

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 at, 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 2009–10 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 peer group B (*Large hospitals*) in *Australian hospital statistics 2008–09* (AIHW 2010a). 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.

Timely provision of the NNAPEDCD data by state and territory health authorities allowed this information to be reported in *Australian hospital statistics 2009–10: Emergency department care and elective surgery waiting times* (AHS: EDES) (AIHW 2010c) in November 2010. This report presents selected headline statistics from the earlier report, as well as additional

information not provided in that report because the public hospital establishments data were not available.

The *AHS: EDES* online report will include updates for those tables included in the report that present coverage estimates based on data from the Public hospital establishments NMDs, as well as updates due to data resupplies.

For 2009–10, 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 (for all hospitals that were required to report episode-level data). Data were provided for 84 *Principal referral and specialist women's and children's hospitals* and 41 *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 additionally provided for:

- 15 *Medium hospitals*, 18 *Small hospitals* and 6 *Unpeered/Other hospitals* in New South Wales
- 7 *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.

Between 2005–06 and 2009–10, the proportion of accident and emergency occasions of service for which detailed episode-level data were available increased from 78% to 81% (Table 5.1).

In 2009–10, coverage for the NNAPEDCD (all peer group A and B hospitals) was approximately 100%, which represented, and provided detailed information for, 81% of all public hospital accident and emergency occasions of service. The proportion for all public hospitals ranged from 68% for South Australia to 100% for the Australian Capital Territory and the Northern Territory (see Table S5.1 at the end of this chapter). However, this may underestimate the proportion because some accident and emergency occasions of service were for services other than emergency presentations (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 assessment and treatment no longer than...?' (ACEM 2000). The Australasian Triage Scale has five categories that incorporate the time by which the patient should receive care: *Immediately life-threatening*, *Imminently life-threatening*, *Potentially life-threatening*, *Potentially serious* and *Less urgent*. The categories are presented in this report as:

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

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 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 81% for all hospitals.

Nationally consistent data definitions are not agreed for all data items. Therefore, comparability across jurisdictions may be limited. Development and implementation of standard data definitions is ongoing.

- There is variation in the practices of managing and recording patients who were *Dead on arrival*. For some jurisdictions, these patients are the responsibility of the emergency department but not for others.
- There is also variation in the recording of patients who die while in the emergency department. For New South Wales, the episode end status for presentations in which the patient died in the emergency department was categorised as *Admitted to this hospital*.
- 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 Western Australia, the data presented in this report are based on patients who commenced an episode in an emergency department between 1 July 2009 and 30 June 2010. Therefore, the data for Western Australia do not include records for patients who commenced the episode before 1 July 2009 and completed the episode on or after 1 July 2009. In addition, the data includes episodes that commenced before 30 June 2010, but were not completed within the reporting period. It is expected that these presentations would be counterbalanced overall by the number of presentations occurring in a similar way in adjacent reporting periods.
- 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 was unable to supply valid waiting time data for approximately 3,500 records, the majority of which were referrals to a General Practitioner (GP) clinic co-located with the emergency department. These records were therefore not used to derive waiting time statistics or presentation length statistics.
- Approximately 4,300 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?

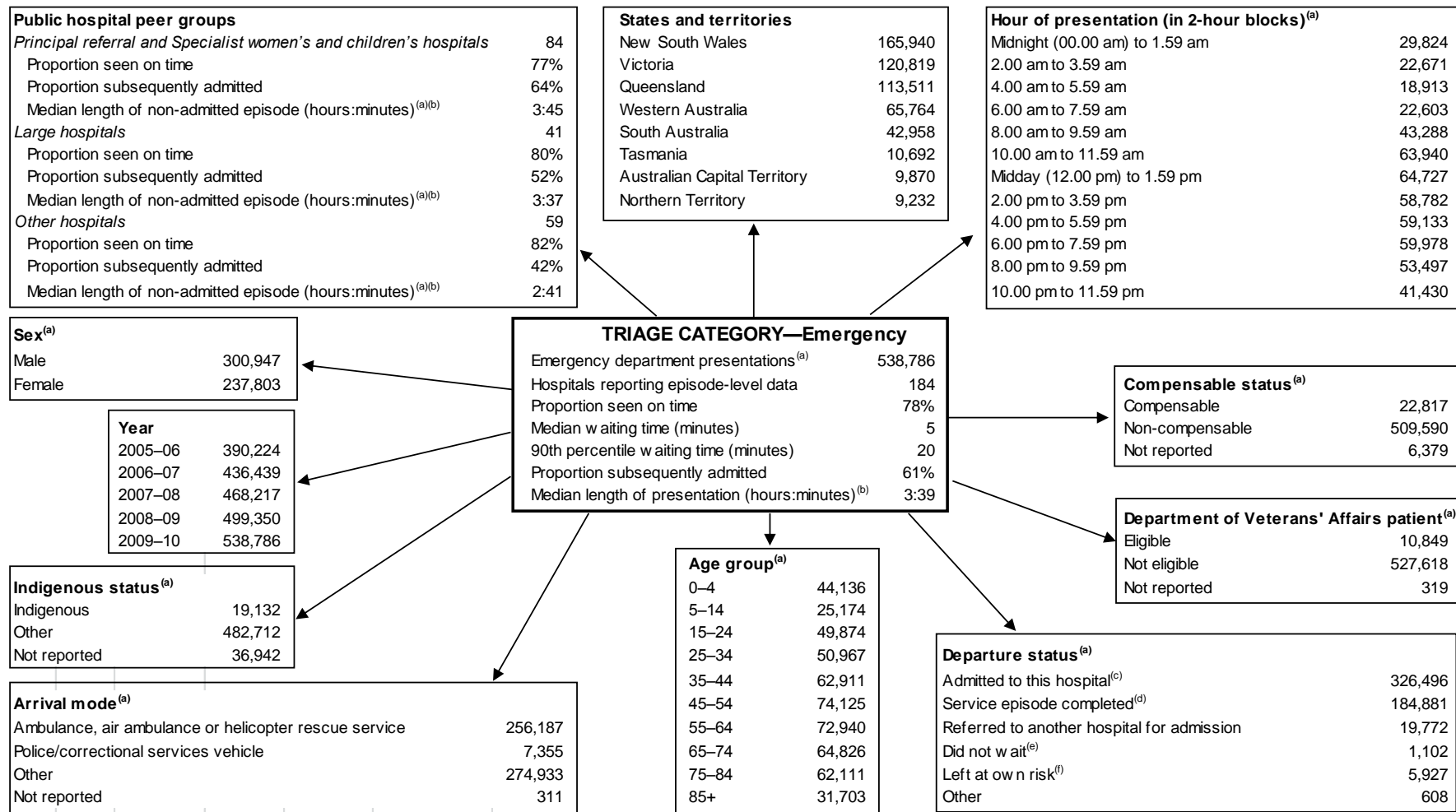
The proportion of emergency services with episode-level data for 2009–10 is calculated as the number of presentations reported to the NNAPEDCD divided by the number of accident and emergency occasions of service reported to the National Public Hospital Establishments Database (NPHED) as a percentage. This may underestimate the NNAPEDCD proportion because some accident and emergency occasions of service are for other than emergency presentations. As accident and emergency occasions of service may have been undercounted for some jurisdictions, the proportion may also be overestimated. The proportion 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.

- Statistics for waiting time and emergency department presentation length, as well as the proportion of presentations ending in admission, 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 and commencement of service. In addition, presentations were excluded if the waiting time was missing or invalid, or the patient had an episode end status of *Did not wait to be attended by a health care professional* or was *Dead on arrival*.
- 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 Australasian Triage Scale definition (see Box 5.1). 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 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. It should be noted that some of these times may coincide (for example, a patient's episode end time and physical departure time may be the same).

Figure 5.1 presents an example of the information available from the NNAPEDCD, for presentations for which patients were assigned a triage category of *Emergency* (triage category 2) at the time of presentation at the emergency department.

