

5 Emergency department services

This chapter presents information on emergency department care in Australia's public hospitals. The chapter is particularly focused on information related to:

- total emergency department activity
- characteristics of patients presenting to emergency departments
- emergency department waiting times
- the type of care received
- how patients arrived and left the emergency department.

What data are reported?

National Public Hospital Establishments Database

Data on accident and emergency occasions of service were sourced from the National Public Hospital Establishments Database (NPHEd), which has essentially full coverage of public hospitals (see *Appendix 2*). For the purposes of this report, accident and emergency occasions of service refer to those occasions of service reported with a type of non-admitted patient care of *Emergency services*. There were variations in the type of activity reported for accident and emergency occasions of service. South Australia's NPHEd occasions of service data excluded patients who were dead on arrival (no resuscitation attempted) and patients in country hospitals who did not wait for treatment. For all other states and territories, both emergency presentations and other types of occasions of service were included, at least for hospitals reporting episode-level data.

Terms relevant to the discussion of emergency department care are summarised in Box 5.1.

National Non-admitted Patient Emergency Department Care Database

The National Non-admitted Patient Emergency Department Care Database (NNAPEDCD) is a compilation of episode-level data for emergency department presentations in public hospitals. The database is based on the National Minimum Data Set (NMDS) for Non-admitted patient emergency department care, as defined in the *National health data dictionary, version 14* (HDSC 2008).

The scope of this NMDS in 2008–09 was non-admitted patients registered for care in emergency departments in public hospitals that were classified as either peer group A (*Principal referral and Specialist women's and children's hospitals*) or B (*Large hospitals*) in *Australian hospital statistics 2007–08* (AIHW 2009a). The peer group classification was developed for the cost per casemix-adjusted separation analysis based on admitted patient activity (see *Appendix 1*). The use of this classification as an interim measure to define the scope of this collection is under review.

For 2008–09, all states and territories provided episode-level data to the NNAPEDCD for all public hospitals in peer groups A and B that had emergency departments (that all hospitals that were required to report episode-level data). Data were provided for 83 *Principal referral and Specialist women's and children's hospitals* and 39 *Large hospitals*.

Some states and territories also provided episode-level data for public hospitals that were classified to peer groups other than A or B, and these data have been included in this chapter. Data were also provided for:

- 19 *Medium hospitals*, 17 *Small hospitals* and 6 *Unpeered/Other hospitals* in New South Wales
- 6 *Medium hospitals* in Victoria
- 4 *Medium hospitals* in Queensland
- 3 *Medium hospitals* and 2 *Small remote acute hospitals* in Western Australia
- 1 *Medium hospital* in South Australia
- 1 *Medium hospital* in Tasmania
- 3 *Small remote acute hospitals* in the Northern Territory.

Data reported to the NNAPEDCD for Tasmania includes the Mersey Community Hospital.

Between 2004–05 and 2008–09, the proportion of accident and emergency occasions of service for which detailed episode-level data were available increased from 76% to 80% (Table 5.1).

In 2008–09, the NNAPEDCD provided detailed information for about 80% of all public hospital accident and emergency occasions of service. For hospitals (peer groups A and B), the overall coverage was approximately 100%. The proportion for all public hospitals ranged from 67% for South Australia to 100% for the Australian Capital Territory and the Northern Territory (see Table S5.1 at the end of this chapter). This may underestimate the proportion because some accident and emergency occasions of service were for services other than emergency services (see Box 5.3 for more detail).

The detailed information presented for all episode-level records in this chapter should be interpreted with caution as the data may not be representative of emergency department presentations for hospitals which were not required to provide data for non-admitted patient emergency department care.

Box 5.1: Summary of terms and classifications relating to non-admitted patient emergency department care

The **Triage category** indicates the urgency of the patient's need for medical and nursing care (NHDC 2003). It is usually assigned by triage nurses to patients at, or shortly after, the time of presentation to the emergency department, in response to the question 'This patient should wait for medical care no longer than...?'. The National Triage Scale has five categories that incorporate the time by which the patient should receive care:

- *Resuscitation*: immediate (within seconds)
- *Emergency*: within 10 minutes
- *Urgent*: within 30 minutes
- *Semi-urgent*: within 60 minutes
- *Non-urgent*: within 120 minutes.

Box 5.1 (continued):

The **Type of visit** to the emergency department indicates the reason the patient presents to an emergency department.

The emergency department service **Episode end status** indicates the status of the patient at the end of the non-admitted patient emergency department service episode.

Emergency presentations include only presentations for which the Type of visit was reported as *Emergency presentation* for all states and territories except South Australia. As one South Australian hospital is unable to report Type of visit data and most presentations are expected to be emergencies, all presentations that have Type of visit *Emergency presentation* or *Not reported* are included for South Australia.

Emergency department waiting time to service delivery is 'The time elapsed for each patient from presentation in the emergency department to commencement of service by a treating medical officer or nurse' (HDSC 2008).

An emergency department care episode is considered to be **Seen on time** if the waiting time to service delivery was within the time specified in the definition of the Triage category. For the purpose of this report, a patient with a triage category of *Resuscitation* was considered to be seen on time if the waiting time to service delivery was less than or equal to 2 minutes. There is some variation between jurisdictions in the criteria used to determine the proportion of *Resuscitation* patients seen on time, therefore these data may differ from those reported by individual jurisdictions.

An emergency department care episode is considered to **End in admission** if the Episode end status was reported as *Admitted to this hospital*. This includes being admitted to units or beds within the emergency department.

The **Duration of service event** is the length of time between when a health-care professional first takes responsibility for the patient's care and the end of the non-admitted patient episode.

The **Duration of non-admitted patient episode** is the length of time between the time of presentation to the emergency department and the end of the non-admitted patient episode.

The **Time in emergency department** is the length of time between presentation to the emergency department and physical departure from the emergency department.

Box 5.2 What are the limitations of the data?

When interpreting the data presented, the reader should note the following:

- The proportion of accident and emergency occasions of service for which detailed episode-level data were available was 100% for *Principal referral and Specialist women's and children's hospitals* and *Large hospitals* (peer group A and B hospitals), but only about 80% for all hospitals.
- As certain issues of definition have not been resolved, comparability across jurisdictions may be limited. Development and implementation of standard data definitions is ongoing.

Box 5.2 (continued)

- There is variation between jurisdictions in the point at which the emergency department presentation is recorded as completed for those patients subsequently admitted within the emergency department and/or elsewhere in the hospital. This will affect the comparability of presentation length statistics across jurisdictions.
- For Victoria and Tasmania, the conclusion of the non-admitted patient episode is reported as the time of physical departure for patients admitted to short stay wards within the emergency department.
- New South Wales were unable to supply valid waiting time data for approximately 25,000 records, the majority of which were referrals to a GP clinic co-located with the emergency department. These records were therefore not used to derive waiting time statistics or presentation length statistics.
- Approximately 5,000 records for Western Australia had the recorded Physical departure time occurring before the recorded Episode end time or the recorded Episode end time occurring before the recorded Service commencement time. These records were therefore not used in deriving emergency department presentation length statistics.

Box 5.3 What methods were used?

Readers should note the following:

- The coverage of the NNAPEDCD episode-level data is calculated as the number of presentations reported to the NNAPEDCD divided by the number of accident and emergency occasions of service reported to the National Public Hospital Establishments Database (NPHEd) as a percentage. This may underestimate the NNAPEDCD coverage because some accident and emergency occasions of service are for other than emergency presentations. As accident and emergency occasions of service may have been under-enumerated for some jurisdictions, coverage may also be overestimated. The coverage has been adjusted to 100% for jurisdictions where the number of presentations reported to the NNAPEDCD exceeded the number of accident and emergency occasions of service reported to the NPHEd.
- Waiting time statistics, the proportion ending in admission and emergency department presentation length statistics are not presented in this report for patients with a Type of visit other than *Emergency presentation* (or *Not reported* for South Australia).
- The median and 90th percentile waiting time are determined from the time elapsed between presentation in the emergency department to commencement of service. The calculation is restricted to presentations with a Type of visit of *Emergency presentation* (or *Not reported* for South Australia). In addition, presentations were excluded if the waiting time was missing or invalid, or the patient *Did not wait to be attended by a health care professional*, or was *Dead on arrival*.

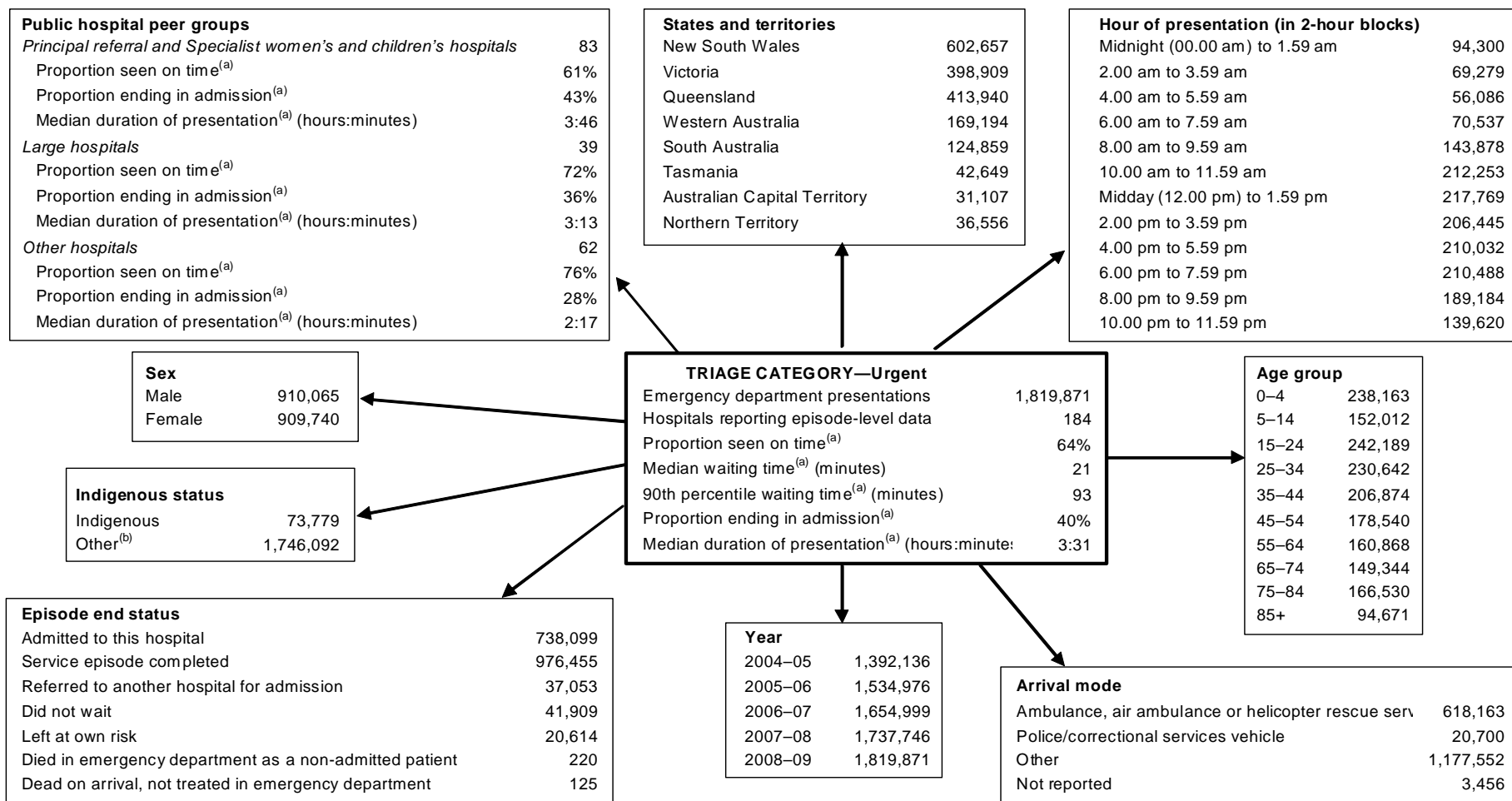
Box 5.3 (continued)

- The proportion of presentations seen on time was determined as the proportion of presentations in each Triage category with a waiting time less than or equal to the maximum waiting time stated in the National Triage Scale definition (see Box 5.1). The calculation is restricted as above. In addition, presentations were excluded if the Triage category was *Not reported*.
- The proportion of presentations ending in admission is determined as the proportion of presentations with an Episode end status of *Admitted to this hospital*. The calculation is restricted to presentations with a Type of visit of *Emergency presentation* (or *Not reported* for South Australia).
- The calculations of median duration of service event, median duration of non-admitted patient episode and median time in emergency department also exclude presentations with an Episode end status of *Did not wait*, *Left at own risk*, or *Dead on arrival* and only include those presentations for which the Service commencement time, Episode end time and Physical departure time were all valid and occurred in sequence.
- Patients who present to the emergency department with a Type of visit of *Return visit*, *Planned*, *Pre-arranged admission* or *Patient in transit* do not necessarily undergo the same processes as *Emergency presentations*, and their waiting times may rely on factors outside the control of the emergency department.

