

Manning Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 7,444 patients
 Emergency attendances:² 7,342 patients

Same period last year	Change since one year ago
7,310	2%
7,174	2%

Manning Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,293 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,106 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 148 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,468 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 210 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,444 patients

Median time to start treatment⁴ 26 minutes
 95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,013	
6 minutes	8 minutes
11 minutes	35 minutes
2,059	
22 minutes	20 minutes
135 minutes	99 minutes
2,772	
34 minutes	26 minutes
196 minutes	137 minutes
1,310	
30 minutes	23 minutes
171 minutes	135 minutes

Manning Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 7,443 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
7,310	2%
76%	

* 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.

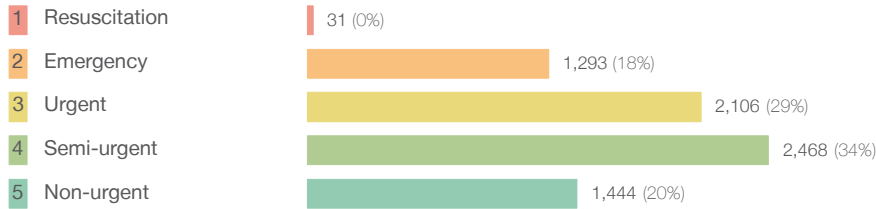
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Manning Base Hospital: Patients attending the emergency department January to March 2016

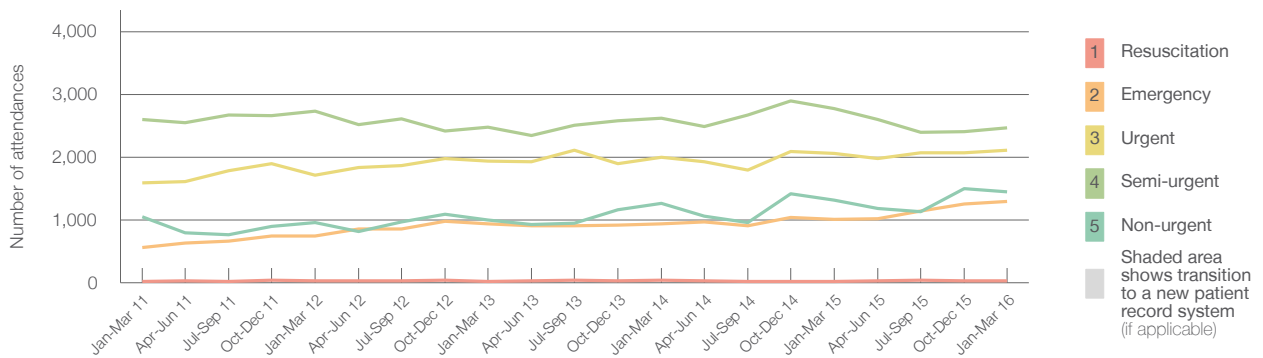
All attendances:¹ 7,444 patients

Emergency attendances² by triage category: 7,342 patients



Same period last year	Change since one year ago
7,310	2%
7,174	2%
20	55%
1,013	28%
2,059	2%
2,772	-11%
1,310	10%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	20	28	23	36	20	31
Emergency	558	745	935	934	1,013	1,293
Urgent	1,595	1,715	1,940	2,003	2,059	2,106
Semi-urgent	2,603	2,731	2,474	2,619	2,772	2,468
Non-urgent	1,048	954	994	1,260	1,310	1,444
All emergency attendances	5,824	6,173	6,366	6,852	7,174	7,342

Manning Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,872 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,957	
6 minutes	0 minutes
49 minutes	9 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.

