

Manly District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,369 patients
Emergency presentations:² 6,323 patients

Same period last year	Change since one year ago
5,800	9.8%
5,720	10.5%

Manly District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 957 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,510 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,503 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 309 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
973	
6 minutes	9 minutes
10 minutes	29 minutes
2,262	
12 minutes	23 minutes
37 minutes	83 minutes
2,202	
13 minutes	30 minutes
69 minutes	121 minutes
248	
12 minutes	26 minutes
84 minutes	118 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,362 patients

Percentage of patients who spent four hours or less in the ED 81.6%

Same period last year	Change since one year ago
5,800	9.7%
83.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

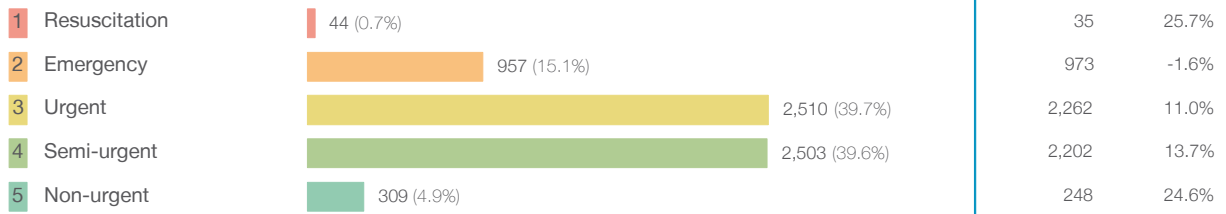
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Manly District Hospital: Patients presenting to the emergency department July to September 2017

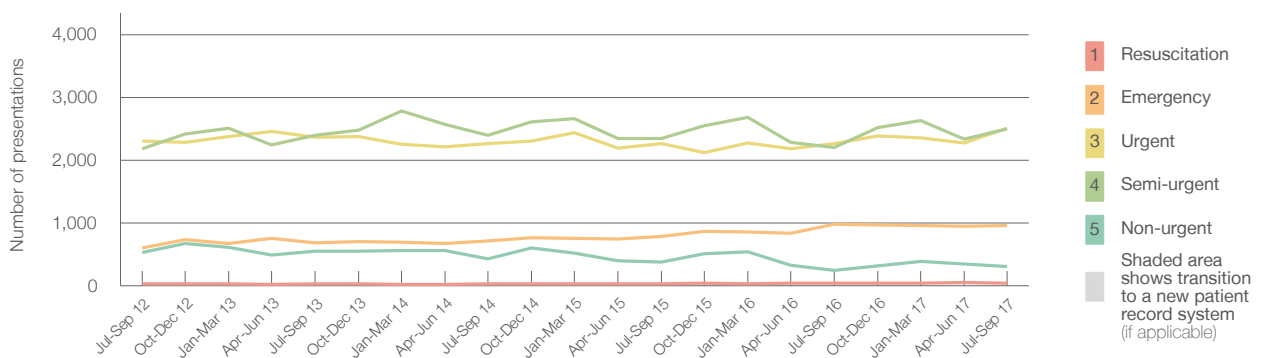
All presentations:¹ 6,369 patients

Emergency presentations² by triage category: 6,323 patients



Same period last year	Change since one year ago
5,800	9.8%
5,720	10.5%
35	25.7%
973	-1.6%
2,262	11.0%
2,202	13.7%
248	24.6%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	26	28	28	26	35	44
Emergency	598	687	712	789	973	957
Urgent	2,300	2,370	2,264	2,259	2,262	2,510
Semi-urgent	2,184	2,397	2,394	2,340	2,202	2,503
Non-urgent	526	553	430	379	248	309
All emergency presentations	5,634	6,035	5,828	5,793	5,720	6,323

Manly District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,480 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,376	
11 minutes	1 minute
21 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.