In 2009–10:

- there were almost 540,000 emergency department presentations assigned an *Emergency* triage category, reported by 184 hospitals
- slightly over three-quarters of *Emergency* patients were seen within 10 minutes
- the median waiting time for *Emergency* patients was 5 minutes, and 90% of *Emergency* patients were seen within 20 minutes
- over 60% of *Emergency* patients were subsequently admitted to the same hospital (including admission within the emergency department)
- over half of *Emergency* patients were aged 45 years and over
- 48% of *Emergency* patients had an arrival mode of *Ambulance, air ambulance or helicopter rescue service*
- the number of *Emergency* patients who presented to emergency departments in major public hospitals increased by 8% between 2008–09 and 2009–10
- over one third of *Emergency* patients arrived overnight (between 8 pm and 8 am).



(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*.

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

Figure 5.1: Interrelationships of *Emergency* Triage category non-admitted patient emergency department presentations with other data elements, 2009–10

How has activity changed over time?

Between 2005–06 and 2009–10 the number of accident and emergency occasions of service reported to the NPHED increased from 6.3 million to 7.4 million, an average annual increase of 4%. Over the same period, the number of presentations reported to the NNAPEDCD increased by 4.9% per year, from 4.9 million to 5.9 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 2009–10 (Table 5.1).

Table 5.1: Non-admitted patient emergency department presentation coverage statistics, public hospitals, 2005–06 to 2009–10

	2005–06	2006–07	2007–08	2008–09	2009–10	Change (per cent)	
						Ave since 2005–06	Since 2008–09
Accident and emergency occasions of service reported to NPHED	6,327,784	6,741,304	7,100,618	7,171,667	7,390,459	4.0	3.1
Hospitals reporting emergency department episode-level data	153	164	165	184	184	4.7	0.0
Number of emergency department presentations reported to NNAPEDCD	4,914,896	5,287,451	5,537,196	5,742,140	5,957,960	4.9	3.8
Estimated proportion of occasions of service with episode-level data (%)^(a)	78	78	78	80	81	0.9	0.7

(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.

Note: 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 Table S5.2 at the end of this chapter.

Abbreviation: Ave—average.

Between 2005–06 and 2009–10 both the proportion of *Emergency presentations* treated within an appropriate time and the median waiting time of *Emergency presentations* remained relatively stable, despite increasing numbers of presentations. The time by which 90% of presentations were seen was slightly more variable over this period, and decreased between 2007–08 and 2009–10 (Table 5.2).

Table 5.2: Non admitted patient emergency department *Emergency presentation* waiting time statistics, major public hospitals, 2005–06 to 2009–10

	2005–06	2006–07	2007–08	2008–09	2009–10
Proportion seen on time (%)	69	70	69	70	70
Median waiting time to service delivery (minutes)	24	24	24	23	23
90th percentile waiting time to service delivery (minutes)	123	120	124	119	115
Proportion ending in admission (%)	28	27	27	27	27

Note: 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 Table S5.2 at the end of this chapter.

How much activity was there in 2009–10?

In 2009–10, Australian public hospitals provided about 7.4 million non-admitted patient accident and emergency occasions of service (Table 5.3).

Detailed episode-level information was available for over 5.9 million emergency department presentations (about 81% of accident and emergency occasions of service). The detailed information presented below for all episode-level records 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, 2009–10

	Accident and emergency occasions of service (NPHEd)	Emergency department presentations (NNAPEdCD)
New South Wales	2,442,982	2,035,783
Victoria	1,591,819	1,432,745
Queensland	1,578,490	1,134,092
Western Australia	823,402	600,613
South Australia	554,906	373,700
Tasmania	159,472	141,630
Australian Capital Territory	106,806	106,814
Northern Territory	132,582	132,583
Total	7,390,459	5,957,960

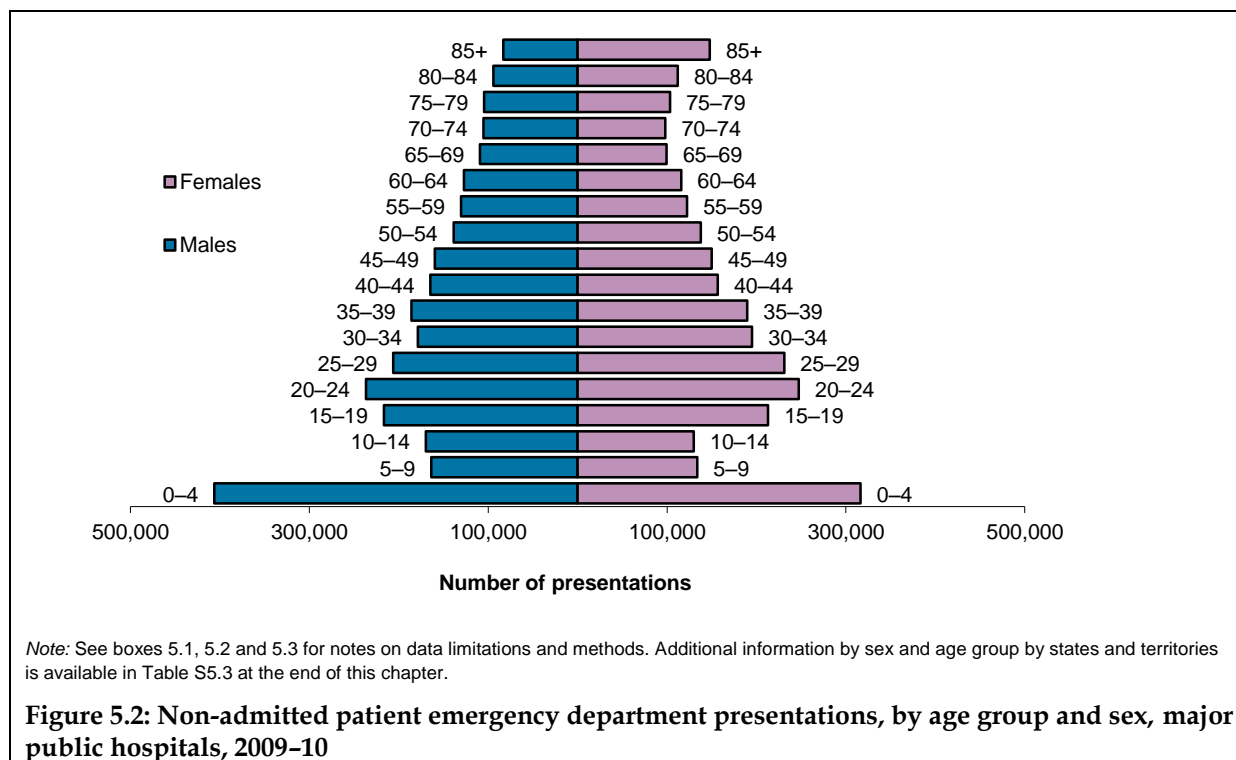
Note: See boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. Additional information for public hospital peer groups is available in Table S5.2 at the end of this chapter

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 in the 20–39 year age group and the 80 years and over age group. The most common age group reported for emergency department presentations were 0–4 years (12%), followed by 20–24 years (8%).



Aboriginal and Torres Strait Islander people

Box 5.4: Quality of Indigenous status data

The quality of the data provided for Indigenous status in 2009-10 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 status data in the NNAPEDCD.

Table 5.4 presents Indigenous status data by state and territory of the hospital. Nationally, 4.5% of all presentations were for *Indigenous Australians*. The Northern Territory had the highest proportion of emergency department presentations for *Indigenous Australians* (42%), while Victoria and South Australia (both 1.3%) recorded the lowest proportions. Indigenous status was *Not reported* for about 5% of presentations.

Table 5.4: Non-admitted patient emergency department presentations, by Indigenous status, major public hospitals, states and territories, 2009–10

	Indigenous Australians	Non- Indigenous	Not reported	Total
New South Wales ^(a)	74,436	1,717,248	247,099	2,035,783
Victoria	18,980	1,405,668	8,097	1,432,745
Queensland	62,454	1,054,945	16,693	1,134,092
Western Australia	44,877	552,466	3,270	600,613
South Australia	7,823	337,894	30,983	373,700
Tasmania	5,091	131,511	5,028	141,630
Australian Capital Territory	2,304	102,917	1,593	106,814
Northern Territory	56,311	76,187	85	132,583
Total	269,276	5,375,836	312,848	5,957,960

(a) For New South Wales, 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.