Manning Base 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: 1,293

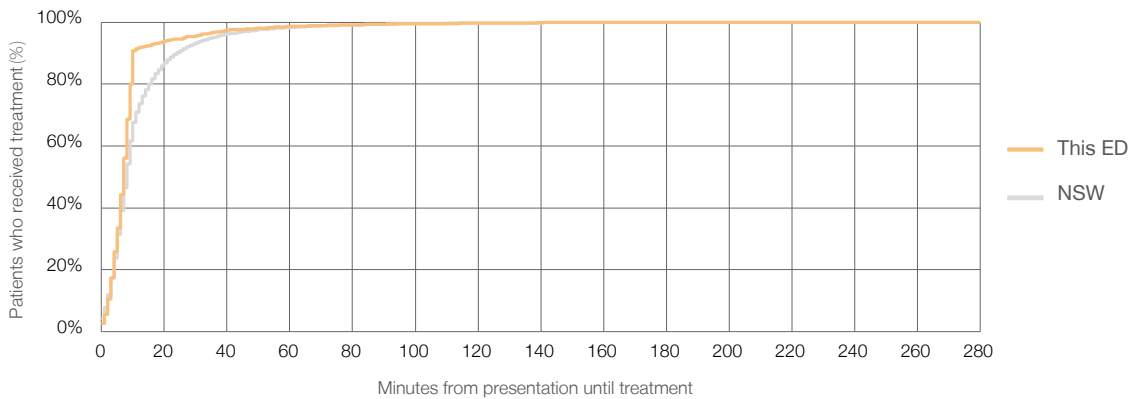
Number of triage 2 patients used to calculate waiting time:³ 1,286

Median time to start treatment⁴ 7 minutes

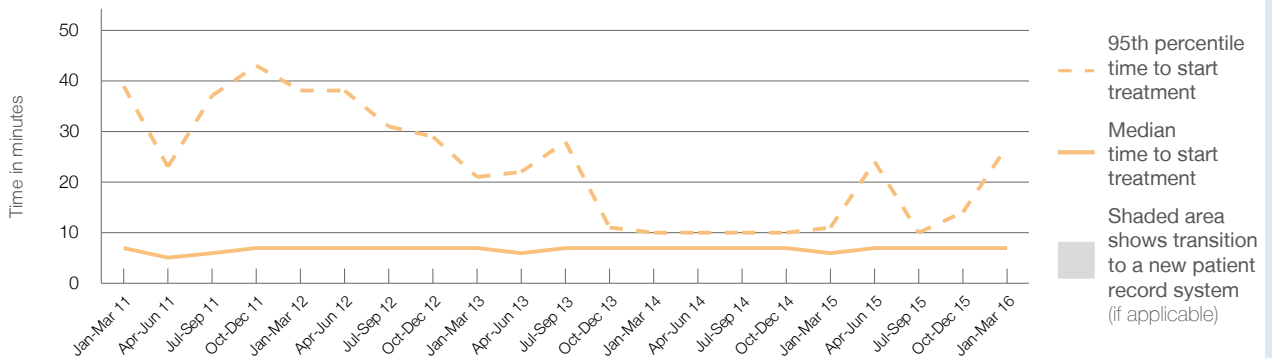
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,013	1,013
6 minutes	8 minutes
11 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	7	7	7	6	7
95th percentile time to start treatment ⁵ (minutes)	39	38	21	10	11	27

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Manning Base 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: 2,106

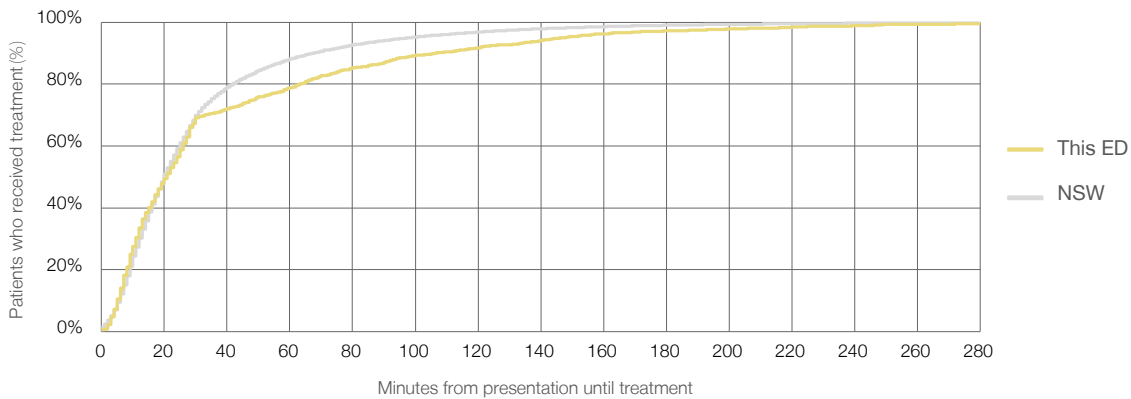
Number of triage 3 patients used to calculate waiting time:³ 2,031

