minutes
57 minutes	99 minutes
2,665	
15 minutes	26 minutes
101 minutes	137 minutes
518	
14 minutes	23 minutes
112 minutes	135 minutes

## Manly District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,435 patients

Percentage of patients who left the ED within four hours 86%

Same period last year	Change since one year ago
6,492	-1%
87%	

\* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

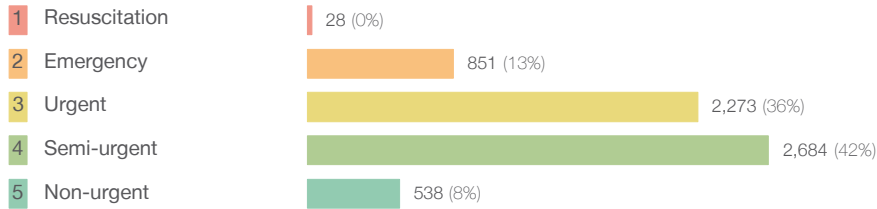
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Manly District Hospital: Patients attending the emergency department January to March 2016

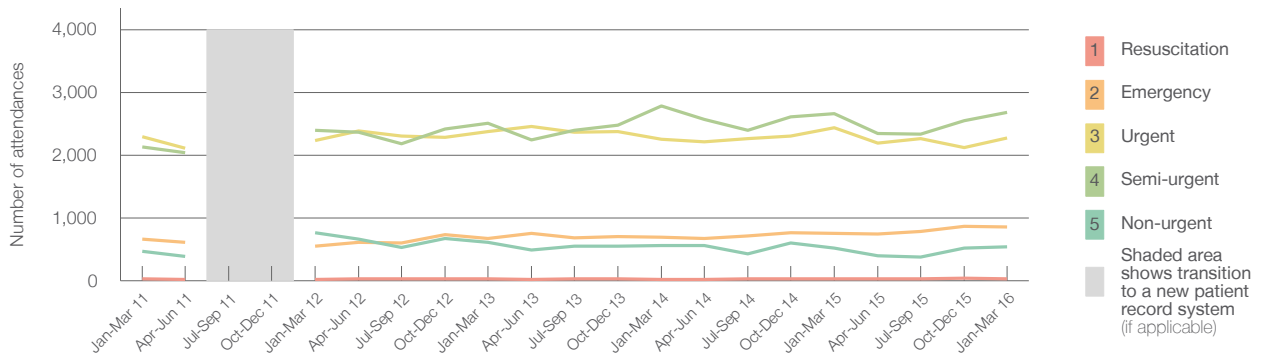
All attendances:<sup>1</sup> 6,435 patients

Emergency attendances<sup>2</sup> by triage category: 6,374 patients



Same period last year	Change since one year ago
6,492	-1%
6,409	-1%
33	-15%
754	13%
2,439	-7%
2,665	1%
518	4%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	26	22	29	22	33	28
Emergency	666	549	674	691	754	851
Urgent	2,299	2,236	2,376	2,255	2,439	2,273
Semi-urgent	2,134	2,398	2,506	2,785	2,665	2,684
Non-urgent	466	763	614	562	518	538
All emergency attendances	5,591	5,968	6,199	6,315	6,409	6,374

## Manly District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,221 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,346	
11 minutes	-1 minute
23 minutes	0 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Manly District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 851