Figure 5.1 presents an example of the information available from the NNAPEDCD, for presentations for which patients were assigned a Triage category of *Urgent* at the time of presentation at the emergency department.

In 2008–09:

- there were over 1.8 million emergency department presentations assigned an *Urgent* Triage category reported by 184 hospitals
- slightly less than two-thirds of *Urgent* presentations were seen within a clinically appropriate time
- the median waiting time for *Urgent* presentations was 21 minutes, and 90% of *Urgent* presentations were seen within 93 minutes
- Over 40% of *Urgent* presentations, were subsequently admitted to the same hospital (including admission within the emergency department)
- 35% of *Urgent* presentations were for people aged 24 years and under
- 34% of *Urgent* presentations had an Arrival mode of *Ambulance*, *air ambulance* or *helicopter rescue service*
- The number of *Urgent* presentations increased by nearly 5% between 2007–08 and 2008–09
- over a third of *Urgent* presentations were for patients who arrived overnight (between 8 pm and 8 am).



Note: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) For episodes with a Type of visit of *Emergency presentation* or *Not reported* (South Australia only).

(b) Includes records for which Indigenous status was *Not reported*.

Figure 5.1: Interrelationships of Urgent Triage category non-admitted patient emergency department presentations with other data elements, 2008–09

How has activity changed over time?

Between 2004–05 and 2008–09 the number of accident and emergency occasions for service reported to the NPHED increased from 6.0 million to 7.2 million, an average annual increase of 4.6%. Over the same period, the number of presentations reported to the NNAPEDCD increased by 6.1% per year, from 4.5 million to 5.7 million.

The proportion of occasions of service for which detailed episode level data were available has been relatively stable, with slight improvement in coverage for 2008–09 (Table 5.1).

Table 5.1: Non-admitted patient emergency department presentation coverage statistics, public hospitals, 2004–05 to 2008–09

	2004–05	2005–06	2006–07	2007–08	2008–09	Change (per cent)	
						Ave since 2004–05	Since 2007–08
Accident and emergency occasions of service reported to NPHED	5,993,248	6,327,784	6,741,304	7,085,219	7,171,667	4.6	1.2
Hospitals reporting emergency department episode-level data	148	153	164	165	184	5.6	11.5
Emergency department presentations reported to NNAPEDCD	4,529,412	4,914,896	5,287,451	5,537,196	5,742,140	6.1	3.7
Estimated proportion of occasions of service with episode-level data (%)^(a)	76	78	78	78	80	1.5	2.7

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) The number of presentations reported to the NNAPEDCD divided by the number of accident and emergency occasions of service reported to the NPHED as a percentage.

Additional information for public hospital peer groups is available in Tables S5.2 at the end of this chapter.

Between 2004–05 and 2008–09 both the proportion of *Emergency presentations* treated within an appropriate time and the median waiting time of *Emergency presentations* remained relatively stable. The time by which 90% of presentations were seen was slightly more variable over this period (Table 5.2).

Table 5.2: Non admitted patient emergency department *Emergency presentation* waiting time statistics, public hospitals, 2004–05 to 2008–09

	2004–05	2005–06	2006–07	2007–08	2008–09
Proportion seen on time (%)	69	69	70	69	70
Median waiting time to service delivery (minutes)	24	24	24	24	23
90th percentile waiting time to service delivery (minutes)	121	123	120	124	119
Proportion ending in admission (%)	28	28	27	27	27

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

Additional information for public hospital peer groups is available in Tables S5.2 at the end of this chapter.

How much activity was there in 2008–09?

In 2008–09, Australian public hospitals provided about 7.2 million non-admitted patient accident and emergency occasions of service (Table 5.3).

Detailed episode-level information was available for over 5.7 million emergency department presentations (about 80% of accident and emergency occasions of service). The detailed information presented for all episode-level records below should be interpreted with caution as the data may not be representative of emergency department presentations for hospitals which were not required to provide data for non-admitted patient emergency department care.

Table 5.3: Non-admitted patient emergency department presentations, public hospitals, states and territories, 2008–09

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accident and emergency occasions of service reported to NPHEd	2,416,731	1,537,510	1,525,407	783,294	531,575	146,085	101,898	129,167	7,171,667
Emergency department presentations reported to NNAPEDCD	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

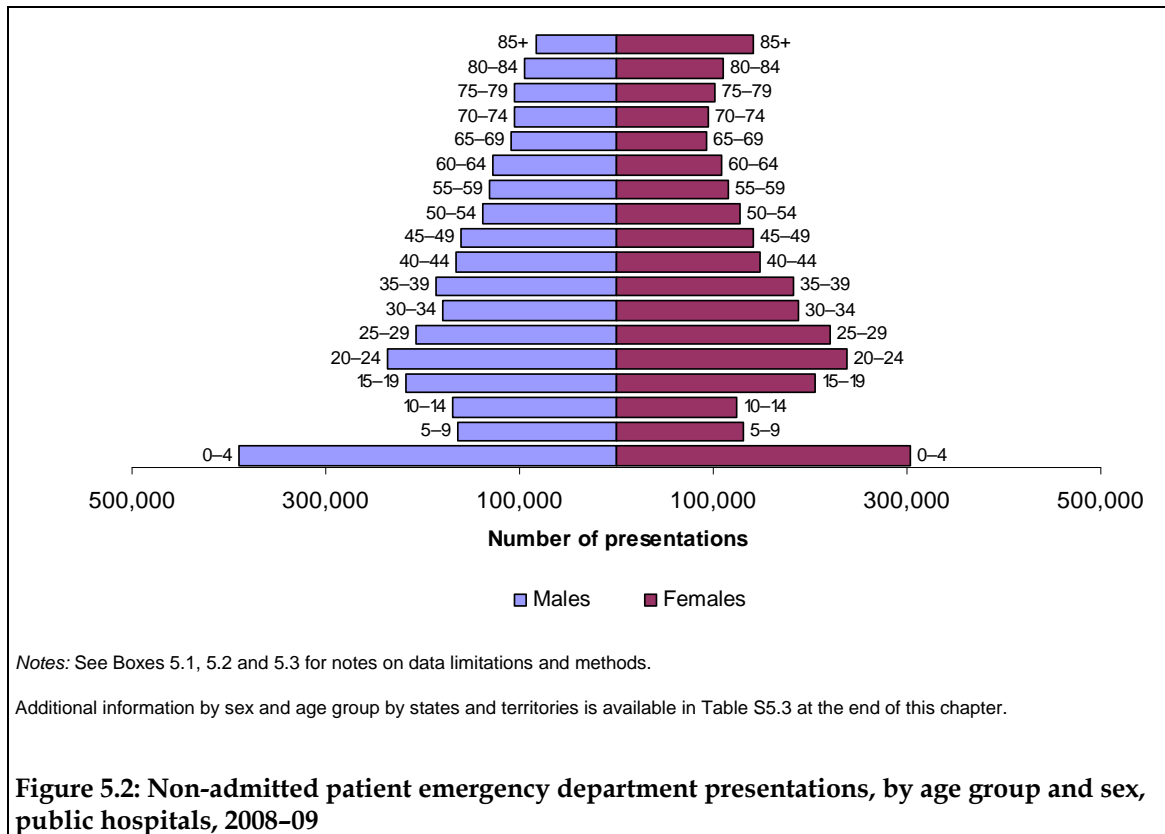
Additional information for public hospital peer groups is available in Tables S5.2 at the end of this chapter.

Who used these services?

Sex and age group

Figure 5.2 presents data on the sex and age group of patients who presented to an emergency department. All states and territories supplied the date of birth of the patient, from which the age of the patient at the date of presentation was calculated.

Males accounted for slightly more than half of emergency department presentations, and there were more presentations for males than females in most age groups. Females accounted for more presentations than males for the 20–34 year age groups and for age groups 80 years and over. The most common age group reported for emergency department presentations was 0–4 years, followed by 20–24 years.



Aboriginal and Torres Strait Islander people

Box 5.4: Quality of Indigenous data

The quality of the data provided for Indigenous status in 2008-09 for emergency department presentations varied by jurisdiction. Most states and territories advised that the Indigenous status data collected in an emergency department setting could be less accurate than the data collected for admitted patients. The data should, therefore, be used with caution. See *Appendix 1* for more information on the quality of Indigenous data in the NNAPEDCD.

Table 5.4 presents Indigenous status data by state and territory of the hospital. Nationally, 4.5% of all presentations had an Indigenous status of *Aboriginal and/or Torres Strait Islander*. The Northern Territory had the highest proportion of emergency department presentations for *Indigenous Australians*. Victoria recorded the lowest proportion of emergency department presentations for *Indigenous Australians*. Indigenous status was *Not reported* for about 5% of presentations.

Table 5.4: Non-admitted patient emergency department presentations, by Indigenous status, selected public hospitals, states and territories, 2008–09

Indigenous status	NSW ^(a)	Vic ^(b)	Qld	WA	SA	Tas	ACT	NT	Total
Aboriginal but not Torres Strait Islander origin	65,263	15,376	49,594	42,100	6,671	4,261	1,658	54,635	239,558
Torres Strait Islander but not Aboriginal origin	1,034	1,132	5,235	249	68	199	46	336	8,299
Aboriginal and Torres Strait Islander origin	1,988	1,675	3,841	509	72	215	214	859	9,373
<i>Indigenous Australians</i>	<i>68,285</i>	<i>18,183</i>	<i>58,670</i>	<i>42,858</i>	<i>6,811</i>	<i>4,675</i>	<i>1,918</i>	<i>55,830</i>	<i>257,230</i>
Not Aboriginal or Torres Strait Islander origin	1,726,554	1,333,511	1,014,665	520,829	324,492	122,142	98,407	73,225	5,213,825
Not reported	213,024	6,508	17,741	2,724	26,114	3,291	1,573	110	271,085
Total	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Note: See Boxes 5.1, 5.2, 5.3 and 5.4 for notes on data limitations and methods.

- (a) For NSW, Indigenous status information had been recorded in the patient administration system for the majority of those records presented here as *Not reported*. However, due to systems issues, the information was not available at the time of reporting. See *Appendix 1* for more detail.
- (b) One Victorian hospital reported relatively large number of presentations for people of *Torres Strait Islander but not Aboriginal origin*.

How did people access these services?

The emergency department data element Arrival mode – transport indicates the mode of transport by which the patient arrived at the emergency department. The category *Other* includes presentations for which patients walked to the emergency department, came by private transport, public transport, community transport or taxi.

In 2008–09, the majority of presentations to emergency departments reported an Arrival mode of *Other* (Table 5.5). However, there was variation in Arrival mode by Triage category. For example, for the Arrival mode *Ambulance, air ambulance or helicopter rescue service*, the proportion for *Resuscitation* patients was much higher than the proportion for *Non-urgent* patients.