Median time to start treatment⁴ 21 minutes

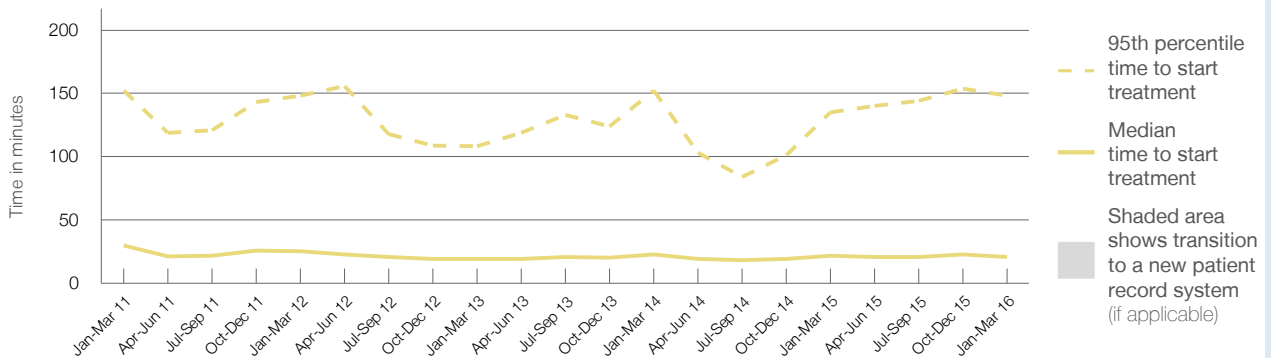
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
2,059	1,998
22 minutes	20 minutes
135 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	26	19	23	22	21
95th percentile time to start treatment ⁵ (minutes)	152	148	108	152	135	148

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Manning Base 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: 2,468

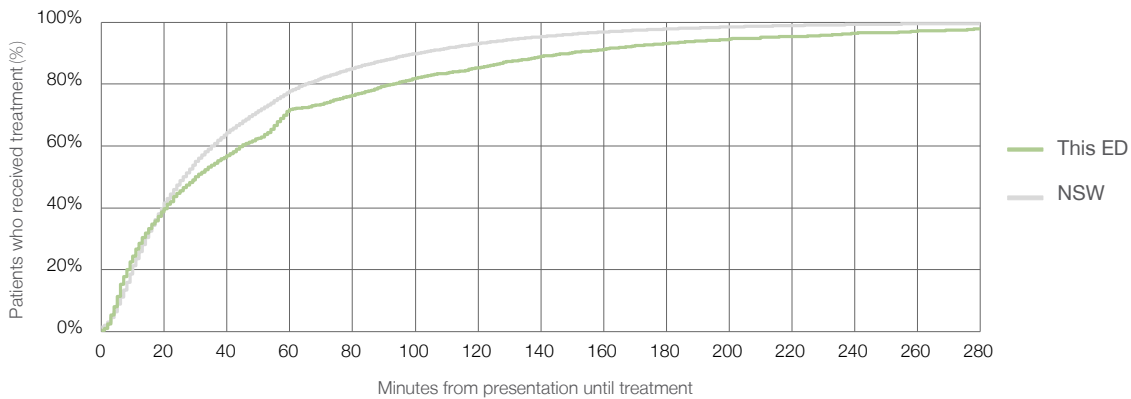
Number of triage 4 patients used to calculate waiting time:³ 2,269

Median time to start treatment⁴ 30 minutes

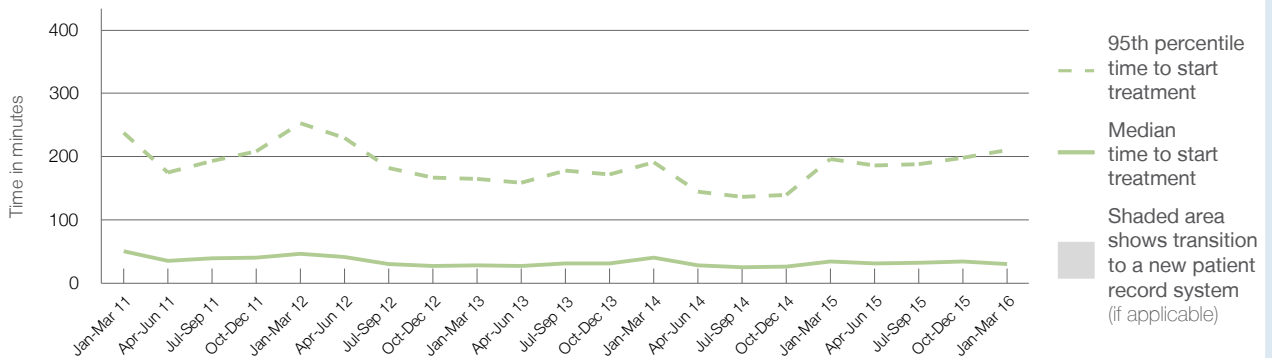
95th percentile time to start treatment⁵ 210 minutes