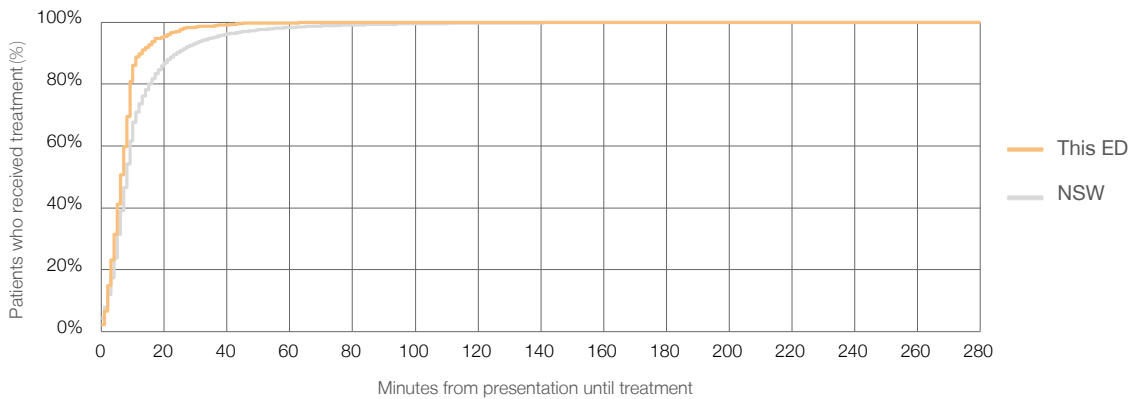
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 850

Median time to start treatment<sup>4</sup> ■ 6 minutes

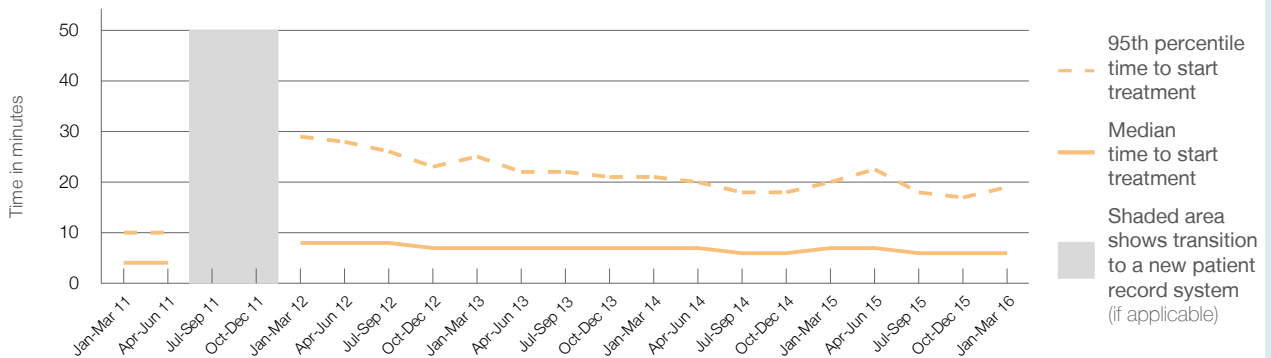
95th percentile time to start treatment<sup>5</sup> ■ 19 minutes

Same period last year	NSW (this period)
754	754
7 minutes	8 minutes
20 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	4	8	7	7	7	6
95th percentile time to start treatment <sup>5</sup> (minutes)	10	29	25	21	20	19

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## Manly District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 2,273

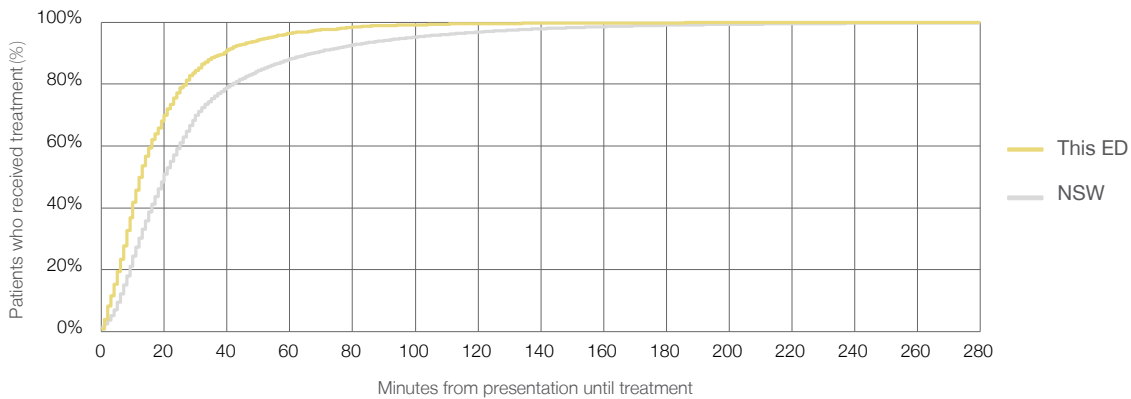
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,256