Table 5.5: Non-admitted patient emergency department presentations, by Triage category and emergency department Arrival mode, selected public hospitals, 2008–09

Arrival mode	Triage category					Total ^(a)
	Resuscitation	Emergency	Urgent	Semi-urgent	Non-urgent	
Ambulance, air ambulance or helicopter rescue service	34,969	240,609	618,163	408,461	33,188	1,335,858
Police/correctional services vehicle	340	6,525	20,700	13,069	4,763	45,452
Other	6,082	253,019	1,177,552	2,177,429	729,450	4,348,724
Not stated/unknown	96	1,040	3,456	4,576	2,547	12,106
Total	41,487	501,193	1,819,871	2,603,535	769,948	5,742,140

Note: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Includes presentations for which the Triage category was *Not reported*.

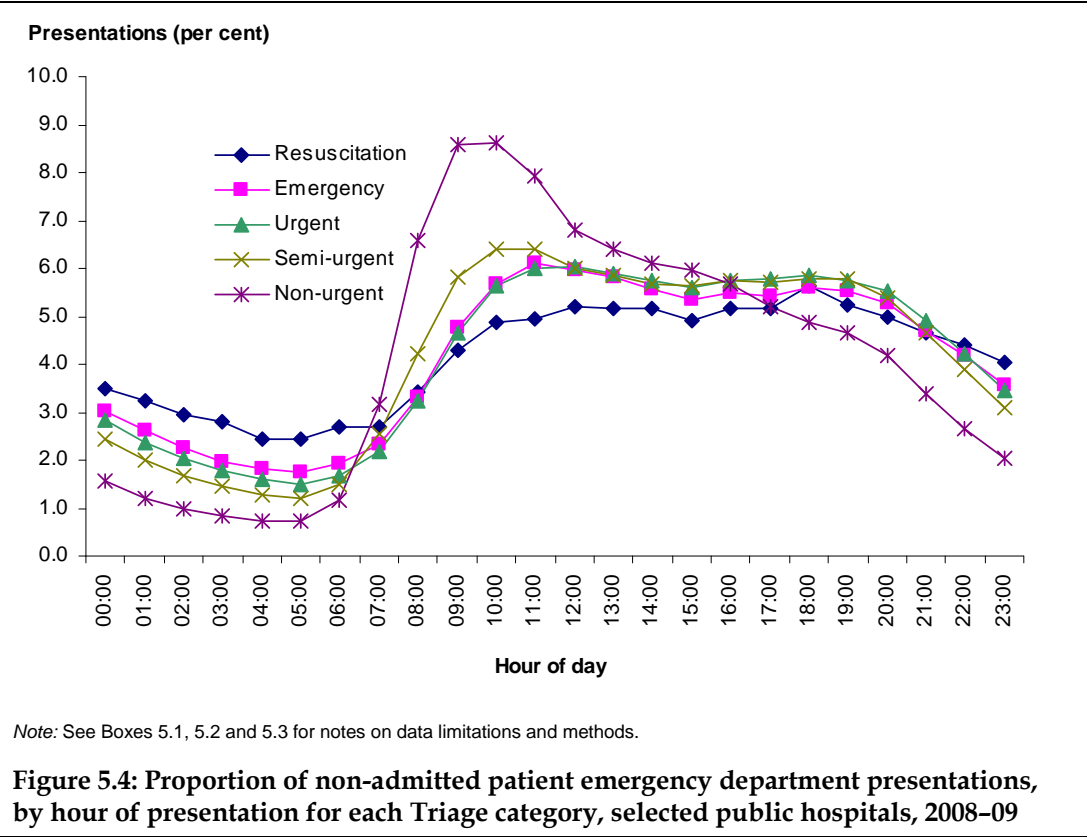
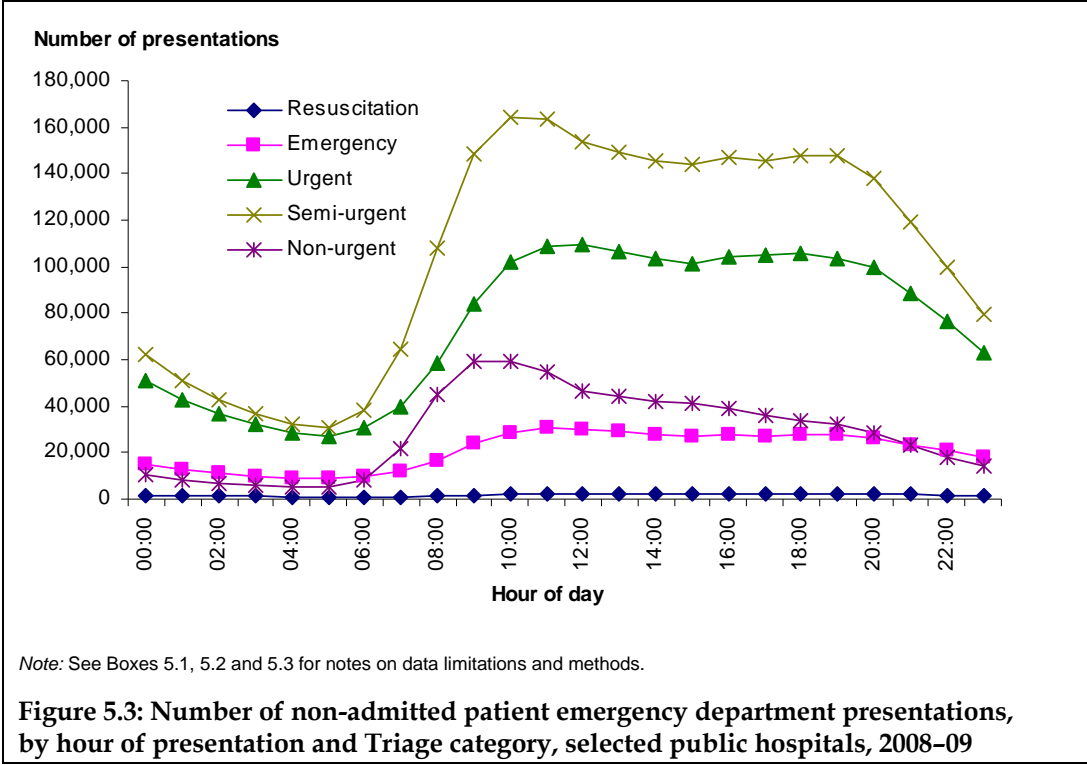
Additional information for states and territories is available in Table S5.4 at the end of this chapter.

When did people present to the emergency department?

The Time of presentation at the emergency department is defined as the earliest occasion of being registered clerically or triaged. Time of presentation was reported for all non-admitted patient emergency department presentations reported to the NNAPEDCD.

Figure 5.3 presents the number of presentations by Triage category and hour of presentation. This figure highlights the uneven use of emergency department resources throughout the average day. Over two-thirds of emergency department presentations occur between the hours of 8 am (08:00) and 8 pm (20:00).

Figure 5.4 illustrates the relative distribution of use within each Triage category across the 24-hour period. The figure shows that for the *Resuscitation* Triage category, emergency department presentations are more evenly distributed throughout the day than for other Triage categories.



Why did people receive the care?

The data element Type of visit to emergency department describes the reason the patient presented to the emergency department. The Type of visit can be reported as:

- *Emergency presentation*: attendance for an actual or suspected condition which is sufficiently serious to require acute unscheduled care
- *Return visit, planned*: presentation is planned and is a result of a previous emergency department presentation or return visit
- *Pre-arranged admission*: patient who presents at the emergency department for either a clerical, nursing or medical process to be undertaken, and admission has been pre-arranged by the referring medical officer and a bed allocated
- *Patient in transit*: the emergency department is responsible for care and treatment of a patient awaiting transport to another facility
- *Dead on arrival*: a patient who is dead on arrival at the emergency department.

Table 5.6 presents the number of emergency department presentations, by Type of visit and state or territory, reported to the NNAPEDCD for 2008–09.

Nationally, 97% of presentations were *Emergency presentations*, and 2% were *Return visit, planned*. The proportion of presentations by Type of visit varied by state or territory. Not all states and territories reported presentations for all categories of Type of visit.

Table 5.6: Non-admitted patient emergency department presentations, by Type of visit, selected public hospitals, states and territories, 2008–09

Type of visit	NSW	Vic	Qld	WA ^(a)	SA ^(b)	Tas	ACT	NT	Total
Emergency presentation	1,958,834	1,317,635	1,063,074	558,896	318,580	125,136	101,531	121,828	5,565,514
Return visit, planned	42,625	36,017	23,689	6,714	4,521	4,547	319	7,245	125,677
Pre-arranged admission	3,077	1,355	3,749	463	432	0	8	0	9,084
Patient in transit	69	225	305	0	0	0	19	12	630
Dead on arrival	2,565	2,771	259	0	0	425	21	28	6,069
Not reported	693	199	0	338	33,884	0	0	52	35,166
Total	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Western Australia does not provide non-admitted patient emergency department care data for patients who were *Dead on arrival* at the emergency department.

(b) South Australia does not provide non-admitted patient emergency department care data for patients who were *Dead on arrival* (no resuscitation attempted) at the emergency department.

Additional information for states and territories is available in Table S5.5 at the end of this chapter.

How urgent was the care?

The Triage category indicates the urgency of the patient's need for medical and nursing care (NHDC 2003). It is usually assigned by triage nurses to patients at, or shortly after, the time of presentation to the emergency department, in response to the question 'This patient should wait for medical care no longer than...?'. For more detail refer to Box 5.1.

Table 5.7 presents the number of presentations for which the emergency department Type of visit was reported as *Emergency* or was *Not reported* (South Australia only) by Triage category for states and territories for 2008–09.

In 2008–09, approximately 1% of *Emergency presentations* were assigned a Triage category of *Resuscitation*, and 9% were assigned a Triage category of *Emergency*. The majority of *Emergency presentations* were *Urgent* or *Semi-urgent*. There was some variation among the states and territories in the proportions of presentations in each Triage category.

Table 5.7: Non-admitted patient emergency department *Emergency presentations*, by Triage category, selected public hospitals, states and territories, 2008–09

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation	12,563	9,037	8,351	4,765	4,516	703	514	796	41,245
Emergency	157,878	113,186	100,995	58,855	41,648	8,830	9,433	8,525	499,350
Urgent	598,331	397,194	410,985	168,444	124,671	42,409	31,093	35,947	1,809,074
Semi-urgent	870,855	623,395	455,522	283,354	154,178	62,772	44,839	64,594	2,559,509
Non-urgent	316,747	174,823	87,221	43,473	27,451	10,422	15,652	11,966	687,755
Total^(a)	1,958,834	1,317,635	1,063,074	558,896	352,464	125,136	101,531	121,828	5,599,398

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Includes presentations for which the Triage category was *Not reported*.

Additional information by peer group for states and territories is available in Table S5.6 at the end of this chapter.

How long did people wait for care?

Patients who present to the emergency department with a Type of visit of *Return visit*, *Planned*, *Pre-arranged admission* or *Patient in transit* do not necessarily undergo the same processes as *Emergency presentations*, and their waiting times may rely on factors outside the control of the emergency department. Therefore, waiting time statistics (including the proportion of presentations seen on time) are only presented for patients with a Type of visit of *Emergency presentation* (or *Not reported* for South Australia).

The proportion of presentations seen on time was determined as the proportion of *Emergency presentations* in each Triage category with a waiting time less than or equal to the maximum waiting time stated in the National Triage Scale definition. For the purpose of this report, a patient with a triage category of *Resuscitation* was considered to be seen on time if the waiting time to service delivery was less than or equal to 2 minutes. For more detailed information about the methods used to derive the proportion of *Emergency presentations* seen on time and other waiting time statistics, refer to Box 5.3.

Emergency department waiting times are regarded as indicators of access to hospitals. The *National health data dictionary* definition for Emergency department waiting time to service delivery is 'The time elapsed for each patient from presentation in the emergency department to commencement of service by a treating medical officer or nurse' (HDSC 2008).

Table 5.8 presents the proportion of all *Emergency presentations* reported to the NNAPEDCD that were seen on time by state and territory and Triage category for 2008–09. As indicated in Box 5.3, certain *Emergency presentations* are excluded from the calculation of the figures provided in this table. For 2008–09, there were over 313,000 presentations with an Episode end status of *Did not wait* or *Dead on arrival* which were excluded from this analysis. Approximately 27,000 additional presentations with missing or invalid waiting times were also excluded.