Same period last year	NSW (this period)
2,772	2,536
34 minutes	26 minutes
196 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	51	47	28	40	34	30
95th percentile time to start treatment ⁵ (minutes)	238	253	165	191	196	210

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Manning Base 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: 1,444

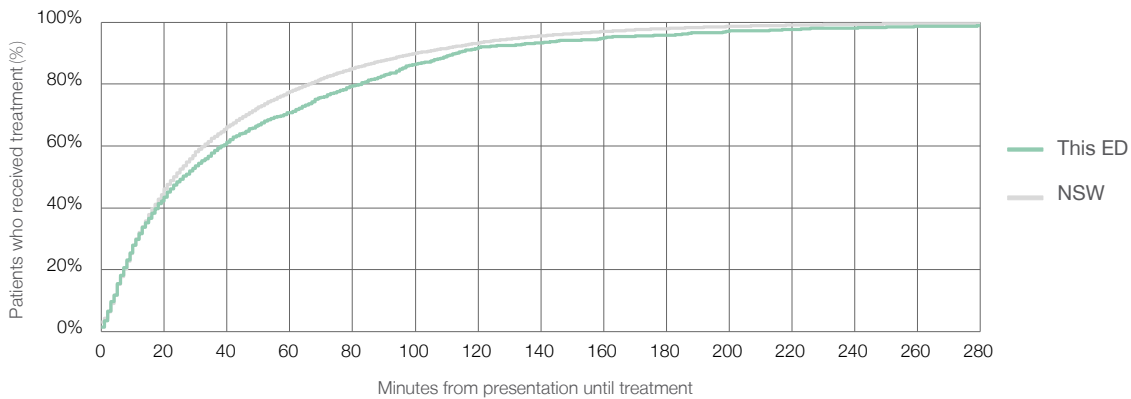
Number of triage 5 patients used to calculate waiting time:³ 1,272

Median time to start treatment⁴ 26 minutes

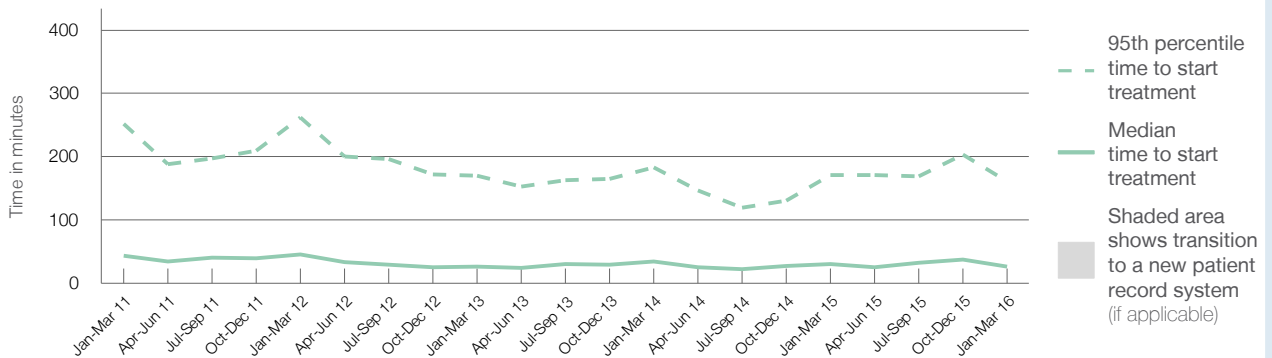
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,310	1,150
30 minutes	23 minutes
171 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	44	46	26	34	30	26
95th percentile time to start treatment ⁵ (minutes)	252	262	170	183	171	161