Median time to start treatment<sup>4</sup> 13 minutes

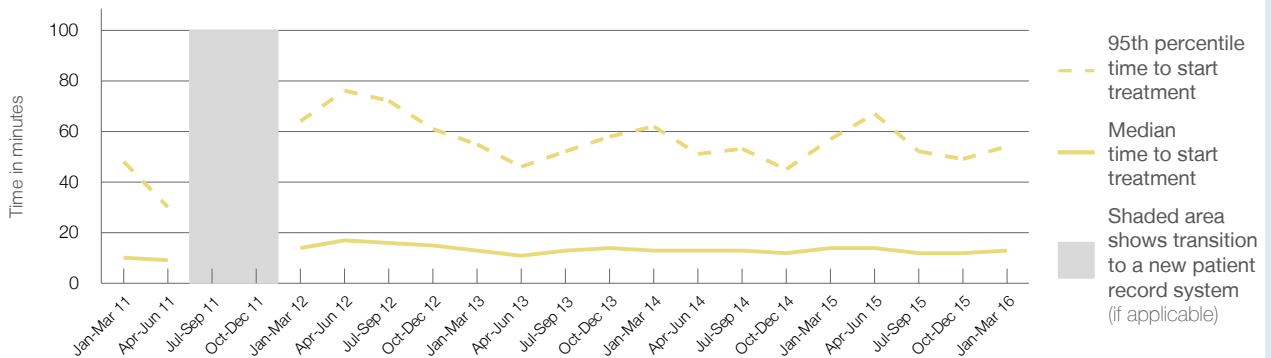
95th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
2,439	
2,406	
14 minutes	20 minutes
57 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	10	14	13	13	14	13
95th percentile time to start treatment <sup>5</sup> (minutes)	48	64	55	62	57	54

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## Manly District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,684

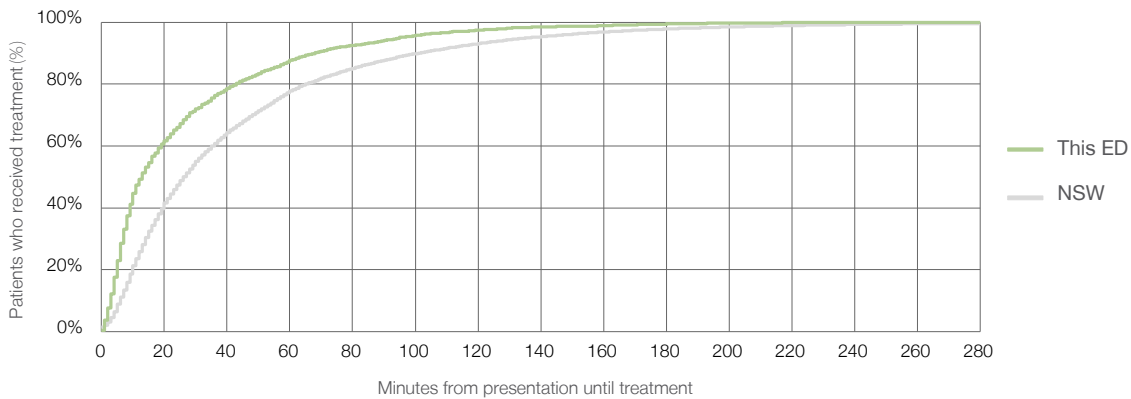
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,617