Manly District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 957

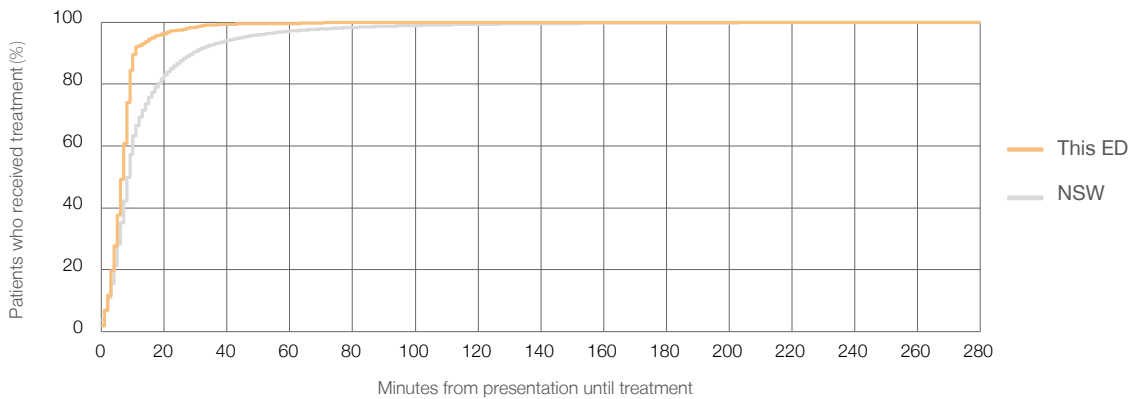
Number of triage 2 patients used to calculate waiting time:³ 957

Median time to start treatment⁴ 7 minutes

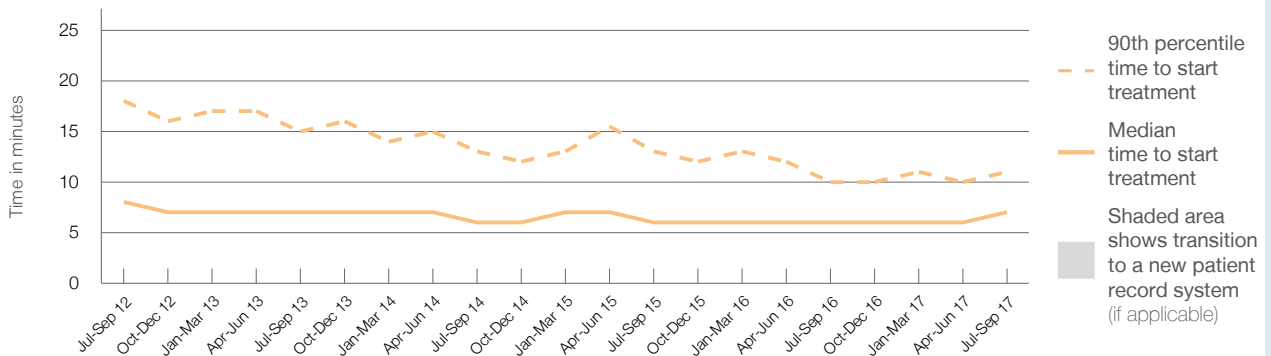
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
973	
972	
6 minutes	9 minutes
10 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	18	15	13	13	10	11

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Manly District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,510

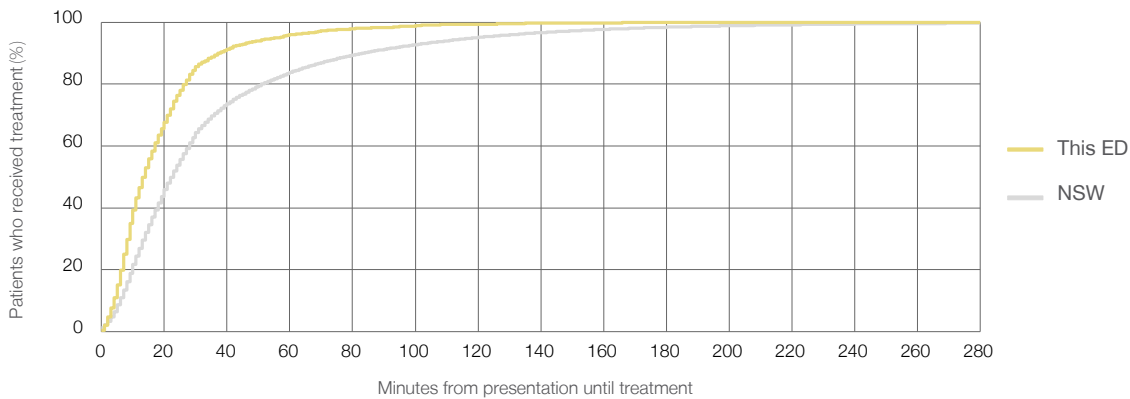
Number of triage 3 patients used to calculate waiting time:³ 2,483