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Manning Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,444 patients

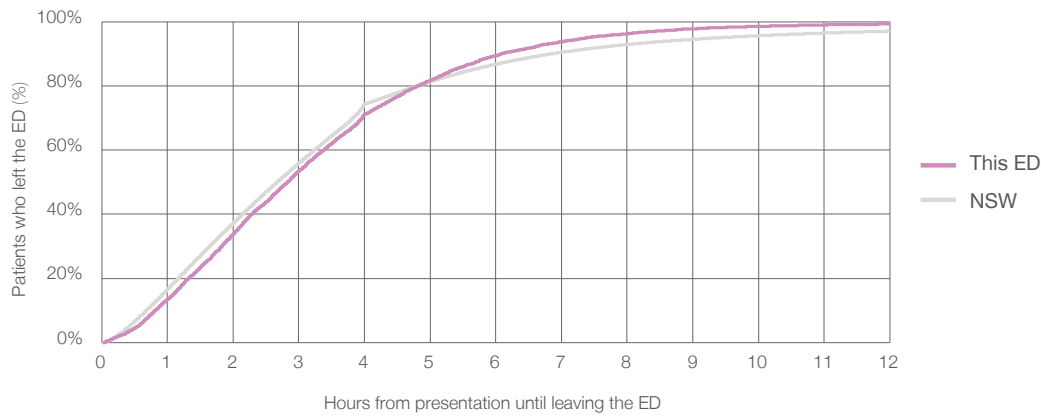
Attendances used to calculate time to leaving the ED:⁶ 7,443 patients

Median time to leaving the ED⁸ 2 hours and 50 minutes

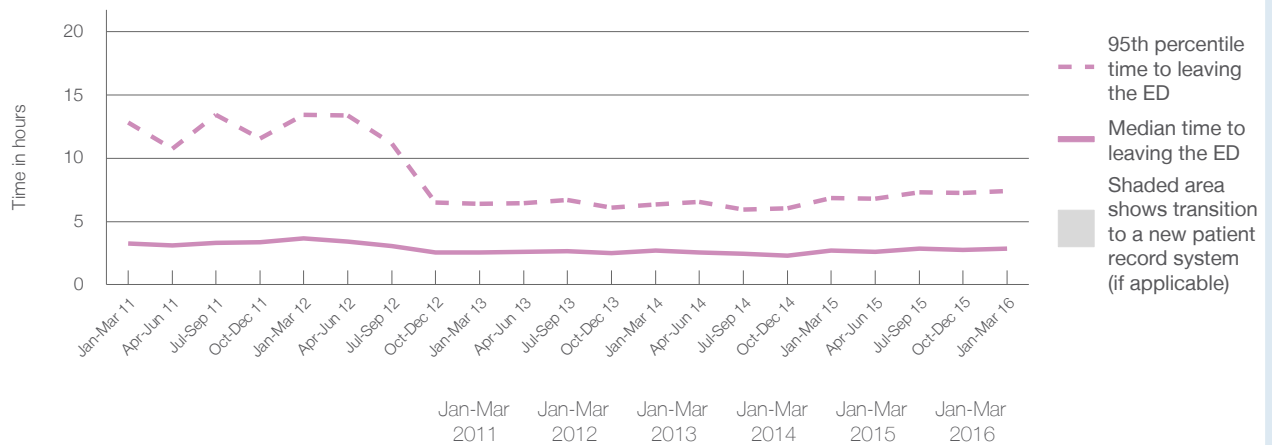
95th percentile time to leaving the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
7,310	7,310
2 hours and 41 minutes	2 hours and 40 minutes
6 hours and 51 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 49m	13h 24m	6h 23m	6h 20m	6h 51m	7h 24m

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Manning Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