For 2008–09, for all triage categories combined (excluding those whose Triage category was *Not reported*), the overall proportion of *Emergency presentations* seen on time was 70%. The proportion seen on time varied by state and territory, ranging from 54% in the Northern Territory to 75% in New South Wales (Table 5.8). The proportion seen on time also varied by Triage category. Approximately 100% of *Resuscitation* presentations were seen on time and 77% of *Emergency* presentations were seen on time.

Table 5.8: Proportion (%) of non-admitted patient emergency department *Emergency presentations* seen on time by Triage category, selected public hospitals^(a), states and territories, 2008–09

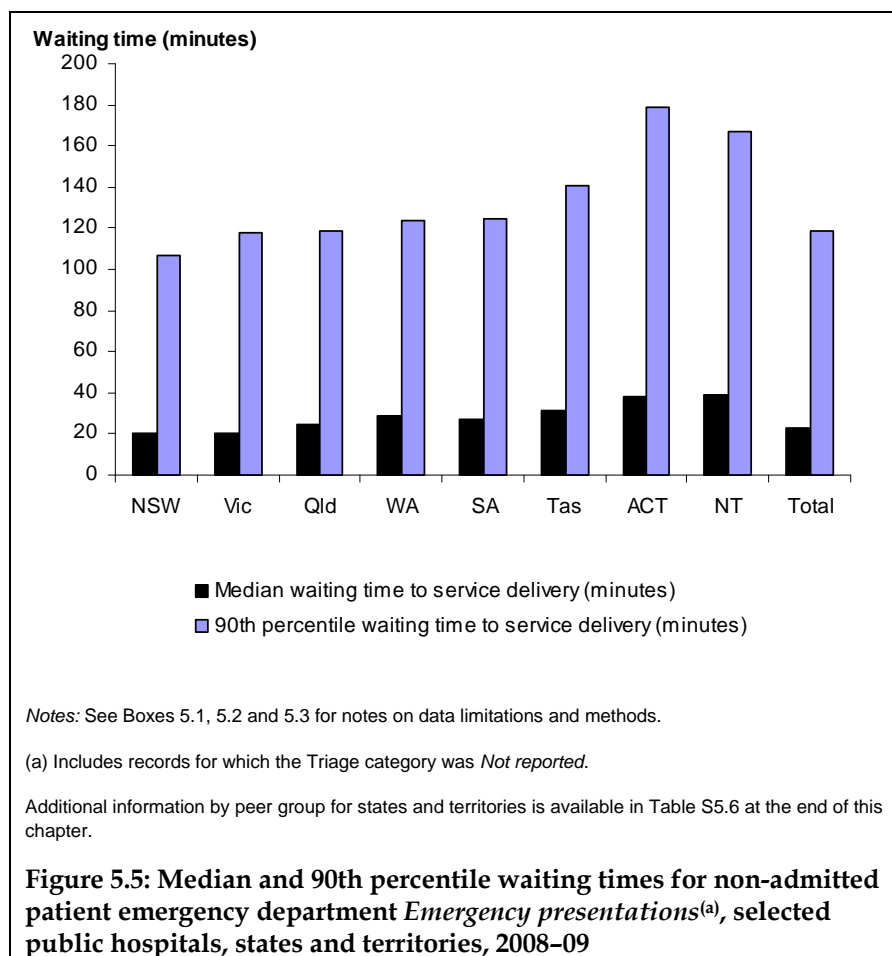
Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation	100	100	99	99	100	99	100	100	100
Emergency	80	82	72	69	75	76	85	62	77
Urgent	68	74	59	53	59	54	53	48	64
Semi-urgent	73	68	65	62	62	61	53	49	67
Non-urgent	90	86	88	89	83	87	78	89	88
Total	75	73	66	62	64	62	60	54	70

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Values are derived from all hospitals that reported to the NNAPEDCD. In addition to providing data to the NNAPEDCD for all hospitals classified to peer group A (*Principal referral and Specialist women's and children's hospitals*) and B (*Large hospitals*), some states and territories provided data to the NNAPEDCD for public hospitals that were classified to other peer groups. Therefore, the proportions of *emergency presentations* seen on time provided here are not directly comparable to the proportions of *emergency presentations* seen on time provided in Table 3.7 for hospitals in peer groups A and B only.

Additional information by peer group for states and territories is available in Table S5.6 at the end of this chapter.

In 2008–09, 50% of all *Emergency presentations* were attended by a medical officer or nurse within 23 minutes and 90% were attended within 119 minutes. There was marked variation between states and territories in the median and 90th percentile waiting times to service delivery. The median varied from 20 minutes in New South Wales to 39 minutes for the Northern Territory. The 90th percentile varied from 107 minutes in New South Wales to 179 minutes in the Australian Capital Territory (Figure 5.5).



How long did patients stay?

Useful measures of the amount of time associated with emergency department activity include:

- median duration of the service event – measured as the time from the commencement of service by a treating medical officer or nurse to the conclusion of the non-admitted component of care (episode end). The service event represents a measure of the amount of time during which the patient receives service (is treated and/or observed)
- median duration of non-admitted patient episode – measured from the time of presentation to the conclusion of the non-admitted component of care (episode end). The length of patient episode consists of the emergency department waiting time and duration of the service event
- median total time in the emergency department – measured from the time of presentation to the time of physical departure of the patient from the emergency department.

As patients who present to the emergency department with a Type of visit of *Return visit*, *Planned*, *Pre-arranged admission* or *Patient in transit* do not necessarily undergo the same processes as *Emergency presentations*, all three measures are restricted to presentations with Type of visit *Emergency presentation* (or *Not reported* for South Australia only). The calculations also exclude presentations with an Episode end status of *Did not wait*, *Left at own risk*, or *Dead on arrival*. These calculations only include those presentations for which the Service commencement time, Episode end time and Physical departure time were all valid and occurred in sequence.

The timing and duration of emergency department activity is affected by whether or not the patient presenting to the emergency department is subsequently admitted to the same hospital. As a result, summary length of presentation statistics are presented separately for patients subsequently admitted to hospital and for patients not subsequently admitted to hospital (including those referred to another hospital).

Figure 5.6 presents summary length of presentation statistics by Triage category for presentations with an Episode end status of *Admitted to this hospital* and Figure 5.7 presents summary length of presentation statistics by Triage category for presentations were not *Admitted to this hospital*.

Generally, the durations of service event and non-admitted patient episode were greater for presentations *Admitted to this hospital* than for presentations that were not *Admitted to this hospital*. This indicates that those *Admitted to this hospital* generally required more lengthy treatment (in the emergency department) than other presentations. *Resuscitation* was the only Triage category for which presentations *Admitted to this hospital* had shorter durations of service event than those not *Admitted to this hospital* (figures 5.6 and 5.7).

Patients subsequently admitted to the same hospital

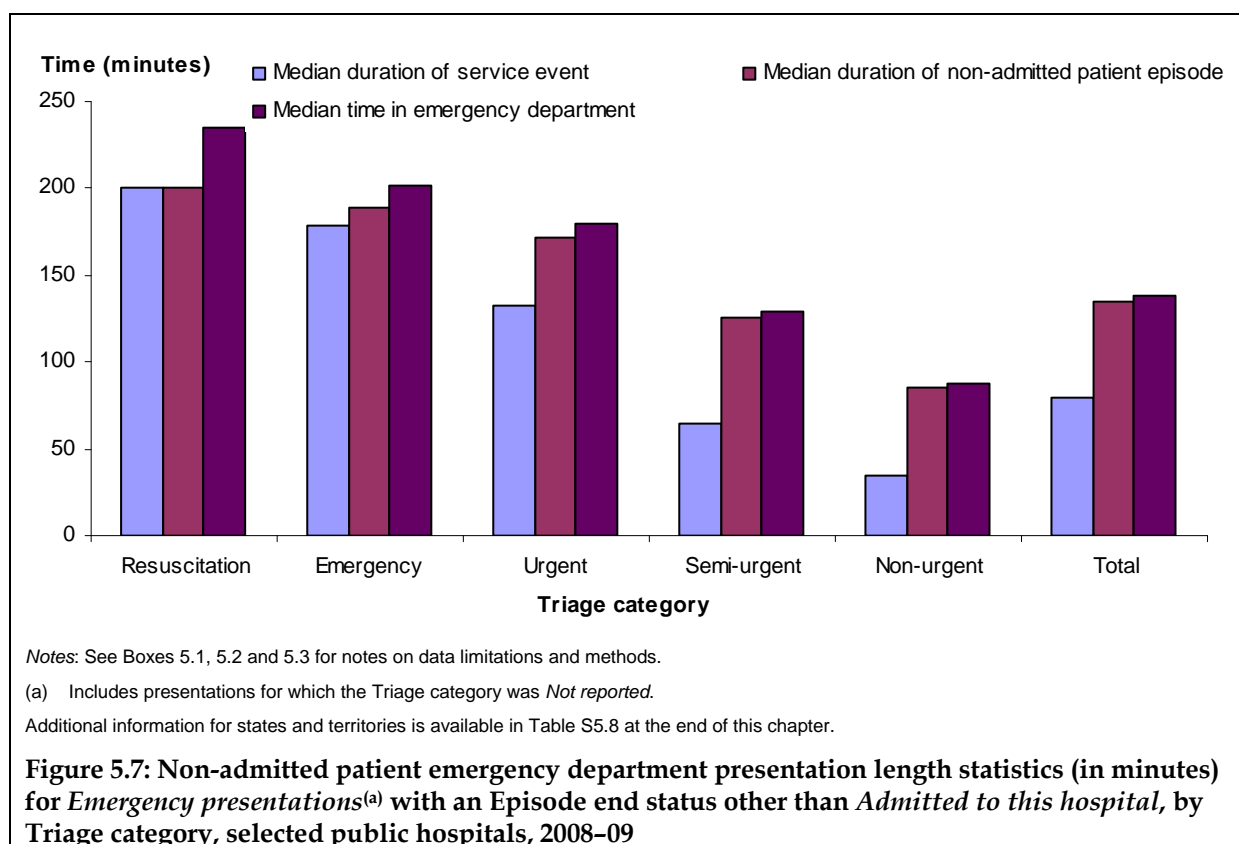
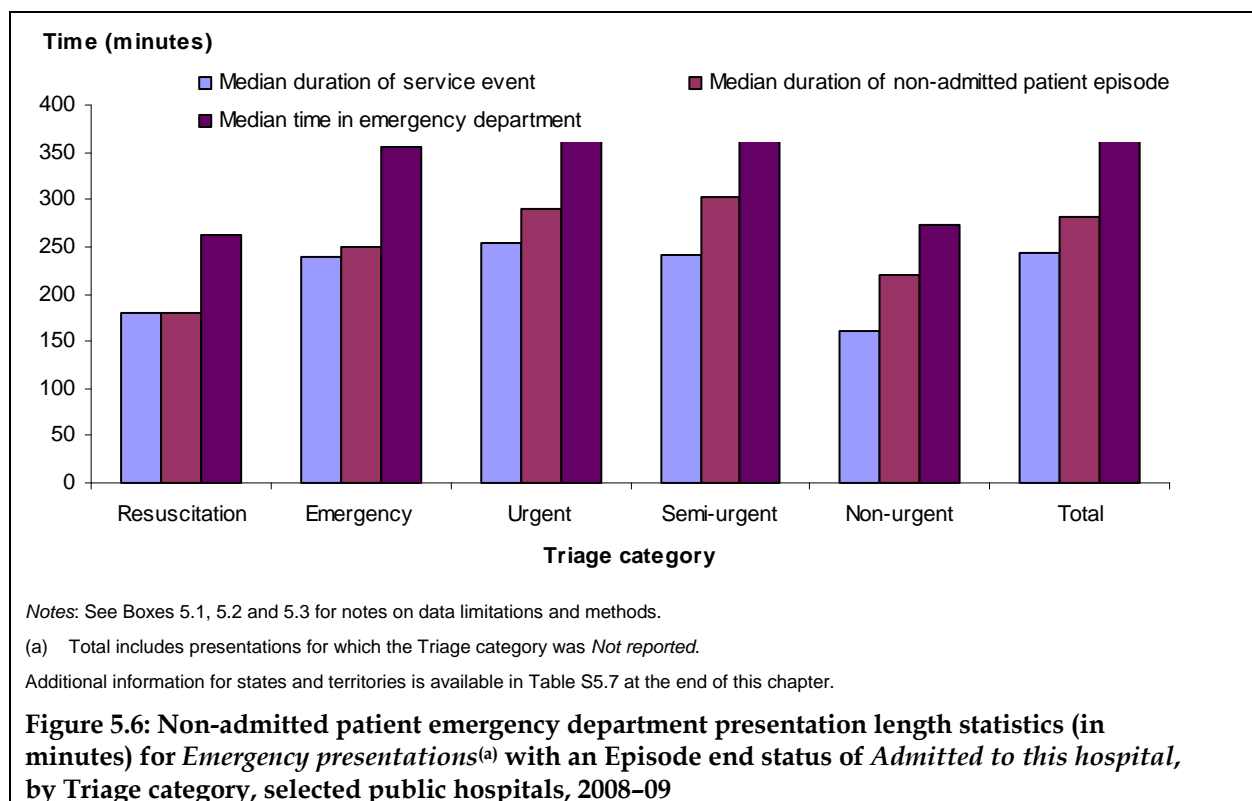
Overall, for presentations with an Episode end status of *Admitted to this hospital*, the median duration of service event was 4 hours and 4 minutes (244 minutes) and the median duration of non-admitted patient episode was 4 hours and 41 minutes (281 minutes) (Figure 5.6).