Median time to start treatment⁴ 14 minutes

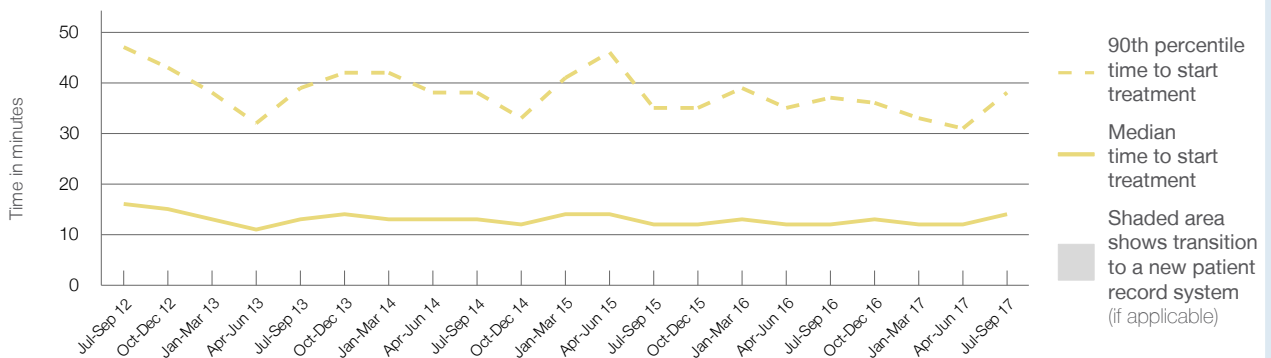
90th percentile time to start treatment⁵ 38 minutes

	Same period last year	NSW (this period)
	2,262	
	2,251	
	12 minutes	23 minutes
	37 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	16	13	13	12	12	14
90th percentile time to start treatment ⁵ (minutes)	47	39	38	35	37	38

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Manly District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,503

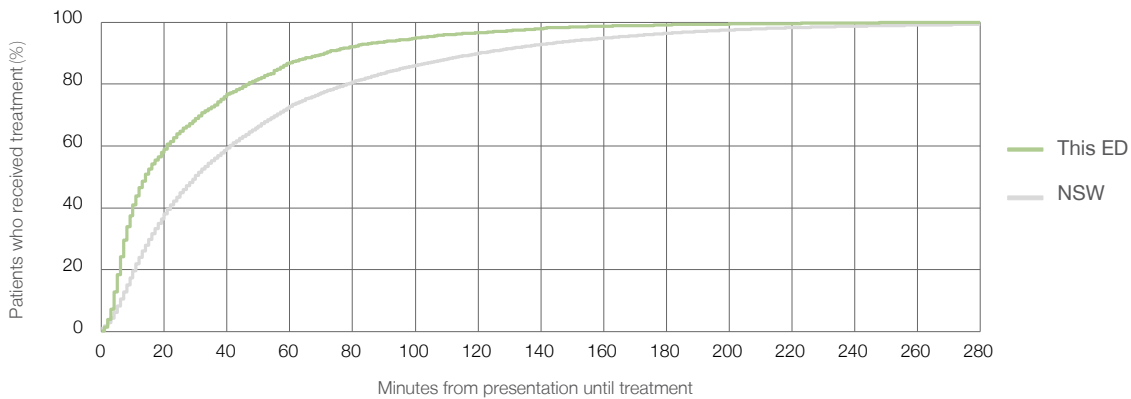
Number of triage 4 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴ 14 minutes