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

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 or came by private transport, public transport, community transport or taxi.

In 2009–10, 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 (85%) than the proportion for *Non-urgent* patients (4%).

Table 5.5: Non-admitted patient emergency department presentations, by triage category and arrival mode, major public hospitals, 2009–10

Arrival mode	Triage category					Total ^(a)
	Resuscitation	Emergency	Urgent	Semi-urgent	Non-urgent	
Ambulance, air ambulance or helicopter rescue service	35,743	256,835	654,831	417,844	32,018	1,398,128
Police/correctional services vehicle	360	7,374	24,628	15,530	5,168	53,178
Other	5,857	275,531	1,244,414	2,257,192	716,434	4,504,206
Not stated/unknown	70	313	689	679	178	2,448
Total	42,030	540,053	1,924,562	2,691,245	753,798	5,957,960

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

Note: 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 S5.4 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 and 8 pm.

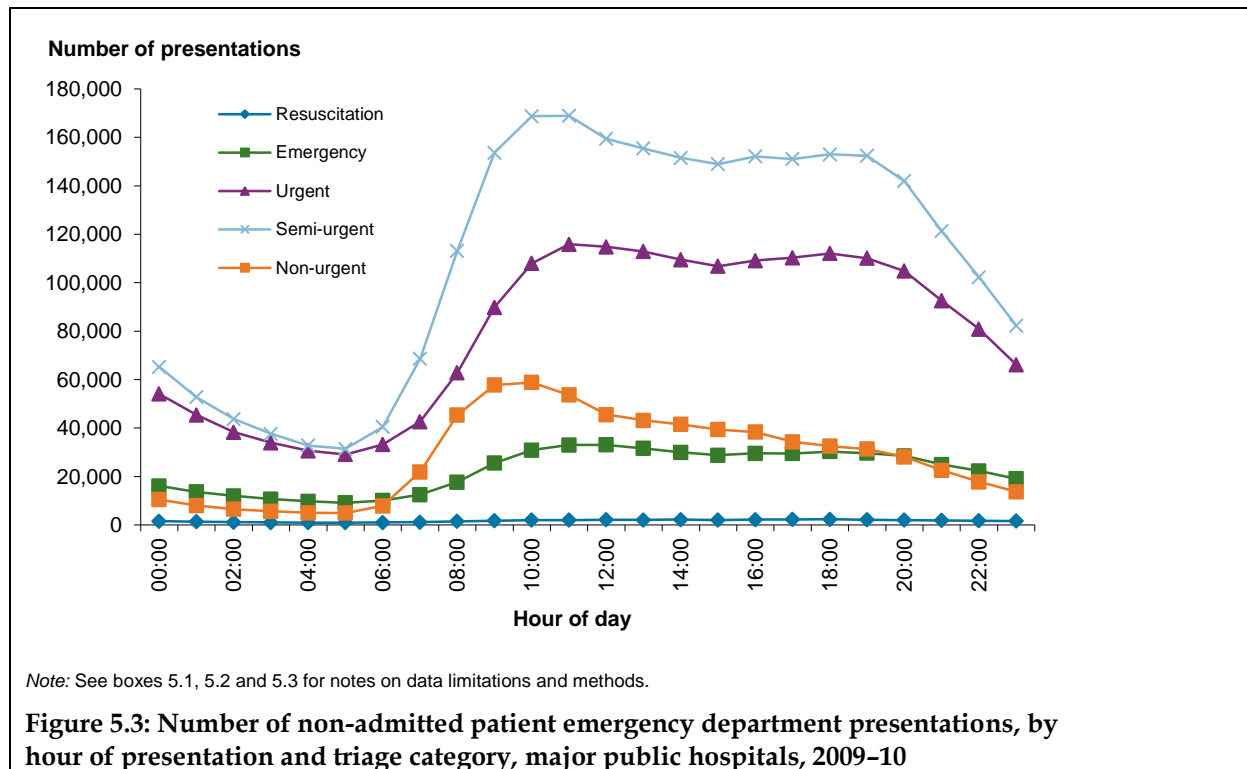
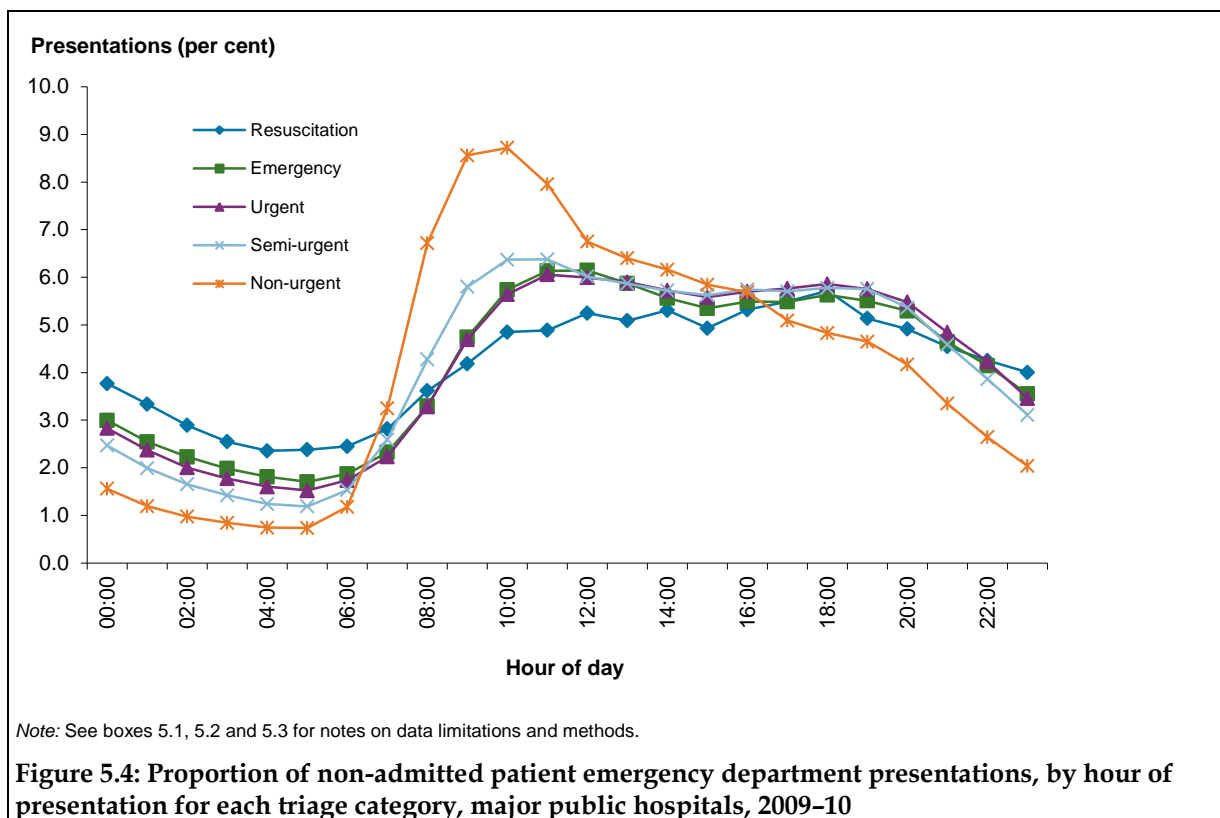


Figure 5.4 illustrates the relative distribution of use within each triage category across the 24-hour period. The figure shows that for the *Resuscitation* triage category, emergency department presentations are more evenly distributed throughout the day than for other triage categories.



Why did people receive the care?

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.

Data on the type of visit to emergency department by state and territory is detailed in Table S5.5 at the end of this chapter.