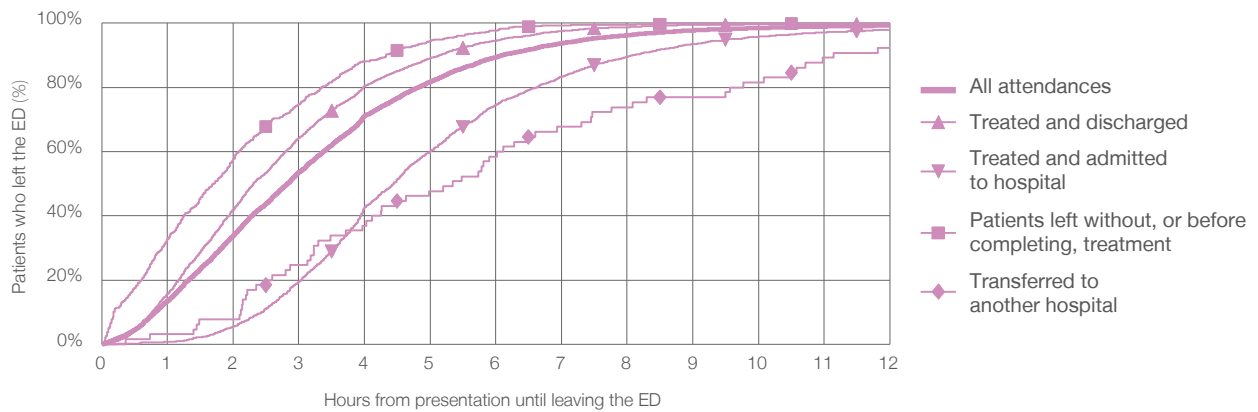
All attendances:¹ 7,444 patients

Attendances used to calculate time to leaving the ED:⁶ 7,443 patients

Treated and discharged	4,766 (64%)
Treated and admitted to hospital	1,898 (25%)
Patient left without, or before completing, treatment	677 (9%)
Transferred to another hospital	65 (1%)
Other	38 (1%)

Same period last year	Change since one year ago
7,310	2%
4,734	1%
1,836	3%
627	8%
60	8%
53	-28%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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%	42%	64%	80%	95%	99%	100%	100%
Treated and admitted to hospital	1%	5%	20%	43%	74%	90%	96%	98%
Patient left without, or before completing, treatment	33%	58%	75%	88%	98%	100%	100%	100%
Transferred to another hospital	3%	8%	25%	37%	58%	74%	82%	92%
All attendances	14%	34%	54%	71%	89%	96%	99%	99%

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Manning Base 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: ¹ 7,444 patients

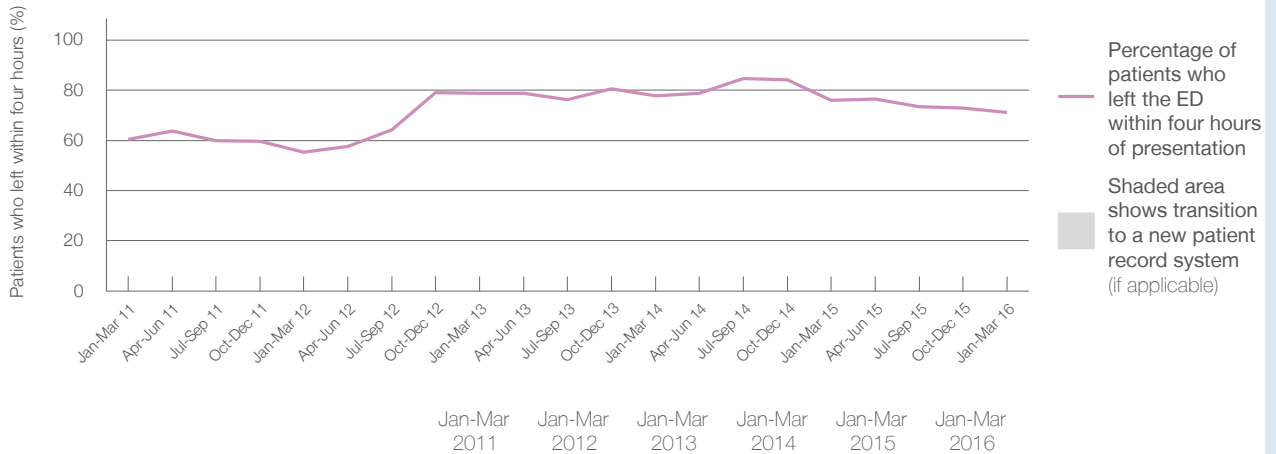
Attendances used to calculate time to leaving the ED: ⁶ 7,443 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,310	2%
Attendances used to calculate time to leaving the ED	7,310	2%
Percentage of patients who left the ED within four hours	76%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	60%	55%	79%	78%	76%	71%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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).