Median time to start treatment<sup>4</sup>  13 minutes

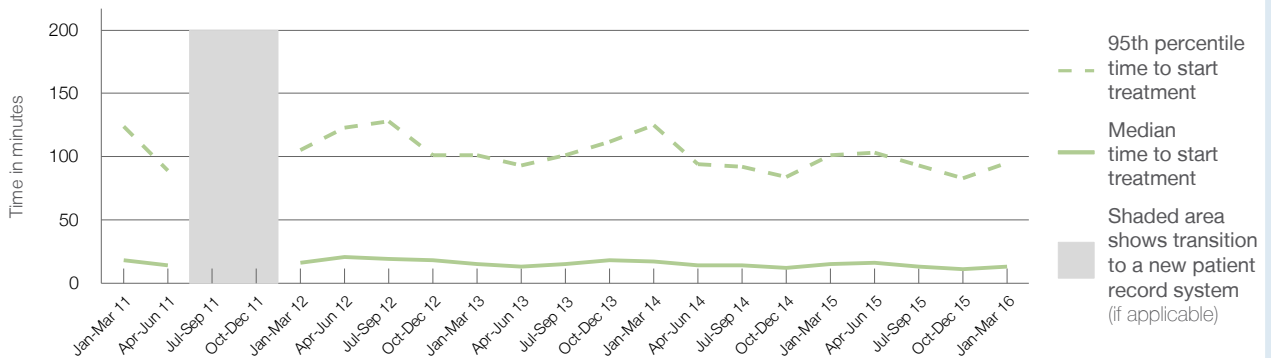
95th percentile time to start treatment<sup>5</sup>  95 minutes

Same period last year	NSW (this period)
2,665	
2,566	
15 minutes	26 minutes
101 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	18	16	15	17	15	13
95th percentile time to start treatment <sup>5</sup> (minutes)	124	105	101	125	101	95

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## Manly District Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 538

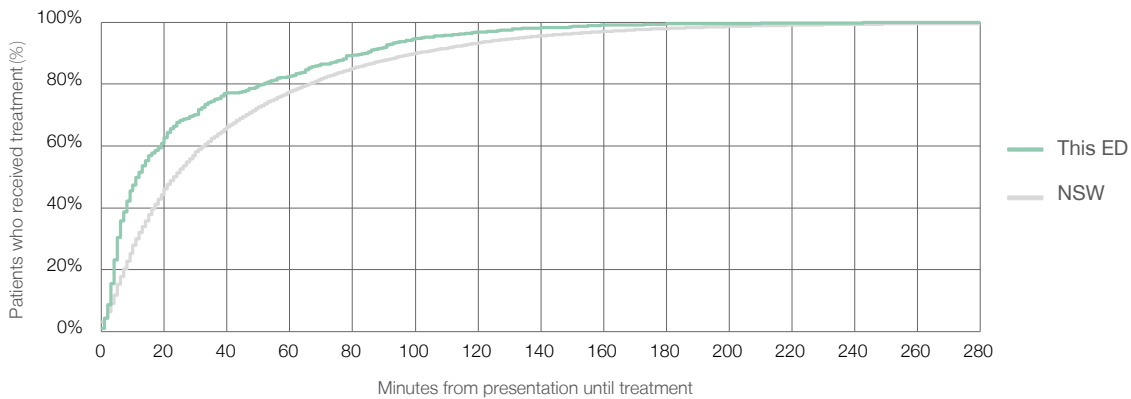
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 512