Of the 6 million presentations reported to the NNAPEDCD for 2009-10, 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. There is variation in the reporting of information about patients who were *Dead on arrival*. For South Australia, patients who are *Dead on arrival* are not managed or reported by emergency departments. For Western

Australia patients who are *Dead on arrival* are only occasionally managed and reported by emergency departments

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 assessment and treatment no longer than...?' (ACEM 2000). For more detail refer to Box 5.1.

Nationally in 2009–10, less than 1% of *Emergency presentations* were assigned a triage category of *Resuscitation*, and about 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 proportion of presentations in each triage category.

Information about triage category by peer group for states and territories is published in Table 2.14 of *Australian hospital statistics 2009–10: Emergency department care and elective surgery waiting times* (AHS: EDES, AIHW 2010c).

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 Australasian 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 2009–10. As indicated in Box 5.3, certain *Emergency presentations* are excluded from the calculation of the figures provided in this table. For 2009–10, there were almost 319,000 presentations with an episode end status of *Did not wait* or *Dead on arrival* which were excluded from this analysis. Approximately 28,000 additional presentations with missing or invalid waiting times were also excluded.

For 2009–10, 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 varied by state and territory, ranging from 56% in the Northern Territory to 75% in New South Wales (Table 5.6). The proportion also varied by triage category. About 100% of *Resuscitation* patients and 78% of *Emergency* patients were seen on time.

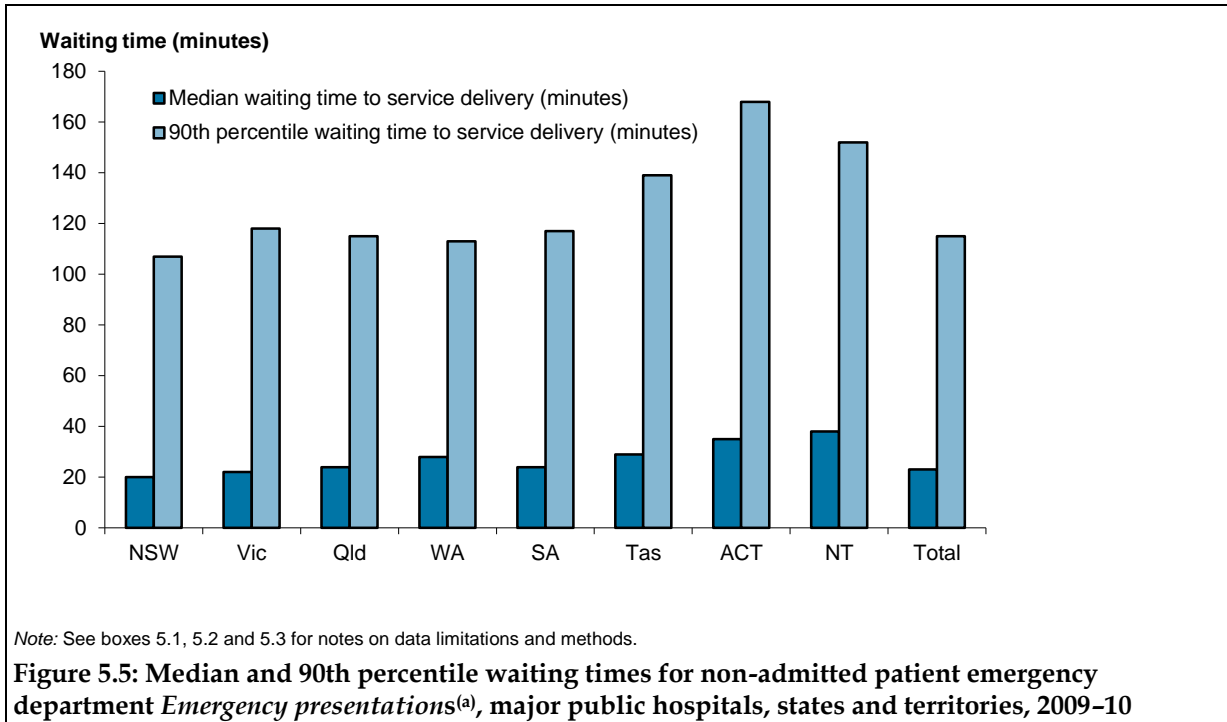
Table 5.6: Proportion (%) of non-admitted patient emergency department *Emergency presentations* seen on time by triage category, major public hospitals^(a), states and territories, 2009–10

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation	100	100	99	99	100	99	100	100	100
Emergency	82	80	77	71	78	71	83	63	78
Urgent	70	71	60	55	63	52	60	49	65
Semi-urgent	73	67	66	64	63	63	56	51	68
Non-urgent	89	85	89	92	85	88	77	91	88
Total	75	72	66	64	67	63	63	56	70

(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 tables 3.7 and 3.8 for hospitals in peer groups A and B only.

Note: See boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. Additional information by peer group for states and territories is available in Table S5.6 at the end of this chapter.

In 2009–10, 50% of all *Emergency presentations* were attended by a medical officer or nurse within 23 minutes and 90% were attended within 115 minutes. There was marked variation between states and territories in these waiting time measures. The median varied from 20 minutes in New South Wales to 38 minutes for the Northern Territory (Figure 5.5). The 90th percentile varied from 107 minutes in New South Wales to 168 minutes in the Australian Capital Territory.



Additional information by peer group for states and territories is available in Table S2.14 of *AHS: EDES* (AIHW 2010c).

How long did patients stay?

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.

These 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*. For more detailed information, see Box 5.3.

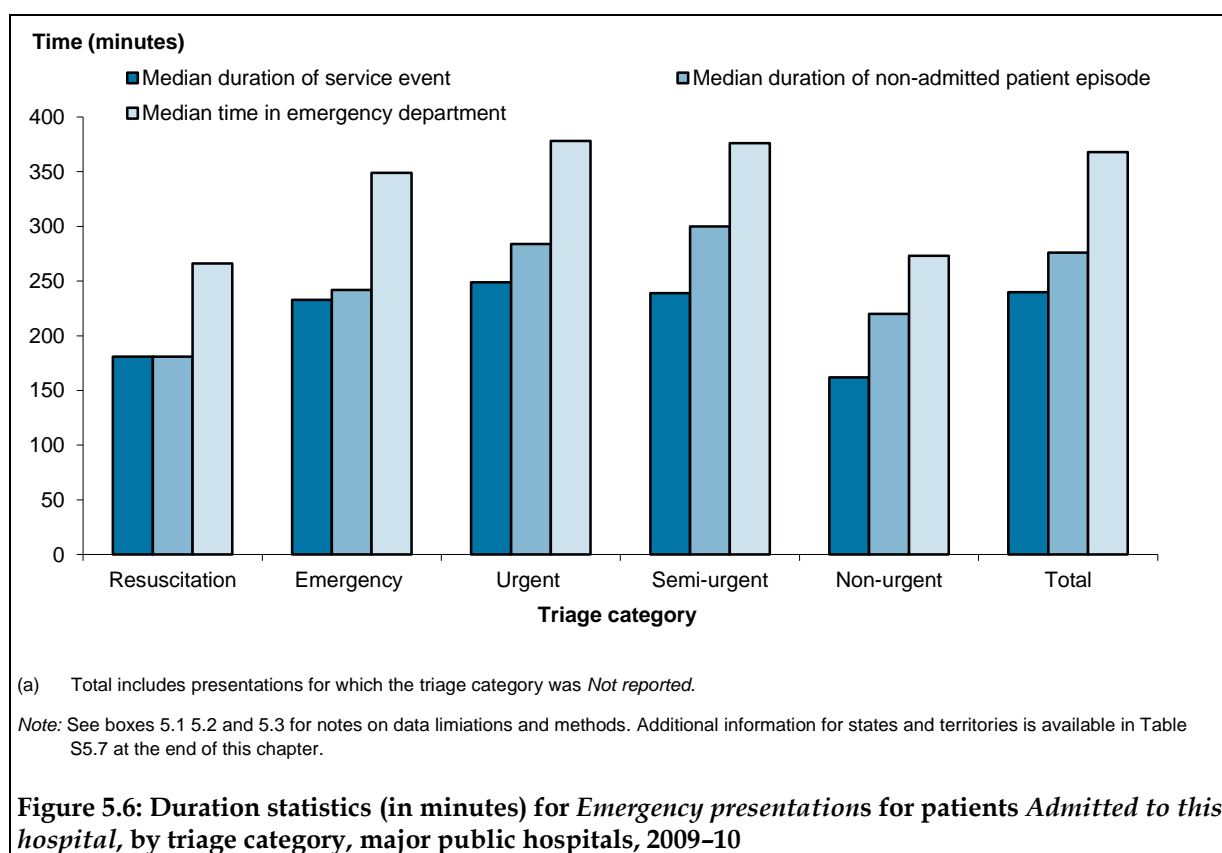
The timing and duration of emergency department activity are affected by whether or not the patient presenting to the emergency department is subsequently admitted to the same hospital. As a result, summary length of presentation statistics are presented separately for patients subsequently admitted to hospital (those with an episode end status of *Admitted to*