The presentation length statistics varied by Triage category. For *Resuscitation* patients, the median duration of non-admitted patient episode was generally the same as the median duration of the service event, which reflects the short waiting times for these patients. *Non-urgent* patients who were *Admitted to this hospital* had the shortest median duration of the service event.

Patients not subsequently admitted to the same hospital

Figure 5.7 presents summary length of presentation statistics for presentations which did not have an Episode end status of *Admitted to this hospital*. Overall, the median duration of the service event was 1 hour and 19 minutes (79 minutes) and the median duration of the non-admitted patient episode was 2 hours and 15 minutes (135 minutes).

The presentation length statistics varied by Triage category, decreasing with the decrease in urgency of the Triage category. As with presentations *Admitted to this hospital*, the median duration of non-admitted patient episode for *Resuscitation* presentations was generally the same as the median duration of the service event.



How was the care completed?

Episode end status describes the status of the patient at the conclusion of the non-admitted patient episode in the emergency department. The Episode end status can be reported as:

- *Admitted to this hospital* (including to units or beds within the emergency department)
- *Non-admitted patient emergency department service episode completed - departed without being admitted or referred to another hospital*
- *Non-admitted patient emergency department service episode completed - referred to another hospital for admission*
- *Did not wait to be attended by a health care professional*
- *Left at own risk after being attended by a health care professional but before the non-admitted patient emergency department service episode was complete*
- *Died in emergency department as a non-admitted patient*
- *Dead on arrival, not treated in emergency department*

For 2008–09, the majority of presentations reported an Episode end status of *Departed without being admitted or referred to another hospital* (Table 5.9). However, the proportion varied markedly by Triage category, increasing as the Triage category became less urgent. Approximately 27% of presentations had an Episode end status of *Admitted to the hospital*.

Overall, 5.3% of emergency department presentations had an Episode end status of *Did not wait*. The proportion of presentations where patients *Did not wait* also varied by Triage category, and was highest for *Non-urgent* and *Semi-urgent* presentations.

Table 5.9: Non-admitted patient emergency department presentations, by Triage category and Episode end status, selected public hospitals, 2008–09

Episode end status	Resuscitation	Emergency	Urgent	Semi-urgent	Non-urgent	Total ^(a)
Admitted to this hospital	32,634	304,718	738,099	413,186	35,255	1,524,053
Departed without being admitted or referred	4,478	169,290	976,455	1,955,255	644,028	3,750,327
Referred to another hospital	2,682	18,646	37,053	18,623	1,575	78,583
Did not wait	15	1,104	41,909	183,780	78,731	306,977
Left at own risk	238	5,159	20,614	29,019	6,778	61,860
Died in emergency department	1,261	372	220	43	12	1,911
Total^(b)	41,487	501,193	1,819,871	2,603,535	769,948	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Includes presentations for which the Triage category was *Not reported*.

(b) Includes presentations for which the Episode end status was *Dead on arrival* or *Not reported*.

Additional information for states and territories is available in Table S5.9 at the end of this chapter.

Western Australia had the highest proportion of presentations with an Episode end status of *Not admitted or referred to another hospital* and the lowest overall proportion of presentations where the patient *Did not wait* (Table 5.10).

Table 5.10: Non-admitted patient emergency department presentations, by Episode end status, selected public hospitals, states and territories, 2008–09

Episode end status	NSW ^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Admitted to this hospital	525,135	444,552	235,287	123,867	105,690	31,213	27,097	31,212	1,524,053
Departed without being admitted or referred	1,311,341	828,089	740,792	410,718	221,098	90,506	62,992	84,791	3,750,327
Referred to another hospital for admission	24,688	3,453	22,269	15,949	9,815	1,108	1,163	138	78,583
Did not wait	111,832	68,811	70,420	10,617	17,044	6,316	10,070	11,867	306,977
Left at own risk	29,750	9,911	13,652	3,651	2,932	404	483	1,077	61,860
Died in emergency department	0	124	725	577	232	117	90	46	1,911
Dead on arrival	2,843	2,766	252	1	0	425	3	34	6,324
Not reported	2,274	496	7,679	1,031	606	19	0	0	12,105
Total	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods of analysis.

(a) In NSW, presentations for which a patient dies in the emergency department are categorised as *Admitted to this hospital*.

Additional information for states and territories is available in Table S5.9 at the end of this chapter.

The comparability of the data may be influenced by the comparability of the triage categories among the states and territories. Although the Triage category is not a measure of the need for admission to hospital, the proportion of presentations in each category that had an Episode end status of *Admitted to this hospital* can be used as an indication of the comparability of the triage categorisation. The proportions of presentations with an Episode end status of *Admitted to this hospital* are presented for the states and territories by Triage category in Table 5.11. As indicated in Box 5.3, this calculation of the proportion of presentations ending in admission is restricted to presentations with a Type of visit of *Emergency presentation* (or *Not reported* for South Australia).

Nationally, 26.5% of all *Emergency presentations* had an Episode end status of *Admitted to this hospital*. Victoria had a higher proportion of presentations *Admitted to this hospital* than the national figures in all Triage categories except *Non-urgent*. Western Australia had the lowest proportion of *Resuscitation* presentations with an Episode end status of *Admitted to this hospital* (Table 5.11).

Table 5.11: Proportion of non-admitted patient emergency department *Emergency presentations* with an Episode end status of *Admitted to this hospital*, by Triage category, selected public hospitals, states and territories, 2008–09

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation	81	92	69	67	78	82	77	72	79
Emergency	62	74	53	48	58	58	63	61	61
Urgent	41	52	30	34	42	38	44	43	40
Semi-urgent	17	21	10	12	15	13	15	14	16
Non-urgent	5	4	3	4	5	5	3	4	5
Total	26	33	22	22	30	25	27	25	27

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

Additional information for states and territories is available in Table S5.6 at the end of this chapter.

Additional information

Further detailed information on non-admitted patient emergency department care by state or territory of hospitalisation and public hospital peer groups, including patient characteristics, and triage categories is available in the following supplementary tables and in the tables accompanying this report on the CD and Internet.

Supplementary tables

Box 5.5: Methods – Chapter 5 Supplementary tables

Table S5.2

- (a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only).
- (b) The number of presentations reported to the National Non-admitted Patient Emergency Department Care Database (NNAPEDCD) divided by the number of accident and emergency occasions of service reported to the National Public Hospital Establishments Database (NPHEd) as a percentage.
- (c) Includes records for which the Triage category was *Not reported*.
- (d) The proportion of presentations for which the waiting time to service delivery was within the time specified in the definition of the Triage category.
- (e) This proportion is based on presentations for which the Episode end status was reported as *Admitted to this hospital*.
- (f) Time series has been revised to reflect admissions for only *Emergency presentations*.

Table S5.6

- (a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only).
- (b) Includes presentations for which the Triage category was *Not reported*.
- (c) The proportion of presentations for which the waiting time to service delivery was within the time specified in the definition of the Triage category.
- (d) The proportion of presentations for which the emergency department Episode end status was reported as *Admitted to this hospital*.

Tables S5.7 and S5.8

- (a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only).
- (b) The duration of non-admitted patient episode is the length of time between the time of presentation to the emergency department and the end of the non-admitted patient episode.
- (c) The duration of the service event is the length of time between when a health-care professional first takes responsibility for the patient's care and the end of the non-admitted patient episode.
- (d) The time in emergency department is the length of time between presentation and physical departure from the emergency department.

Box 5.5 (continued)

(e) There is variation in the time recorded as the time of departure from the emergency department for patients admitted subsequent to a non-admitted emergency department presentation.

(f) Includes presentations for which the Triage category was *Not reported*.

Table S5.9

(a) In NSW presentations for which a patient dies in the emergency department are categorised as *Admitted to this hospital*.

(b) Including units or beds within the emergency department.

(c) Non-admitted patient emergency department service episode completed - departed without being admitted or referred to another hospital.

(d) Did not wait to be attended by a health care professional.

(e) Left at own risk after being attended by a health care professional but before the non-admitted patient emergency department service episode was complete.

(f) Died in emergency department as a non-admitted patient.

(g) Dead on arrival, not treated in emergency department.

(h) Includes presentations for which the Triage category was *Not reported*.

Table S5.1: Non-admitted patient emergency department presentations, by public hospital peer group, states and territories, 2008–09

Peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Principal referral and Specialist women's and children's hospitals									
Hospitals reporting emergency department episode-level data	28	20	18	6	5	2	2	2	83
Presentations reported with episode-level data	1,201,962	918,346	851,642	283,206	271,550	80,150	101,898	92,793	3,801,547
Estimated proportion of occasions with episode-level data (%) ^(a)	100	100	100	100	100	100	100	100	100
Large hospitals									
Hospitals reporting emergency department episode-level data	15	12	4	5	2	1	0	0	39
Presentations reported with episode-level data	400,928	342,791	147,736	159,305	39,309	25,379	1,115,448
Estimated proportion of occasions with episode-level data (%) ^(a)	100	100	100	100	100	100	100
Coverage of episode-level data for hospitals in peer groups A and B	100	100	100	100	100	100	100	100	100
Other hospitals									
Hospitals reporting emergency department episode-level data	42	6	4	5	1	1	0	3	62
Presentations reported with episode-level data	404,973	97,065	91,698	123,900	46,558	24,579	..	36,372	825,145
Estimated proportion of occasions with episode-level data (%) ^(a)	50	35	17	36	21	61	..	100	37
Total									
Hospitals reporting emergency department episode-level data	85	38	26	16	8	4	2	5	184
Presentations reported with episode-level data	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140
Estimated proportion of occasions with episode-level data (%) ^(a)	83	88	72	72	67	89	100	100	80

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) The number of presentations reported to the NNAPEDCD divided by the number of accident and emergency occasions of service reported to the NPHEd as a percentage.