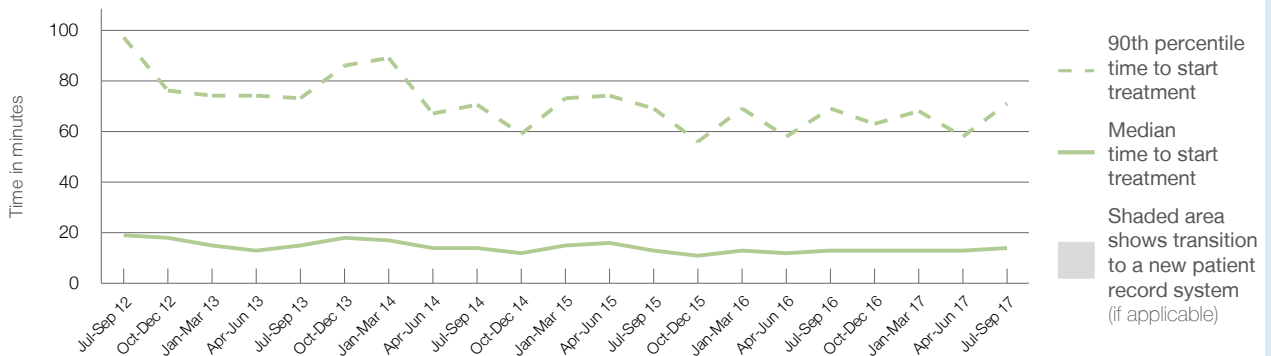
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,202	2,139
13 minutes	30 minutes
69 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	15	14	13	13	14
90th percentile time to start treatment ⁵ (minutes)	97	73	71	69	69	71

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Manly District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 309

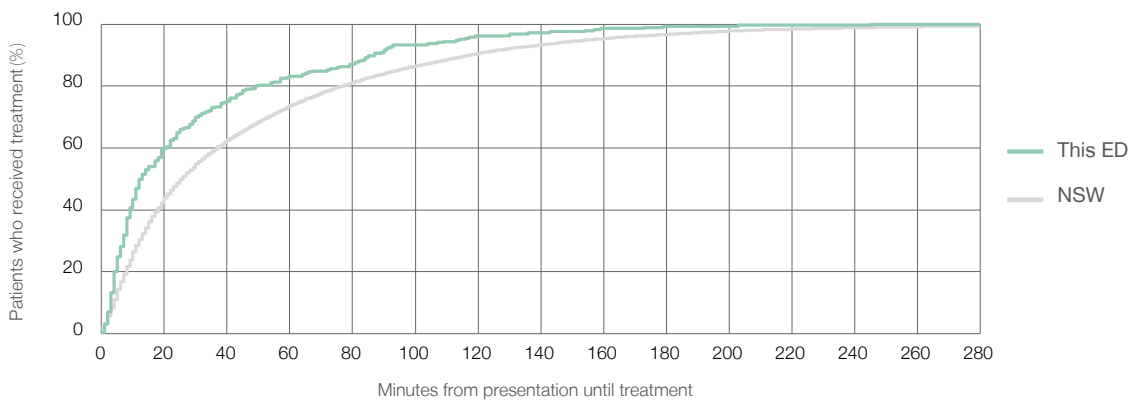
Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴ 13 minutes

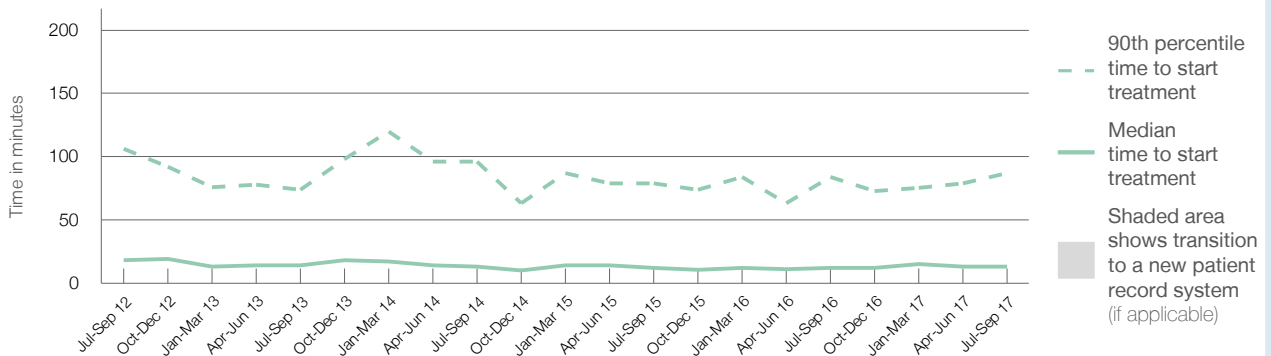
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
248	
229	
12 minutes	26 minutes
84 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	14	13	12	12	13
90th percentile time to start treatment ⁵ (minutes)	106	74	96	79	84	87

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Manly District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,369 patients