this hospital, Figure 5.6) and for patients not subsequently admitted to hospital (including those referred to another hospital, Figure 5.7).

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

Patients subsequently admitted to the same hospital

Overall, for patients with an episode end status of *Admitted to this hospital*, the median duration of service event was 4 hours (240 minutes) and the median duration of non-admitted patient episode was 4 hours and 36 minutes (276 minutes) (Figure 5.6).

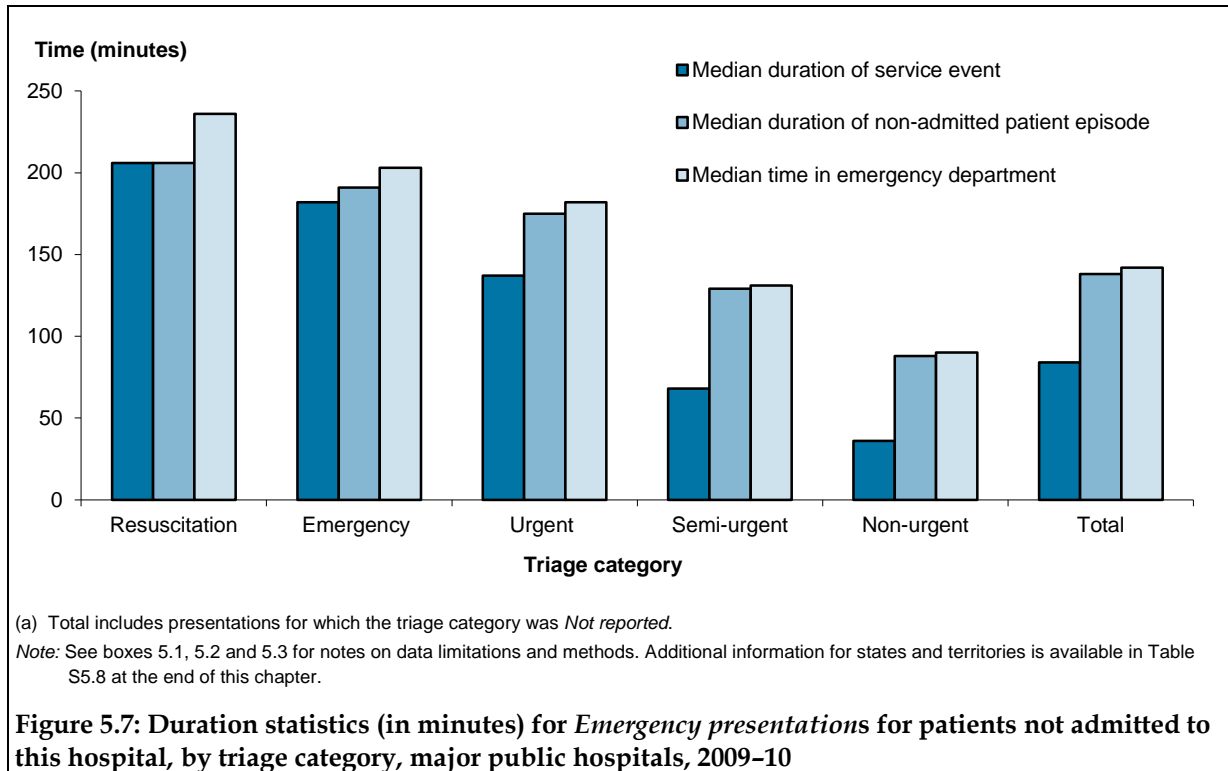


The presentation length statistics varied by triage category. For *Resuscitation* patients, the median duration of non-admitted patient episode was generally the same as the median duration of the service event, which reflects the short waiting times for these patients. *Non-urgent* patients who were *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 patients who did not have an episode end status of *Admitted to this hospital*. Overall, the median duration of the service event was 1 hour and 24 minutes (84 minutes) and the median duration of the non-admitted patient episode was 2 hours and 18 minutes (138 minutes).

The presentation length statistics varied by triage category, decreasing with the urgency of the triage category. For example, the median duration of service event for *Resuscitation* patients was 3 hours and 26 minutes and for *Non-urgent* patients it was 36 minutes. As for patients who were *Admitted to this hospital*, the median duration of non-admitted patient episode for *Resuscitation* patients 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

Information about episode end status is published in Table S5.8 at the end of this chapter and in Table 2.11 of *AHS: EDES* (AIHW 2010c).

For 2009–10, the majority of presentations reported an episode end status of *Departed without being admitted or referred to another hospital*. 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 this hospital*.

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

Tasmania had the highest proportion of presentations with an episode end status of *Departed without being admitted or referred to another hospital*. Western Australia had the lowest overall proportion of presentations where the patient *Did not wait*.

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. Information on *Emergency presentations* with an episode end status of *Admitted to this hospital*, by triage category, is published in Table S5.8, and in Table 2.13 of *AHS: EDES* (AIHW 2010c).

Nationally, 27% 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* patients with an episode end status of *Admitted to this hospital*.

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 that accompany this report online at <www.aihw.gov.au/hospitals/>.

Supplementary tables

Box 5.5: Methods—Chapter 5 Supplementary tables

Tables S5.1

- (a) 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.

Tables 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*.

Tables S5.6 and S5.7

- (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.
- (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 S5.1: Non-admitted patient emergency department presentations, by public hospital peer group, states and territories, 2009–10

	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	29	20	18	7	5	2	1	2	84
Presentations reported with episode-level data	1,271,306	975,704	887,183	336,554	285,442	89,902	57,487	97,394	4,000,972
Estimated proportion of presentations with episode-level data (%) ^(a)	100	100	100	100	100	100	100	100	100
Large hospitals									
Hospitals reporting emergency department episode-level data	16	13	4	4	2	1	1	0	41
Presentations reported with episode-level data	423,408	357,038	150,491	135,339	41,035	25,958	49,327	..	1,182,596
Estimated proportion of presentations with episode-level data (%) ^(a)	100	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	39	7	4	5	1	1	0	3	60
Presentations reported with episode-level data	341,069	100,003	96,418	128,720	47,223	25,770	..	35,189	774,392
Estimated proportion of presentations with episode-level data (%) ^(a)	46	39	18	37	21	59	..	100	35
Total									
Hospitals reporting emergency department episode-level data	84	39	26	16	8	4	2	5	184
Presentations reported with episode-level data	2,035,783	1,432,745	1,134,092	600,613	373,700	141,630	106,814	132,583	5,957,960
Estimated proportion of presentations with episode-level data (%) ^(a)	83	90	72	73	68	89	100	100	81

(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.

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

Abbreviation: ..—not applicable.