Table S5.2: Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, Australia, 2004–05 to 2008–09

Triage category and peer group	2004–05	2005–06	2006–07	2007–08	2008–09
Coverage of episode-level data for hospitals in peer groups A and B					
Hospitals reporting emergency department episode-level data	116	118	119	124	122
Presentations reported with episode-level data	4,026,666	4,312,108	4,607,684	4,895,446	4,916,995
Estimated proportion of occasions with episode-level data ^(b)	100	100	100	100	100
Principal referral and Specialist women's and children's hospitals					
Hospitals reporting emergency department episode-level data	73	77	81	81	83
Presentations reported with episode-level data	2,911,508	3,202,097	3,526,341	3,648,559	3,801,547
Estimated proportion of occasions of service with episode-level data (%) ^(b)	100	100	100	100	100
Proportion by triage category (%)					
Resuscitation	1	1	1	1	1
Emergency	9	9	10	10	10
Urgent	34	35	35	35	35
Semi-urgent	45	45	45	44	44
Non-urgent	10	10	10	10	10
<i>Total</i> ^(c)	100	100	100	100	100
Proportion seen on time (%) ^(d)					
Resuscitation	100	100	99	100	100
Emergency	75	75	76	74	75
Urgent	61	60	63	60	61
Semi-urgent	61	61	63	62	63
Non-urgent	86	86	86	85	86
<i>Total</i>	65	65	66	65	66
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	6	6	5	6	6
Urgent	23	23	22	24	23
Semi-urgent	44	43	41	42	41
Non-urgent	33	33	33	34	34
<i>Total</i> ^(c)	26	27	25	26	25

(continued)

Table S5.2 (continued): Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, Australia, 2004–05 to 2008–09

Triage category and peer group	2004–05	2005–06	2006–07	2007–08	2008–09
Principal referral and Specialist women's and children's hospitals (continued)					
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	23	24	22	24	23
Urgent	95	101	96	107	103
Semi-urgent	161	163	158	161	157
Non-urgent	144	144	142	146	145
<i>Total</i> ^(c)	129	132	127	132	128
Proportion ending in admission (%) ^{(e)(f)}					
Resuscitation	83	83	82	81	82
Emergency	67	67	64	64	64
Urgent	46	46	44	44	43
Semi-urgent	20	19	19	18	18
Non-urgent	6	6	6	6	6
<i>Total</i> ^(c)	33	32	31	31	31
Large hospitals					
Hospitals reporting emergency department episode-level data	43	41	38	43	39
Presentations reported with episode-level data	1,115,158	1,110,011	1,081,343	1,246,887	1,115,448
Estimated proportion of occasions of service with episode-level data (%) ^(b)	100	100	100	100	100
Proportion by triage category (%)					
Resuscitation	<1	<1	<1	<1	<1
Emergency	6	6	6	6	6
Urgent	27	27	27	27	28
Semi-urgent	49	48	48	49	48
Non-urgent	18	18	19	19	18
<i>Total</i> ^(c)	100	100	100	100	100
Proportion seen on time (%) ^(d)					
Resuscitation	99	99	99	99	99
Emergency	78	80	82	81	82
Urgent	69	70	70	70	72
Semi-urgent	70	69	69	69	71
Non-urgent	87	87	87	86	86
<i>Total</i>	73	73	73	73	74

(continued)

Table S5.2 (continued): Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, Australia, 2004–05 to 2008–09

Triage category and peer group	2004–05	2005–06	2006–07	2007–08	2008–09
Large hospitals (continued)					
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	6	5	5	5	5
Urgent	19	18	18	18	17
Semi-urgent	33	34	34	33	32
Non-urgent	33	33	35	34	34
<i>Total</i> ^(c)	24	24	25	24	22
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	20	19	18	18	17
Urgent	70	72	74	73	71
Semi-urgent	129	134	132	133	126
Non-urgent	137	140	142	146	145
<i>Total</i> ^(c)	111	115	116	117	111
Proportion ending in admission (%) ^{(e)(f)}					
Resuscitation	63	67	66	64	65
Emergency	52	57	57	55	54
Urgent	34	38	37	35	36
Semi-urgent	13	14	13	13	14
Non-urgent	3	3	3	3	3
<i>Total</i> ^(c)	20	22	21	20	21
All hospitals					
Hospitals reporting emergency department episode-level data	148	153	164	165	184
Presentations reported with episode-level data	4,529,412	4,914,896	5,287,451	5,537,196	5,742,140
Estimated proportion of occasions of service with episode-level data (%) ^(b)	76	78	78	78	80
Proportion by triage category (%)					
Resuscitation	1	1	1	1	1
Emergency	8	8	8	8	9
Urgent	31	31	31	31	32
Semi-urgent	46	46	46	46	45
Non-urgent	14	14	13	13	13
Total ^(c)	100	100	100	100	100

(continued)

Table S5.2 (continued): Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, Australia, 2004–05 to 2008–09

Triage category and peer group	2004–05	2005–06	2006–07	2007–08	2008–09
All hospitals (continued)					
Proportion seen on time (%) ^(d)					
Resuscitation	100	99	99	100	100
Emergency	76	77	78	76	77
Urgent	64	64	65	63	64
Semi-urgent	65	65	66	66	67
Non-urgent	88	87	88	87	88
Total	69	69	70	69	70
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	5	5	5	6	5
Urgent	21	21	20	21	21
Semi-urgent	37	37	36	36	35
Non-urgent	28	29	28	28	28
Total^(e)	24	24	24	24	23
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	22	23	21	23	22
Urgent	88	93	90	97	93
Semi-urgent	148	149	146	148	143
Non-urgent	134	136	133	137	134
Total^(e)	121	123	120	124	119
Proportion ending in admission (%) ^{(e)(f)}					
Resuscitation	79	80	79	78	79
Emergency	63	64	62	61	61
Urgent	43	43	42	41	40
Semi-urgent	17	17	16	16	16
Non-urgent	5	5	5	4	5
Total^(e)	28	28	27	27	27

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. See Box 5.5 for footnotes specific to this table.

Table S5.3: Non-admitted patient emergency department presentations, by age group and sex, public hospital, states and territories, 2008–09

Sex	Age group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Males										
	0–4	138,811	89,325	74,444	41,512	23,333	6,912	6,163	8,641	389,141
	5–14	118,908	76,664	65,013	35,056	18,835	6,929	5,410	6,642	333,457
	15–24	153,883	100,115	95,677	47,867	25,266	11,484	9,107	10,059	453,458
	25–34	130,156	86,507	80,304	39,606	21,477	9,007	7,333	10,908	385,298
	35–44	120,108	80,115	70,106	34,851	19,905	7,898	6,038	11,444	350,465
	45–54	104,601	68,680	57,172	28,860	17,626	7,242	5,185	8,992	298,358
	55–64	93,475	60,108	47,602	23,371	15,602	6,626	4,550	6,441	257,775
	65–74	79,446	53,245	38,261	18,902	12,736	5,265	3,322	3,404	214,581
	75–84	76,162	51,190	31,696	16,729	14,087	4,477	2,994	1,408	198,743
	85 and over	33,655	20,924	11,648	6,965	6,927	1,623	1,224	264	83,230
	<i>Total^(a)</i>	<i>1,049,356</i>	<i>686,873</i>	<i>571,923</i>	<i>293,719</i>	<i>175,794</i>	<i>67,463</i>	<i>51,332</i>	<i>68,206</i>	<i>2,964,666</i>
Females										
	0–4	107,958	69,264	58,732	32,912	18,058	5,497	4,626	6,559	303,606
	5–14	88,839	58,921	49,982	26,903	15,150	5,831	4,234	5,324	255,184
	15–24	142,677	100,484	94,263	45,731	29,020	11,495	9,247	10,553	443,470
	25–34	127,541	106,336	77,556	40,783	28,955	8,115	8,165	11,382	408,833
	35–44	107,094	81,846	63,545	32,834	21,598	7,516	6,139	10,671	331,243
	45–54	93,791	62,274	51,974	26,246	16,454	6,608	5,024	7,911	270,282
	55–64	80,182	54,540	40,772	20,657	13,330	5,511	4,518	4,755	224,265
	65–74	69,939	47,724	31,690	16,268	12,109	4,665	3,191	2,243	187,829
	75–84	83,193	54,289	30,868	17,941	15,723	4,571	3,258	1,098	210,941
	85 and over	57,158	35,649	19,672	12,380	11,214	2,827	2,159	460	141,519
	<i>Total^(a)</i>	<i>958,420</i>	<i>671,327</i>	<i>519,054</i>	<i>272,655</i>	<i>181,611</i>	<i>62,636</i>	<i>50,563</i>	<i>60,957</i>	<i>2,777,223</i>
Persons^(b)										
	0–4	246,777	158,589	133,184	74,434	41,391	12,409	10,789	15,200	692,773
	5–14	207,751	135,585	115,006	61,963	33,985	12,761	9,644	11,966	588,661
	15–24	296,573	200,600	189,953	93,600	54,288	22,979	18,354	20,612	896,959
	25–34	257,715	192,843	157,873	80,392	50,433	17,123	15,498	22,291	794,168
	35–44	227,210	161,962	133,662	67,692	41,504	15,416	12,177	22,115	681,738
	45–54	198,405	130,954	109,153	55,108	34,080	13,851	10,210	16,904	568,665
	55–64	173,670	114,648	88,403	44,034	28,940	12,137	9,068	11,196	482,096
	65–74	149,389	100,969	69,952	35,171	24,845	9,930	6,513	5,647	402,416
	75–84	159,357	105,479	62,567	34,670	29,810	9,048	6,253	2,506	409,690
	85 and over	90,816	56,573	31,323	19,347	18,141	4,454	3,383	724	224,761
	Total^{(a)(b)}	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Includes presentations for which the age group of the patient was *Not reported*.

(b) Includes presentations for which the sex of the patient was *Not reported*.

Table S5.4: Non-admitted patient emergency department presentations, by Triage category and emergency department Arrival mode, public hospitals, states and territories, 2008–09

Triage category and Arrival mode	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation									
Ambulance, air ambulance or helicopter rescue service	10,472	7,536	7,353	4,088	3,870	637	437	576	34,969
Police/correctional services vehicle	61	149	50	50	6	1	4	19	340
Other ^(a)	2,025	1,407	1,040	625	643	63	77	202	6,082
Not stated/unknown	86	0	0	4	0	6	0	0	96
<i>Total</i>	<i>12,644</i>	<i>9,092</i>	<i>8,443</i>	<i>4,767</i>	<i>4,519</i>	<i>707</i>	<i>518</i>	<i>797</i>	<i>41,487</i>
Emergency									
Ambulance, air ambulance or helicopter rescue service	76,505	52,968	54,352	23,765	20,932	4,862	3,706	3,519	240,609
Police/correctional services vehicle	1,805	1,441	1,713	697	143	208	278	240	6,525
Other ^(a)	79,498	58,981	45,503	34,512	20,588	3,725	5,445	4,767	253,019
Not stated/unknown	937	0	0	36	8	53	6	0	1,040
<i>Total</i>	<i>158,745</i>	<i>113,390</i>	<i>101,568</i>	<i>59,010</i>	<i>41,671</i>	<i>8,848</i>	<i>9,435</i>	<i>8,526</i>	<i>501,193</i>
Urgent									
Ambulance, air ambulance or helicopter rescue service	206,765	135,300	152,601	43,685	45,717	15,655	9,265	9,175	618,163
Police/correctional services vehicle	7,333	3,542	4,307	2,276	1,039	637	390	1,176	20,700
Other ^(a)	385,416	260,067	257,032	123,095	78,093	26,201	21,443	26,205	1,177,552
Not stated/unknown	3,143	0	0	138	10	156	9	0	3,456
<i>Total</i>	<i>602,657</i>	<i>398,909</i>	<i>413,940</i>	<i>169,194</i>	<i>124,859</i>	<i>42,649</i>	<i>31,107</i>	<i>36,556</i>	<i>1,819,871</i>
Semi-urgent									
Ambulance, air ambulance or helicopter rescue service	170,828	90,248	74,674	28,107	22,569	9,156	5,621	7,258	408,461
Police/correctional services vehicle	4,444	1,428	2,061	1,915	590	521	243	1,867	13,069
Other ^(a)	701,813	544,047	388,500	256,236	133,972	55,019	39,062	58,780	2,177,429
Not stated/unknown	4,280	0	0	180	8	101	7	0	4,576
<i>Total</i>	<i>881,365</i>	<i>635,723</i>	<i>465,235</i>	<i>286,438</i>	<i>157,139</i>	<i>64,797</i>	<i>44,933</i>	<i>67,905</i>	<i>2,603,535</i>

(continued)

Table S5.4 (continued): Non-admitted patient emergency department presentations, by Triage category and emergency department Arrival mode, public hospitals, states and territories, 2008–09

Triage category and Arrival mode	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Non-urgent									
Ambulance, air ambulance or helicopter rescue service	20,329	4,989	3,976	1,160	1,376	352	427	579	33,188
Police/correctional services vehicle	2,013	322	807	297	292	303	53	676	4,763
Other ^(a)	324,766	193,006	97,107	45,469	27,549	12,005	15,422	14,126	729,450
Not stated/unknown	2,437	0	0	67	12	28	3	0	2,547
<i>Total</i>	<i>349,545</i>	<i>198,317</i>	<i>101,890</i>	<i>46,993</i>	<i>29,229</i>	<i>12,688</i>	<i>15,905</i>	<i>15,381</i>	<i>769,948</i>
Total^(b)									
Ambulance, air ambulance or helicopter rescue service	485,280	291,118	292,956	100,809	94,464	30,668	19,456	21,107	1,335,858
Police/correctional services vehicle	15,702	6,891	8,938	5,235	2,070	1,670	968	3,978	45,452
Other ^(a)	1,495,608	1,060,193	789,182	459,942	260,845	97,425	81,449	104,080	4,348,724
Not stated/unknown	11,273	0	0	425	38	345	25	0	12,106
Total^(b)	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Includes presentations for which the patient walked in, came by private transport, public transport, community transport or taxi.