Median time to start treatment<sup>4</sup> 12 minutes

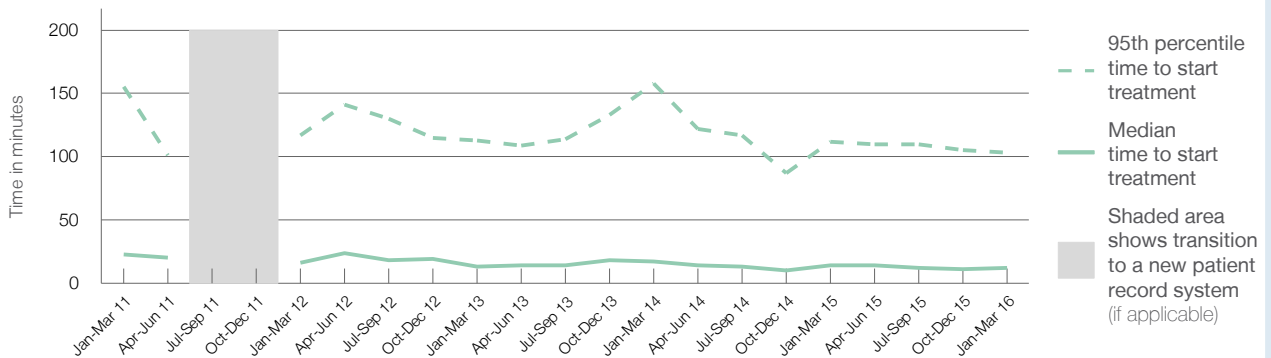
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
518	
476	
14 minutes	23 minutes
112 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	23	16	13	17	14	12
95th percentile time to start treatment <sup>5</sup> (minutes)	156	117	113	158	112	103

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## Manly District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 6,435 patients

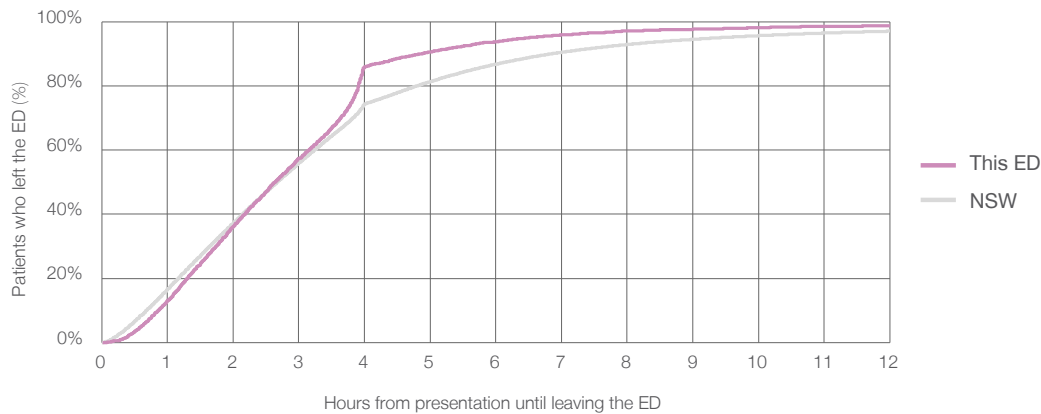
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,435 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 38 minutes

95th percentile time to leaving the ED<sup>9</sup> 6 hours and 30 minutes

Same period last year	NSW (this period)
6,492	6,492
2 hours and 35 minutes	2 hours and 40 minutes
6 hours and 36 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 38m	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 28m	7h 42m	7h 11m	6h 17m	6h 36m	6h 30m

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**Manly District Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

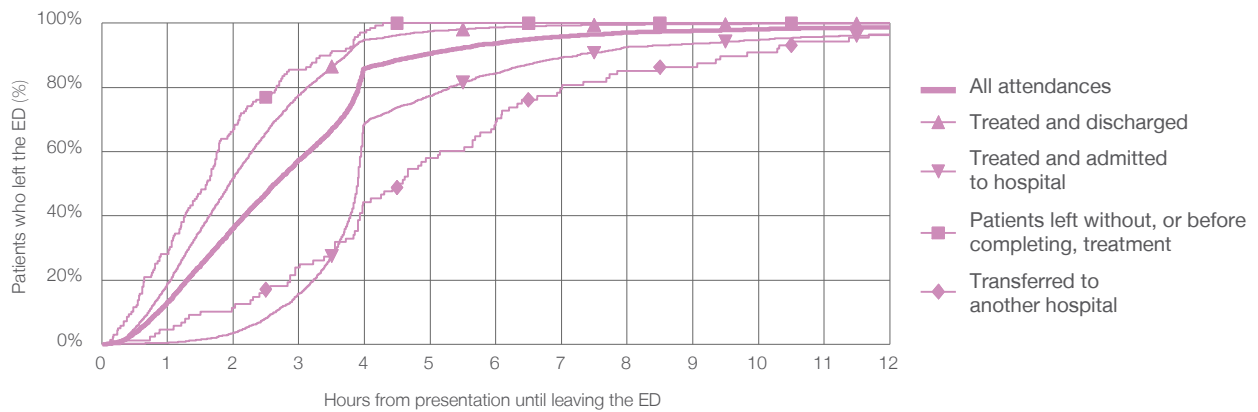
All attendances:<sup>1</sup> 6,435 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,435 patients