Table S5.2: Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by triage category and public hospital peer group, Australia, 2005–06 to 2009–10

Triage category and peer group	2005–06	2006–07	2007–08	2008–09	2009–10
Coverage of episode-level data for hospitals in peer groups A and B					
Hospitals reporting emergency department episode-level data	118	119	124	122	125
Presentations reported with waiting times data	4,312,108	4,607,684	4,895,446	4,916,995	5,183,568
Estimated proportion of occasions with waiting times data (%) ^(b)	100	100	100	100	100
Principal referral and specialist women's and children's hospitals					
Hospitals reporting emergency department episode-level data	77	81	81	83	84
Presentations reported with waiting times data	3,202,097	3,526,341	3,648,559	3,801,547	4,000,972
Estimated proportion of occasions of service with waiting times data (%) ^(b)	100	100	100	100	100
Proportion by triage category (%)					
Resuscitation	<1	<1	<1	<1	<1
Emergency	9	10	10	10	11
Urgent	35	35	35	35	35
Semi-urgent	45	45	44	44	43
Non-urgent	10	10	10	10	10
<i>Total</i> ^(c)	100	100	100	100	100
Proportion seen on time (%)^(d)					
Resuscitation	100	99	100	100	100
Emergency	75	76	74	75	77
Urgent	60	63	60	61	62
Semi-urgent	61	63	62	63	64
Non-urgent	86	86	85	86	86
<i>Total</i> ^(c)	65	66	65	66	67
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	6	5	6	6	5
Urgent	23	22	24	23	22
Semi-urgent	43	41	42	41	39
Non-urgent	33	33	34	34	33
<i>Total</i> ^(c)	27	25	26	25	24

(continued)

Table S5.2: (continued) Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by triage category and public hospital peer group, Australia, 2005–06 to 2009–10

Triage category and peer group	2005–06	2006–07	2007–08	2008–09	2009–10
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	24	22	24	23	21
Urgent	101	96	107	103	98
Semi-urgent	163	158	161	157	151
Non-urgent	144	142	146	145	144
<i>Total</i> ^(c)	132	127	132	128	122
Proportion ending in admission (%) ^{(e)(f)}					
Resuscitation	83	82	81	82	81
Emergency	67	64	64	64	64
Urgent	46	44	44	43	43
Semi-urgent	19	19	18	18	18
Non-urgent	6	6	6	6	6
<i>Total</i> ^(c)	32	31	31	31	31
Large hospitals					
Hospitals reporting emergency department episode-level data	41	38	43	39	41
Presentations reported with waiting times data	1,110,011	1,081,343	1,246,887	1,115,448	1,182,596
Estimated proportion of occasions of service with waiting times data (%) ^(b)	100	100	100	100	100
Proportion by triage category (%)					
Resuscitation	<1	<1	<1	<1	<1
Emergency	6	6	6	6	7
Urgent	27	27	27	28	28
Semi-urgent	48	48	49	48	48
Non-urgent	18	19	19	18	16
<i>Total</i> ^(c)	100	100	100	100	100
Proportion seen on time (%) ^(d)					
Resuscitation	99	99	99	99	99
Emergency	80	82	81	82	80
Urgent	70	70	70	72	72
Semi-urgent	69	69	69	71	71
Non-urgent	87	87	86	86	85
<i>Total</i>	73	73	73	74	74

(continued)

Table S5.2: (continued) Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by triage category and public hospital peer group, Australia, 2005–06 to 2009–10

Triage category and peer group	2005–06	2006–07	2007–08	2008–09	2009–10
Large hospitals (continued)					
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	19	18	18	17	18
Urgent	72	74	73	71	71
Semi-urgent	134	132	133	126	124
Non-urgent	140	142	146	145	148
<i>Total</i>	115	116	117	111	110
Proportion ending in admission (%) ^{(b)(f)}					
Resuscitation	67	66	64	65	63
Emergency	57	57	55	54	52
Urgent	38	37	35	36	35
Semi-urgent	14	13	13	14	13
Non-urgent	3	3	3	3	3
<i>Total</i>	22	21	20	21	21
All hospitals^(g)					
Hospitals reporting emergency department episode-level data	153	164	165	184	184
Presentations reported with waiting times data	4,914,896	5,287,451	5,537,196	5,742,140	5,957,960
Estimated proportion of occasions of service with waiting times data (%) ^{(c)(d)}	78	78	78	80	81
Proportion by triage category (%)					
Resuscitation	<1	<1	<1	<1	<1
Emergency	8	8	8	9	9
Urgent	31	31	31	32	32
Semi-urgent	46	46	46	45	45
Non-urgent	14	13	13	13	13
Total	100	100	100	100	100
Proportion seen on time (%) ^(e)					
Resuscitation	99	99	100	100	100
Emergency	77	78	76	77	78
Urgent	64	65	63	64	65
Semi-urgent	65	66	66	67	68
Non-urgent	87	88	87	88	88
Total	69	70	69	70	70

(continued)

Table S5.2: (continued) Non-admitted patient emergency department *Emergency presentation*^(a) statistics, by triage category and public hospital peer group, Australia, 2005–06 to 2009–10

Triage category and peer group	2005–06	2006–07	2007–08	2008–09	2009–10
All hospitals (continued)					
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	5	5	6	5	5
Urgent	21	20	21	21	20
Semi-urgent	37	36	36	35	35
Non-urgent	29	28	28	28	28
Total ^(c)	24	24	24	23	23
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	23	21	23	22	20
Urgent	93	90	97	93	90
Semi-urgent	149	146	148	143	139
Non-urgent	136	133	137	134	134
Total ^(c)	123	120	124	119	115
Proportion ending in admission (%) ^{(e)(f)}					
Resuscitation	80	79	78	79	78
Emergency	64	62	61	61	61
Urgent	43	42	41	40	40
Semi-urgent	17	16	16	16	16
Non-urgent	5	5	4	5	5
Total ^(c)	28	27	27	27	27

Note: 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, major public hospitals, states and territories, 2009–10

Sex	Age group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Males										
	0–4	141,667	92,704	79,079	45,657	24,735	7,505	6,672	8,342	406,361
	5–14	118,997	78,720	68,233	37,566	19,834	7,529	5,619	6,424	342,922
	15–24	151,782	103,370	96,109	48,473	26,206	12,362	9,373	10,359	458,034
	25–34	129,856	90,703	82,008	40,273	22,396	9,553	7,906	11,491	394,186
	35–44	120,184	84,580	71,215	35,542	20,736	8,676	6,161	11,616	358,710
	45–54	107,366	74,279	59,147	29,894	18,361	7,993	5,463	9,440	311,943
	55–64	95,454	66,063	49,013	25,149	16,346	7,130	4,830	6,481	270,466
	65–74	82,408	56,575	40,102	20,263	13,654	6,033	3,548	3,681	226,264
	75–84	76,329	52,893	32,143	17,931	14,683	4,883	2,891	1,497	203,250
	85 and over	34,428	21,911	12,388	7,775	7,397	1,781	1,378	259	87,317
	<i>Total</i> ^(a)	<i>1,058,617</i>	<i>721,799</i>	<i>589,437</i>	<i>308,523</i>	<i>184,348</i>	<i>73,461</i>	<i>53,842</i>	<i>69,599</i>	<i>3,059,626</i>
Females										
	0–4	109,575	71,154	62,435	36,466	19,077	6,000	5,032	6,517	316,256
	5–14	89,064	60,641	52,517	29,408	16,099	6,158	4,514	5,264	263,665
	15–24	145,484	106,065	97,933	48,540	29,448	12,297	9,590	10,768	460,125
	25–34	129,331	112,887	81,164	42,924	30,316	8,907	8,644	11,809	425,982
	35–44	109,003	87,393	66,739	34,577	22,544	8,014	6,384	11,348	346,002
	45–54	96,465	68,724	55,571	28,421	17,332	7,450	5,305	8,288	287,556
	55–64	83,814	59,167	42,713	22,044	14,300	6,272	4,583	5,157	238,050
	65–74	72,451	50,483	33,726	17,654	12,383	5,172	3,293	2,358	197,520
	75–84	83,113	56,481	31,449	18,715	16,047	4,858	3,302	1,064	215,029
	85 and over	58,555	37,949	20,342	13,311	11,802	3,026	2,323	409	147,717
	<i>Total</i> ^(a)	<i>976,917</i>	<i>710,945</i>	<i>544,589</i>	<i>292,060</i>	<i>189,348</i>	<i>68,160</i>	<i>52,971</i>	<i>62,984</i>	<i>2,897,974</i>
Persons^(b)										
	0–4	251,256	163,858	141,524	82,124	43,812	13,505	11,704	14,859	722,642
	5–14	208,072	139,361	120,756	66,977	35,934	13,688	10,133	11,688	606,609
	15–24	297,296	209,435	194,050	97,016	55,656	24,659	18,963	21,127	918,202
	25–34	259,231	203,590	163,183	83,197	52,713	18,461	16,551	23,300	820,226
	35–44	229,223	171,973	137,970	70,128	43,280	16,691	12,545	22,964	704,774
	45–54	203,859	143,004	114,723	58,318	35,693	15,444	10,768	17,728	599,537
	55–64	179,292	125,230	91,728	47,199	30,646	13,403	9,413	11,638	508,549
	65–74	154,877	107,058	73,829	37,921	26,037	11,207	6,841	6,039	423,809
	75–84	159,455	109,374	63,593	36,647	30,730	9,741	6,193	2,561	418,294
	85 and over	93,003	59,860	32,736	21,086	19,199	4,807	3,701	668	235,060
	Total^{(a)(b)}	2,035,783	1,432,745	1,134,092	600,613	373,700	141,630	106,814	132,583	5,957,960