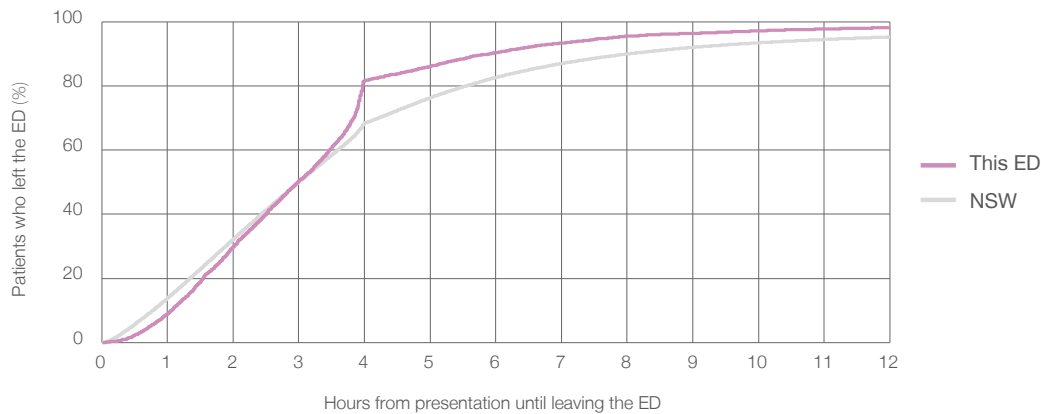
Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

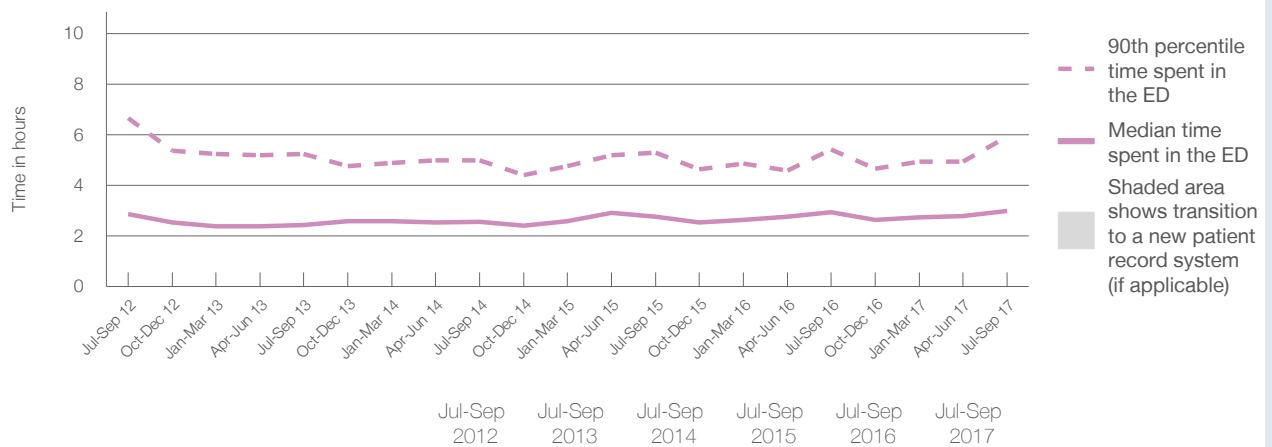
90th percentile time spent in the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
5,800	5,800
2 hours and 57 minutes	3 hours and 0 minutes
5 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	2h 26m	2h 34m	2h 46m	2h 57m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 40m	5h 14m	5h 0m	5h 17m	5h 26m	5h 55m

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

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Manly District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