(b) Includes presentations for which the Triage category was *Not reported*.

Table S5.5: Non-admitted patient emergency department presentations, by Type of visit and public hospital peer group, states and territories, 2008–09

Type of visit and peer group	NSW	Vic	Qld	WA ^(a)	SA ^(b)	Tas	ACT	NT	Total
Principal referral and Specialist women's and children's hospitals									
Emergency presentation	1,183,652	900,193	837,505	277,349	268,087	78,723	101,531	90,343	3,737,383
Return visit, planned	13,684	15,144	10,393	5,108	2,393	1,011	319	2,417	50,469
Pre-arranged admission	1,946	473	3,322	418	409	0	8	0	6,576
Patient in transit	25	168	227	0	0	0	19	6	445
Dead on arrival	2,063	2,207	195	0	0	416	21	26	4,928
Not reported	592	161	0	331	661	0	0	1	1,746
<i>Total</i>	<i>1,201,962</i>	<i>918,346</i>	<i>851,642</i>	<i>283,206</i>	<i>271,550</i>	<i>80,150</i>	<i>101,898</i>	<i>92,793</i>	<i>3,801,547</i>
Large hospitals									
Emergency presentation	389,695	324,645	139,250	158,142	6,132	24,002	1,041,866
Return visit, planned	10,555	17,044	8,111	1,128	45	1,374	38,257
Pre-arranged admission	322	602	331	29	14	0	1,298
Patient in transit	18	45	22	0	0	0	85
Dead on arrival	269	424	22	0	0	3	718
Not reported	69	31	0	6	33,118	0	33,224
<i>Total</i>	<i>400,928</i>	<i>342,791</i>	<i>147,736</i>	<i>159,305</i>	<i>39,309</i>	<i>25,379</i>	<i>..</i>	<i>..</i>	<i>1,115,448</i>
Other hospitals									
Emergency presentation	385,487	92,797	86,319	123,405	44,361	22,411	..	31,485	786,265
Return visit, planned	18,386	3,829	5,185	478	2,083	2,162	..	4,828	36,951
Pre-arranged admission	809	280	96	16	9	0	..	0	1,210
Patient in transit	26	12	56	0	0	0	..	6	100
Dead on arrival	233	140	42	0	0	6	..	2	423
Not reported	32	7	0	1	105	0	..	51	196
<i>Total</i>	<i>404,973</i>	<i>97,065</i>	<i>91,698</i>	<i>123,900</i>	<i>46,558</i>	<i>24,579</i>	<i>..</i>	<i>36,372</i>	<i>825,145</i>
Total									
Emergency presentation	1,958,834	1,317,635	1,063,074	558,896	318,580	125,136	101,531	121,828	5,565,514
Return visit, planned	42,625	36,017	23,689	6,714	4,521	4,547	319	7,245	125,677
Pre-arranged admission	3,077	1,355	3,749	463	432	0	8	0	9,084
Patient in transit	69	225	305	0	0	0	19	12	630
Dead on arrival	2,565	2,771	259	0	0	425	21	28	6,069
Not reported	693	199	0	338	33,884	0	0	52	35,166
Total presentations reported at episode-level	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods.

(a) Western Australia does not provide non-admitted patient emergency department care data for patients who were *Dead on arrival at the emergency department*.

(b) South Australia does not provide non-admitted patient emergency department care data for patients who were *Dead on arrival* (no resuscitation attempted) at the emergency department

Table S5.6: Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, states and territories, 2008–09

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Principal referral and Specialist women's and children's hospitals									
Resuscitation	9,447	8,311	7,757	3,508	4,236	592	514	751	35,116
Emergency	112,795	91,912	87,880	36,669	34,262	6,631	9,433	7,932	387,514
Urgent	399,168	300,651	339,059	87,728	96,976	28,892	31,093	31,633	1,315,200
Semi-urgent	493,654	416,687	348,746	134,047	108,090	36,830	44,839	47,659	1,630,552
Non-urgent	166,850	82,632	54,063	15,396	25,184	5,778	15,652	2,368	367,923
<i>Total</i> ^(b)	<i>1,183,652</i>	<i>900,193</i>	<i>837,505</i>	<i>277,349</i>	<i>268,748</i>	<i>78,723</i>	<i>101,531</i>	<i>90,343</i>	<i>3,738,044</i>
Proportion seen on time (%) ^(c)									
Resuscitation	100	100	99	100	100	100	100	100	100
Emergency	78	81	70	66	74	73	85	61	75
Urgent	63	72	57	44	57	42	53	45	61
Semi-urgent	68	66	62	54	59	48	53	39	63
Non-urgent	86	88	86	83	82	82	78	76	86
<i>Total</i>	<i>70</i>	<i>72</i>	<i>63</i>	<i>54</i>	<i>63</i>	<i>51</i>	<i>60</i>	<i>44</i>	<i>66</i>
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	0	0	0	0
Emergency	6	5	7	7	5	7	5	8	6
Urgent	22	16	25	36	25	40	29	36	23
Semi-urgent	34	34	42	55	47	64	56	82	41
Non-urgent	33	24	35	51	42	53	55	53	34
<i>Total</i> ^(b)	<i>23</i>	<i>19</i>	<i>27</i>	<i>38</i>	<i>28</i>	<i>45</i>	<i>38</i>	<i>49</i>	<i>25</i>
90th percentile waiting time to service delivery (minutes)									
Resuscitation	1	0	1	0	0	0	0	0	0
Emergency	22	20	27	23	22	23	16	27	23
Urgent	97	84	104	123	101	156	152	134	103
Semi-urgent	143	154	157	154	164	183	218	220	157
Non-urgent	143	130	147	150	164	155	178	199	145
<i>Total</i> ^(b)	<i>119</i>	<i>121</i>	<i>125</i>	<i>134</i>	<i>130</i>	<i>164</i>	<i>179</i>	<i>181</i>	<i>128</i>
Proportion ending in admission (%) ^(d)									
Resuscitation	85	92	71	77	80	85	77	72	82
Emergency	66	77	54	53	61	63	63	61	64
Urgent	44	56	32	41	44	43	44	43	43
Semi-urgent	20	24	10	16	18	17	15	14	18
Non-urgent	7	6	3	7	5	6	3	3	6
<i>Total</i> ^(b)	<i>31</i>	<i>39</i>	<i>24</i>	<i>29</i>	<i>33</i>	<i>30</i>	<i>27</i>	<i>28</i>	<i>31</i>

(continued)

Table S5.6 (continued): Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, states and territories, 2008–09

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Large hospitals									
Resuscitation	1,927	587	370	804	182	73	3,943
Emergency	27,361	17,571	8,240	13,484	4,290	899	71,845
Urgent	114,569	78,525	46,234	46,795	17,238	6,088	309,449
Semi-urgent	189,010	159,849	62,368	83,493	15,512	13,991	524,223
Non-urgent	56,475	68,113	22,038	13,563	2,028	2,951	165,168
<i>Total</i> ^(b)	389,695	324,645	139,250	158,142	39,250	24,002	1,074,984
Proportion seen on time (%) ^(c)									
Resuscitation	100	100	100	98	100	n.p.	99
Emergency	87	87	88	68	67	n.p.	82
Urgent	77	79	68	55	54	n.p.	72
Semi-urgent	75	69	75	59	68	n.p.	71
Non-urgent	89	80	92	87	91	n.p.	86
<i>Total</i>	79	75	76	61	63	n.p.	74
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	n.p.	0
Emergency	5	4	5	7	5	n.p.	5
Urgent	15	13	17	27	27	n.p.	17
Semi-urgent	27	33	25	48	36	n.p.	32
Non-urgent	25	47	25	38	34	n.p.	34
<i>Total</i> ^(b)	19	24	20	34	26	n.p.	22
90th percentile waiting time to service delivery (minutes)									
Resuscitation	1	1	1	0	0	n.p.	0
Emergency	14	13	11	24	31	n.p.	17
Urgent	62	50	89	95	126	n.p.	71
Semi-urgent	123	124	110	148	143	n.p.	126
Non-urgent	125	173	109	134	116	n.p.	145
<i>Total</i> ^(b)	100	117	100	128	124	n.p.	111
Proportion ending in admission (%) ^(d)									
Resuscitation	73	84	61	34	59	n.p.	65
Emergency	58	61	48	38	66	n.p.	54
Urgent	38	41	26	27	47	n.p.	36
Semi-urgent	16	15	9	9	21	n.p.	14
Non-urgent	4	2	3	2	3	n.p.	3
<i>Total</i> ^(b)	24	21	16	17	37.	n.p.	21

(continued)

Table S5.6 (continued): Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by Triage category and public hospital peer group, states and territories, 2008–09

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
All hospitals reporting waiting times data									
Resuscitation	12,563	9,037	8,351	4,765	4,516	703	514	796	41,245
Emergency	157,878	113,186	100,995	58,855	41,648	8,830	9,433	8,525	499,350
Urgent	598,331	397,194	410,985	168,444	124,671	42,409	31,093	35,947	1,809,074
Semi-urgent	870,855	623,395	455,522	283,354	154,178	62,772	44,839	64,594	2,559,509
Non-urgent	316,747	174,823	87,221	43,473	27,451	10,422	15,652	11,966	687,755
Total emergency visits^(b)	1,958,834	1,317,635	1,063,074	558,896	352,464	125,136	101,531	121,828	5,599,398
Proportion seen on time (%) ^(c)									
Resuscitation	100	100	99	99	100	99	100	100	100
Emergency	80	82	72	69	75	76	85	62	77
Urgent	68	74	59	53	59	54	53	48	64
Semi-urgent	73	68	65	62	62	61	53	49	67
Non-urgent	90	86	88	89	83	87	78	89	88
Total emergency visits seen on time	75	73	66	62	64	62	60	54	70
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	0	0	0	0
Emergency	5	5	7	6	5	7	5	8	5
Urgent	19	15	24	28	24	27	29	32	21
Semi-urgent	28	33	38	43	43	44	56	63	35
Non-urgent	23	32	30	29	41	36	55	24	28
Total^(b)	20	20	25	29	27	31	38	39	23
90th percentile waiting time to service delivery (minutes)									
Resuscitation	1	0	1	0	0	0	0	0	0
Emergency	20	18	25	22	23	21	16	27	22
Urgent	85	75	100	106	100	131	152	129	93
Semi-urgent	128	143	146	143	153	156	218	201	143
Non-urgent	122	146	131	127	160	138	178	128	134
Total^(b)	107	118	119	124	125	141	179	167	119
Proportion ending in admission (%) ^(d)									
Resuscitation	81	92	69	67	78	82	77	72	79
Emergency	62	74	53	48	58	58	63	61	61
Urgent	41	52	30	34	42	38	44	43	40
Semi-urgent	17	21	10	12	15	13	15	14	16
Non-urgent	5	4	3	4	5	5	3	4	5
Total proportion ending in admission (%)^(b)	26	33	22	22	30	25	27	25	27

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. See Box 5.5 for footnotes specific to this table.