(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*.

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

Table S5.4: Non-admitted patient emergency department presentations, by triage category and arrival mode, major public hospitals, states and territories, 2009–10

Triage category and arrival mode	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation									
Ambulance, air ambulance or helicopter rescue service	10,240	7,752	8,011	4,249	3,717	737	448	589	35,743
Police/correctional services vehicle	90	134	74	40	9	3	1	9	360
Other ^(a)	1,835	1,371	1,055	676	590	74	68	188	5,857
Not stated/unknown	66	0	0	0	0	4	0	0	70
<i>Total</i>	<i>12,231</i>	<i>9,257</i>	<i>9,140</i>	<i>4,965</i>	<i>4,316</i>	<i>818</i>	<i>517</i>	<i>786</i>	<i>42,030</i>
Emergency									
Ambulance, air ambulance or helicopter rescue service	80,103	55,721	59,762	25,987	21,458	5,890	4,025	3,889	256,835
Police/correctional services vehicle	2,323	1,461	1,907	733	118	266	343	223	7,374
Other ^(a)	84,062	63,892	51,857	39,189	21,421	4,490	5,499	5,121	275,531
Not stated/unknown	215	0	0	29	4	61	4	0	313
<i>Total</i>	<i>166,703</i>	<i>121,074</i>	<i>113,526</i>	<i>65,938</i>	<i>43,001</i>	<i>10,707</i>	<i>9,871</i>	<i>9,233</i>	<i>540,053</i>
Urgent									
Ambulance, air ambulance or helicopter rescue service	209,128	148,953	163,273	47,599	48,634	17,441	10,164	9,639	654,831
Police/correctional services vehicle	10,808	3,753	4,273	2,509	1,056	848	502	879	24,628
Other ^(a)	384,954	277,795	283,001	135,380	84,358	30,204	22,696	26,026	1,244,414
Not stated/unknown	365	0	0	126	9	179	10	0	689
<i>Total</i>	<i>605,255</i>	<i>430,501</i>	<i>450,547</i>	<i>185,614</i>	<i>134,057</i>	<i>48,672</i>	<i>33,372</i>	<i>36,544</i>	<i>1,924,562</i>
Semi-urgent									
Ambulance, air ambulance or helicopter rescue service	173,202	96,444	73,856	27,792	23,601	9,170	6,014	7,765	417,844
Police/correctional services vehicle	6,549	1,460	2,162	2,075	611	575	309	1,789	15,530
Other ^(a)	723,866	570,602	394,729	269,766	139,003	55,911	42,439	60,876	2,257,192
Not stated/unknown	186	1	0	312	9	167	4	0	679
<i>Total</i>	<i>903,803</i>	<i>668,507</i>	<i>470,747</i>	<i>299,945</i>	<i>163,224</i>	<i>65,823</i>	<i>48,766</i>	<i>70,430</i>	<i>2,691,245</i>

(continued)

Table S5.4 (continued): Non-admitted patient emergency department presentations, by triage category and arrival mode, major public hospitals, states and territories, 2009–10

Triage category and arrival mode	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Non-urgent									
Ambulance, air ambulance or helicopter rescue service	19,647	4,799	3,580	923	1,765	383	379	542	32,018
Police/correctional services vehicle	2,493	261	785	357	282	406	62	522	5,168
Other ^(a)	322,138	195,954	85,767	42,761	27,045	14,398	13,845	14,526	716,434
Not stated/unknown	46	0	0	90	10	30	2	0	178
<i>Total</i>	<i>344,324</i>	<i>201,014</i>	<i>90,132</i>	<i>44,131</i>	<i>29,102</i>	<i>15,217</i>	<i>14,288</i>	<i>15,590</i>	<i>753,798</i>
Total^(b)									
Ambulance, air ambulance or helicopter rescue service	492,713	313,738	308,482	106,552	99,175	34,014	21,030	22,424	1,398,128
Police/correctional services vehicle	22,375	7,075	9,201	5,714	2,076	2,098	1,217	3,422	53,178
Other ^(a)	1,519,298	1,111,931	816,409	487,790	272,417	105,077	84,547	106,737	4,504,206
Not stated/unknown	1,397	1	0	557	32	441	20	0	2,448
Total^(b)	2,035,783	1,432,745	1,134,092	600,613	373,700	141,630	106,814	132,583	5,957,960

(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*.

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

Table S5.5: Non-admitted patient emergency department presentations, by type of visit and public hospital peer group, states and territories, 2009–10

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	1,252,298	960,610	872,868	330,516	281,589	88,501	57,482	95,692	3,939,556
Return visit, planned	14,223	12,676	10,635	5,351	2,585	1,401	0	1,660	48,531
Pre-arranged admission	2,063	340	3,286	356	502	0	4	0	6,551
Patient in transit	26	195	305	0	0	0	1	3	530
Dead on arrival	2,058	1,694	89	0	0	39	3,880
Not reported	638	189	0	331	766	0	0	0	1,924
<i>Total</i>	<i>1,271,306</i>	<i>975,704</i>	<i>887,183</i>	<i>336,554</i>	<i>285,442</i>	<i>89,902</i>	<i>57,487</i>	<i>97,394</i>	<i>4,000,972</i>
Large hospitals									
Emergency presentation	412,880	336,733	142,345	134,494	6,476	25,957	48,838	0	1,108,723
Return visit, planned	8,870	18,841	7,854	813	27	0	436	0	36,841
Pre-arranged admission	338	896	266	21	185	0	2	0	1,758
Patient in transit	8	48	20	0	0	0	20	0	9,61
Dead on arrival	214	432	6	1	31	0	68,42
Not reported	98	38	0	11	34,347	0	0	0	34,494
<i>Total</i>	<i>423,408</i>	<i>357,038</i>	<i>150,491</i>	<i>135,339</i>	<i>41,035</i>	<i>25,958</i>	<i>49,327</i>	<i>0</i>	<i>1,182,596</i>
Other hospitals									
Emergency presentation	322,556	95,180	90,344	128,149	45,597	25,766	0	31,313	738,905
Return visit, planned	17,852	4,339	5,884	557	1,549	0	0	3,860	34,041
Pre-arranged admission	366	209	108	13	10	0	0	0	706
Patient in transit	20	4	40	0	0	0	0	11	75
Dead on arrival	200	267	42	4	0	1	51,45
Not reported	75	4	0	1	67	0	0	4	151
<i>Total</i>	<i>341,069</i>	<i>100,003</i>	<i>96,418</i>	<i>128,720</i>	<i>47,223</i>	<i>25,770</i>	<i>0</i>	<i>35,189</i>	<i>774,392</i>
Total									
Emergency presentation	1,988,734	1,392,523	1,105,557	593,159	333,662	140,224	106,320	127,005	5,787,184
Return visit, planned	40,945	35,856	24,373	6,721	4,161	1,401	436	5,520	119,413
Pre-arranged admission	2,767	1,495	3,660	390	697	0	6	0	9,015
Patient in transit	54	247	365	0	0	0	21	14	701
Dead on arrival	2,472	2,393	137	5	31	40	5,078
Not reported	811	231	0	343	35,180	0	0	4	36,569
Total presentations reported at episode-level	2,035,783	1,432,745	1,134,092	600,613	373,700	141,630	106,814	132,583	5,957,960

(a) For Western Australia patients who are *Dead on arrival* are only occasionally managed and reported by emergency departments.