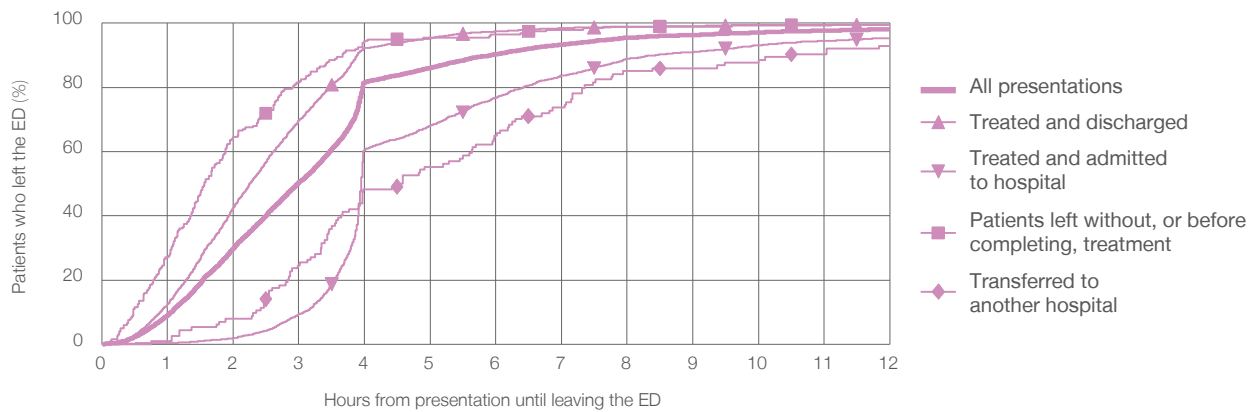
All presentations:¹ 6,369 patients

Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

Treated and discharged	4,047 (63.5%)
Treated and admitted to hospital	1,992 (31.3%)
Patient left without, or before completing, treatment	200 (3.1%)
Transferred to another hospital	114 (1.8%)
Other	16 (0.3%)

Same period last year	Change since one year ago
5,800	9.7%
3,486	16.1%
2,027	-1.7%
161	24.2%
122	-6.6%
4	300.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	12.5%	42.6%	69.8%	92.2%	97.4%	98.9%	99.3%	99.5%
Treated and admitted to hospital	0.4%	1.9%	9.4%	60.6%	76.8%	88.8%	93.1%	95.3%
Patient left without, or before completing, treatment	27.0%	64.5%	81.5%	94.5%	96.5%	99.0%	99.5%	99.5%
Transferred to another hospital	0.9%	7.9%	24.6%	48.2%	64.9%	85.1%	88.6%	93.0%
All presentations	9.0%	29.9%	50.5%	81.6%	90.4%	95.5%	97.1%	98.1%

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Manly District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 6,369 patients

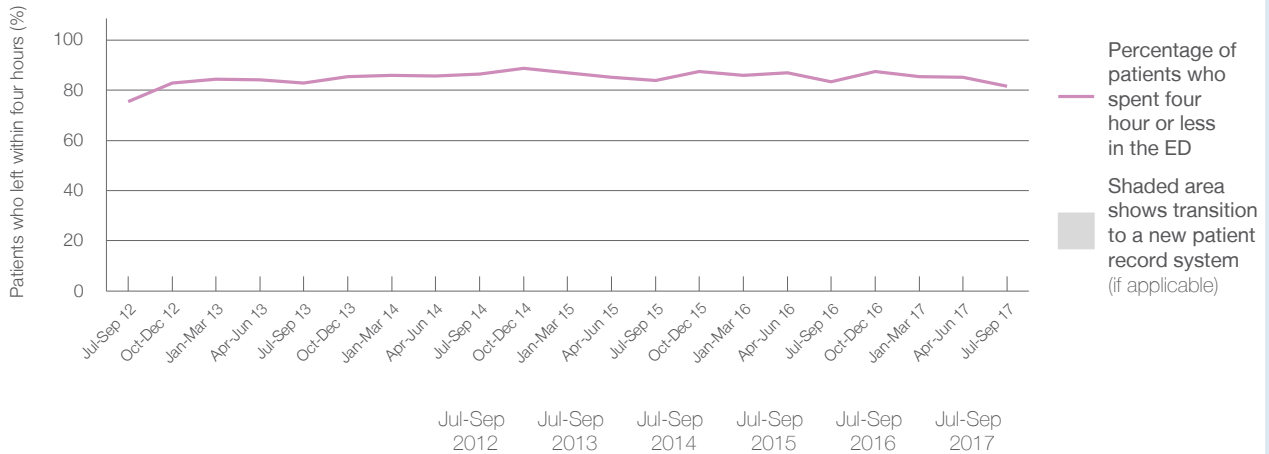
Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

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: ¹ 6,369 patients	5,800	9.8%
Presentations used to calculate time to leaving the ED: ⁶ 6,362 patients	5,800	9.7%
Percentage of patients who spent four hours or less in the ED	83.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	75.4%	82.9%	86.4%	84.0%	83.3%	81.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were 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*.

- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).