Table S5.7 Non-admitted patient emergency department presentation length statistics (hours: minutes) for *Emergency presentations*^(a) with an Episode end status of *Admitted to this hospital*, by Triage category, public hospitals, states and territories, 2008–09

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation									
Median duration of non-admitted patient episode ^(b)	3:10	5:10	2:19	1:36	1:52	3:55	2:00	1:35	2:59
Median duration of service event ^(c)	3:10	5:10	2:19	1:36	1:52	3:55	2:00	1:35	2:59
Median time in emergency department ^{(d)(e)}	4:12	5:10	4:09	3:54	3:53	3:55	4:47	3:48	4:22
Emergency									
Median duration of non-admitted patient episode ^(b)	4:30	5:47	3:21	2:22	2:33	5:32	3:05	1:58	4:09
Median duration of service event ^(c)	4:22	5:40	3:10	2:12	2:22	5:22	2:59	1:45	4:00
Median time in emergency department ^{(d)(e)}	5:49	5:47	6:00	6:15	5:56	5:32	8:35	7:33	5:56
Urgent									
Median duration of non-admitted patient episode ^(b)	5:11	6:03	3:55	2:56	3:07	6:28	3:45	2:31	4:49
Median duration of service event ^(c)	4:37	5:35	3:18	2:13	2:25	5:28	2:49	1:42	4:13
Median time in emergency department ^{(d)(e)}	6:21	6:03	6:30	6:13	6:13	6:28	10:42	6:46	6:20
Semi-urgent									
Median duration of non-admitted patient episode ^(b)	5:22	5:59	3:51	3:15	3:34	6:23	3:56	2:50	5:03
Median duration of service event ^(c)	4:24	5:01	2:46	2:04	2:20	5:02	2:20	1:14	4:01
Median time in emergency department ^{(d)(e)}	6:25	5:59	6:21	6:17	6:17	6:23	11:53	6:07	6:16
Non-urgent									
Median duration of non-admitted patient episode ^(b)	3:59	4:21	2:16	2:15	2:39	4:32	2:49	2:00	3:40
Median duration of service event ^(c)	3:02	3:25	1:18	1:18	1:13	3:35	1:15	0:54	2:40
Median time in emergency department ^{(d)(e)}	4:46	4:21	3:59	3:45	4:39	4:32	8:54	2:28	4:32
Total^(f)									
Median duration of non-admitted patient episode ^(b)	5:02	5:56	3:43	2:49	3:03	6:13	3:34	2:28	4:41
Median duration of service event ^(c)	4:26	5:23	3:07	2:09	2:20	5:17	2:41	1:34	4:04
Median time in emergency department ^{(d)(e)}	6:11	5:56	6:16	6:09	6:04	6:13	10:13	6:34	6:10

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. See Box 5.5 for footnotes specific to this table.

Table S5.8 Non-admitted patient emergency department presentation length statistics (hours: minutes) for *Emergency presentations*^(a) with an Episode end status other than *Admitted to this hospital*, by Triage category, public hospitals, states and territories, 2008–09

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation									
Median duration of non-admitted patient episode ^(b)	3:22	2:44	3:16	3:46	3:31	3:39	1:08	3:45	3:20
Median duration of service event ^(c)	3:22	2:44	3:14	3:45	3:31	3:39	1:08	3:45	3:20
Median time in emergency department ^(d)	3:58	2:44	4:21	3:46	4:13	3:39	2:53	3:45	3:55
Emergency									
Median duration of non-admitted patient episode ^(b)	3:29	2:48	3:00	3:10	3:08	3:42	2:55	3:27	3:09
Median duration of service event ^(c)	3:20	2:40	2:48	3:00	2:59	3:30	2:46	3:13	2:59
Median time in emergency department ^(d)	3:42	2:48	3:34	3:10	3:25	3:42	3:34	3:27	3:22
Urgent									
Median duration of non-admitted patient episode ^(b)	2:59	2:43	2:48	2:43	3:18	2:58	2:53	2:59	2:52
Median duration of service event ^(c)	2:25	2:12	2:05	1:59	2:35	2:05	2:00	2:02	2:13
Median time in emergency department ^(d)	3:06	2:43	3:03	2:43	3:26	2:58	3:39	2:59	3:00
Semi-urgent									
Median duration of non-admitted patient episode ^(b)	2:07	2:09	2:01	1:55	2:26	2:02	2:28	2:22	2:06
Median duration of service event ^(c)	1:12	1:08	0:59	0:56	1:21	0:57	1:04	0:54	1:05
Median time in emergency department ^(d)	2:10	2:09	2:06	1:55	2:28	2:02	2:44	2:22	2:09
Non-urgent									
Median duration of non-admitted patient episode ^(b)	1:26	1:26	1:16	1:22	1:48	1:24	1:49	1:11	1:25
Median duration of service event ^(c)	0:38	0:30	0:29	0:36	0:43	0:31	0:35	0:29	0:34
Median time in emergency department ^(d)	1:28	1:26	1:19	1:22	1:48	1:24	1:59	1:11	1:27
Total^(f)									
Median duration of non-admitted patient episode ^(b)	2:14	2:10	2:16	2:08	2:39	2:16	2:27	2:23	2:15
Median duration of service event ^(c)	1:24	1:14	1:20	1:12	1:42	1:12	1:10	1:06	1:19
Median time in emergency department ^(d)	2:18	2:10	2:25	2:08	2:43	2:16	2:50	2:23	2:18

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. See Box 5.5 for footnotes specific to this table.

Table S5.9 Non-admitted patient emergency department presentations, by Triage category and Episode end status, public hospitals, states and territories, 2008–09

Triage category and episode end status	NSW^(a)	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation									
Admitted to this hospital ^(b)	10,188	8,341	5,840	3,191	3,525	575	397	577	32,634
Departed without being admitted or referred ^(c)	1,407	550	1,223	511	550	31	39	167	4,478
Referred to another hospital for admission	890	81	754	612	291	28	21	5	2,682
Did not wait ^(d)	7	0	4	4	0	0	0	0	15
Left at own risk ^(e)	70	31	80	37	13	2	0	5	238
Died in emergency department ^(f)	0	81	468	411	136	68	58	39	1,261
Dead on arrival ^(g)	56	0	33	1	0	3	3	4	100
Not reported	26	8	41	0	4	0	0	0	79
<i>Total</i>	<i>12,644</i>	<i>9,092</i>	<i>8,443</i>	<i>4,767</i>	<i>4,519</i>	<i>707</i>	<i>518</i>	<i>797</i>	<i>41,487</i>
Emergency									
Admitted to this hospital ^(b)	98,665	83,777	53,731	28,061	24,249	5,154	5,915	5,166	304,718
Departed without being admitted or referred ^(c)	52,692	27,885	38,802	25,823	14,159	3,437	3,265	3,227	169,290
Referred to another hospital for admission	5,225	714	5,288	4,306	2,717	181	193	22	18,646
Did not wait ^(d)	265	223	399	102	92	13	6	4	1,104
Left at own risk ^(e)	1,683	677	1,681	607	340	31	40	100	5,159
Died in emergency department ^(f)	0	24	132	102	60	31	16	7	372
Dead on arrival ^(g)	12	0	4	0	0	0	0	0	16
Not reported	203	90	1,531	9	54	1	0	0	1,888
<i>Total</i>	<i>158,745</i>	<i>113,390</i>	<i>101,568</i>	<i>59,010</i>	<i>41,671</i>	<i>8,848</i>	<i>9,435</i>	<i>8,526</i>	<i>501,193</i>
Urgent									
Admitted to this hospital ^(b)	247,422	208,178	126,986	57,355	52,502	16,300	13,769	15,587	738,099
Departed without being admitted or referred ^(c)	320,847	177,343	252,723	102,192	63,778	24,500	15,528	19,544	976,455
Referred to another hospital for admission	11,286	1,467	11,742	6,880	4,549	546	534	49	37,053
Did not wait ^(d)	13,470	8,512	12,642	1,242	2,797	1,112	1,112	1,022	41,909
Left at own risk ^(e)	9,098	3,151	5,349	1,361	977	175	149	354	20,614
Died in emergency department ^(f)	0	15	95	50	32	13	15	0	220
Dead on arrival ^(g)	31	0	94	0	0	0	0	0	125
Not reported	503	243	4,309	114	224	3	0	0	5,396
<i>Total</i>	<i>602,657</i>	<i>398,909</i>	<i>413,940</i>	<i>169,194</i>	<i>124,859</i>	<i>42,649</i>	<i>31,107</i>	<i>36,556</i>	<i>1,819,871</i>

(continued)

Table S5.9 (continued): Non-admitted patient emergency department presentations, by Triage category and Episode end status, public hospitals, states and territories, 2008–09

Triage category and episode end status	NSW^(a)	Vic	Qld	WA	SA	Tas^(b)	ACT	NT	Total
Semi-urgent									
Admitted to this hospital ^(b)	150,870	135,109	45,614	33,375	23,765	8,571	6,542	9,340	413,186
Departed without being admitted or referred ^(c)	648,885	451,462	363,942	239,799	118,671	51,599	31,567	49,330	1,955,255
Referred to another hospital for admission	6,580	1,075	4,172	3,973	2,096	333	343	51	18,623
Did not wait ^(d)	59,358	43,170	44,121	7,142	10,975	4,086	6,261	8,667	183,780
Left at own risk ^(e)	14,812	4,784	5,733	1,402	1,361	191	219	517	29,019
Died in emergency department ^(f)	0	4	18	11	4	5	1	0	43
Dead on arrival ^(g)	54	0	6	0	0	0	0	0	60
Not reported	806	119	1,629	736	267	12	0	0	3,569
Total	881,365	635,723	465,235	286,438	157,139	64,797	44,933	67,905	2,603,535
Non-urgent									
Admitted to this hospital ^(b)	17,837	9,142	3,116	1,882	1,649	613	474	542	35,255
Departed without being admitted or referred ^(c)	286,692	170,849	84,102	42,390	23,940	10,939	12,593	12,523	644,028
Referred to another hospital for admission	703	116	313	178	162	20	72	11	1,575
Did not wait ^(d)	37,294	16,906	13,254	2,127	3,180	1,105	2,691	2,174	78,731
Left at own risk ^(e)	4,035	1,268	809	244	241	5	75	101	6,778
Died in emergency department ^(f)	0	0	12	0	0	0	0	0	12
Dead on arrival ^(g)	2,683	0	115	0	0	3	0	30	2,831
Not reported	301	36	169	172	57	3	0	0	738
Total	349,545	198,317	101,890	46,993	29,229	12,688	15,905	15,381	769,948
Total^(h)									
Admitted to this hospital ^(b)	525,135	444,552	235,287	123,867	105,690	31,213	27,097	31,212	1,524,053
Departed without being admitted or referred ^(c)	1,311,341	828,089	740,792	410,718	221,098	90,506	62,992	84,791	3,750,327
Referred to another hospital for admission	24,688	3,453	22,269	15,949	9,815	1,108	1,163	138	78,583
Did not wait ^(d)	111,832	68,811	70,420	10,617	17,044	6,316	10,070	11,867	306,977
Left at own risk ^(e)	29,750	9,911	13,652	3,651	2,932	404	483	1,077	61,860
Died in emergency department ^(f)	0	124	725	577	232	117	90	46	1,911
Dead on arrival ^(g)	2,843	2,766	252	1	0	425	3	34	6,324
Not reported	2,274	496	7,679	1,031	606	19	0	0	12,105
Total^(h)	2,007,863	1,358,202	1,091,076	566,411	357,417	130,108	101,898	129,165	5,742,140

Notes: See Boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. See Box 5.5 for footnotes specific to this table.

(a) In NSW, presentations for which a patient dies in the emergency department are categorised as *Admitted to this hospital*.