Treated and discharged	4,152 (65%)
Treated and admitted to hospital	2,053 (32%)
Patient left without, or before completing, treatment	139 (2%)
Transferred to another hospital	88 (1%)
Other	3 (0%)

Same period last year	Change since one year ago
6,492	-1%
4,186	-1%
1,987	3%
197	-29%
114	-23%
8	-63%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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	19%	52%	78%	95%	99%	100%	100%	100%
Treated and admitted to hospital	0%	4%	16%	69%	84%	93%	95%	96%
Patient left without, or before completing, treatment	28%	67%	86%	97%	100%	100%	100%	100%
Transferred to another hospital	5%	11%	24%	44%	69%	85%	91%	97%
All attendances	13%	36%	57%	86%	94%	97%	98%	99%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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**Manly District Hospital: Time from presentation until leaving the ED**  
 Percentage of patients who left the ED within four hours of presentation  
 January to March 2016

All attendances: <sup>1</sup> 6,435 patients

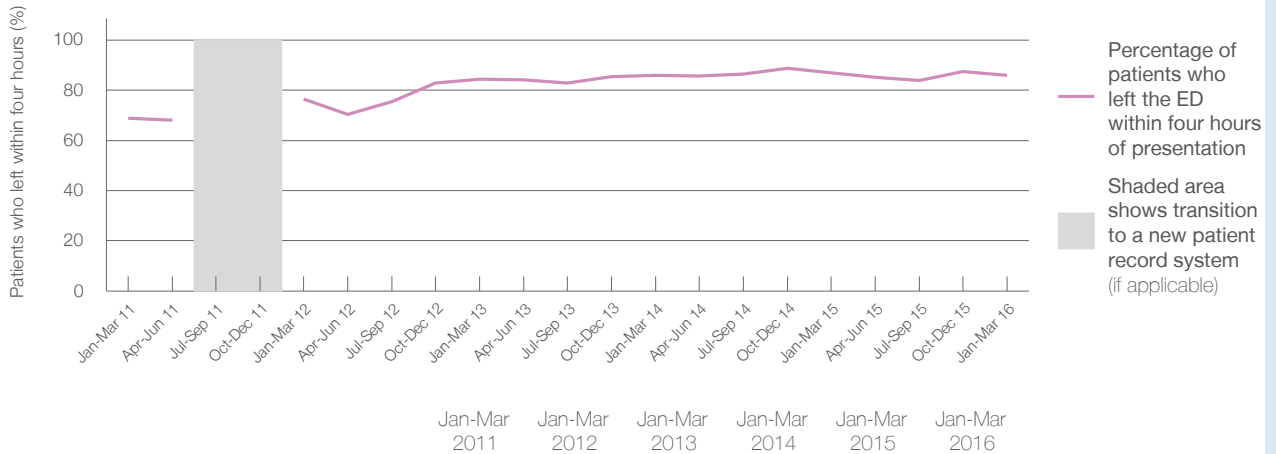
Attendances used to calculate time to leaving the ED: <sup>6</sup> 6,435 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
6,492	-1%
6,492	-1%
87%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	69%	77%	84%	86%	87%	86%
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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 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).