(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

Note: See boxes 5.1, 5.2 and 5.3 for notes on data limitations and methods. Abbreviation: .. —not applicable.

Table S5.6 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, major public hospitals, states and territories, 2009–10

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Resuscitation									
Median duration of non-admitted patient episode ^(b)	3:17	5:04	2:26	1:30	1:53	4:09	2:06	1:42	3:01
Median duration of service event ^(c)	3:17	5:04	2:26	1:29	1:53	4:09	2:06	1:42	3:01
Median time in emergency department ^{(d)(e)}	4:21	5:06	4:26	3:48	3:55	4:09	3:55	4:13	4:26
Emergency									
Median duration of non-admitted patient episode ^(b)	4:33	5:29	3:20	2:15	2:22	5:39	3:43	1:57	4:02
Median duration of service event ^(c)	4:25	5:21	3:11	2:06	2:14	5:29	3:36	1:44	3:53
Median time in emergency department ^{(d)(e)}	5:54	5:30	6:05	5:33	5:46	5:39	7:50	7:02	5:49
Urgent									
Median duration of non-admitted patient episode ^(b)	5:21	5:50	3:56	2:44	2:58	6:40	4:56	2:27	4:44
Median duration of service event ^(c)	4:48	5:20	3:17	2:04	2:21	5:46	4:01	1:40	4:09
Median time in emergency department ^{(d)(e)}	6:30	5:51	6:43	5:35	6:19	6:40	9:10	6:49	6:18
Semi-urgent									
Median duration of non-admitted patient episode ^(b)	5:36	5:47	3:54	2:56	3:28	6:27	5:24	2:45	5:00
Median duration of service event ^(c)	4:40	4:49	2:46	1:53	2:18	5:10	3:29	1:13	3:59
Median time in emergency department ^{(d)(e)}	6:36	5:49	6:31	5:35	6:32	6:27	10:02	5:59	6:16
Non-urgent									
Median duration of non-admitted patient episode ^(b)	4:13	4:02	2:26	2:12	1:53	4:27	3:38	1:47	3:40
Median duration of service event ^(c)	3:15	3:03	1:30	1:20	0:47	3:21	1:52	1:03	2:42
Median time in emergency department ^{(d)(e)}	5:05	4:02	4:17	3:42	3:21	4:27	6:38	2:02	4:33
Total									
Median duration of non-admitted patient episode ^(b)	5:11	5:43	3:44	2:36	2:54	6:19	4:41	2:24	4:36
Median duration of service event ^(c)	4:37	5:09	3:08	2:00	2:15	5:30	3:43	1:33	4:00
Median time in emergency department ^{(d)(e)}	6:20	5:44	6:27	5:31	6:07	6:19	8:52	6:26	6:08

Note: 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 other than *Admitted to this hospital*, by triage category, major public hospitals, states and territories, 2009–10

Triage category	NSW	Vic	Qld	WA	SA	Tas^(c)	ACT	NT	Total
Resuscitation									
Median duration of non-admitted patient episode ^(b)	3:26	3:10	3:27	3:50	3:34	3:28	2:08	3:20	3:26
Median duration of service event ^(c)	3:26	3:10	3:27	3:50	3:34	3:28	2:08	3:20	3:26
Median time in emergency department ^(d)	3:54	3:13	4:26	3:50	4:07	3:28	2:59	3:20	3:56
Emergency									
Median duration of non-admitted patient episode ^(b)	3:32	2:53	3:03	3:08	3:05	3:55	3:28	3:30	3:11
Median duration of service event ^(c)	3:23	2:44	2:52	2:57	2:57	3:43	3:18	3:18	3:02
Median time in emergency department ^(d)	3:45	2:54	3:31	3:08	3:21	3:55	3:54	3:30	3:23
Urgent									
Median duration of non-admitted patient episode ^(b)	3:05	2:48	2:49	2:38	3:19	3:17	3:24	3:03	2:55
Median duration of service event ^(c)	2:31	2:15	2:07	1:55	2:40	2:20	2:36	2:10	2:17
Median time in emergency department ^(d)	3:13	2:49	3:02	2:38	3:27	3:17	3:41	3:03	3:02
Semi-urgent									
Median duration of non-admitted patient episode ^(b)	2:15	2:09	2:02	1:52	2:33	2:02	2:43	2:17	2:09
Median duration of service event ^(c)	1:20	1:08	1:01	0:55	1:28	0:58	1:20	0:58	1:08
Median time in emergency department ^(d)	2:20	2:09	2:07	1:52	2:35	2:02	2:50	2:17	2:11
Non-urgent									
Median duration of non-admitted patient episode ^(b)	1:34	1:27	1:16	1:18	1:49	1:12	1:58	1:08	1:28
Median duration of service event ^(c)	0:43	0:30	0:30	0:35	0:48	0:30	0:39	0:30	0:36
Median time in emergency department ^(d)	1:37	1:27	1:19	1:18	1:49	1:12	2:01	1:08	1:30
Total									
Median duration of non-admitted patient episode ^(b)	2:22	2:12	2:18	2:05	2:44	2:20	2:48	2:20	2:18
Median duration of service event ^(c)	1:32	1:15	1:24	1:11	1:50	1:17	1:35	1:08	1:24
Median time in emergency department ^(d)	2:28	2:12	2:26	2:05	2:49	2:20	2:58	2:20	2:22

Note: 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 presentations, by triage category and episode end status, major public hospitals, states and territories, 2009–10

Triage category and episode end status	NSW^(a)	Vic	Qld	WA^(b)	SA^(b)	Tas	ACT	NT	Total
Resuscitation									
Admitted to this hospital ^(b)	9,928	8,292	6,346	3,373	3,355	646	373	565	32,878
Departed without being admitted or referred ^(c)	1,289	666	1,565	510	515	36	60	164	4,805
Referred to another hospital for admission	827	136	631	619	285	34	23	0	2,555
Did not wait ^(d)	8	0	10	1	0	0	2	0	21
Left at own risk ^(e)	66	55	91	35	20	1	0	5	273
Died in emergency department as a non-admitted patient ^(f)	..	106	470	425	133	95	58	52	1,339
Dead on arrival, not treated in emergency department ^(g)	89	1	27	6	1	0	124
Not reported	24	1	0	2	8	0	0	0	35
<i>Total</i>	<i>12,231</i>	<i>9,257</i>	<i>9,140</i>	<i>4,965</i>	<i>4,316</i>	<i>818</i>	<i>517</i>	<i>786</i>	<i>42,030</i>
Emergency									
Admitted to this hospital ^(b)	103,516	87,816	61,675	32,278	25,185	5,815	5,467	5,671	327,423
Departed without being admitted or referred ^(c)	55,157	31,427	43,868	28,339	14,300	4,575	4,069	3,421	185,156
Referred to another hospital for admission	5,421	803	5,578	4,537	2,975	232	256	20	19,822
Did not wait ^(d)	371	221	278	112	92	10	7	13	1,104
Left at own risk ^(e)	2,053	787	1,929	600	351	48	59	106	5,933
Died in emergency department as a non-admitted patient ^(f)	..	19	194	68	53	25	13	2	374
Dead on arrival, not treated in emergency department ^(g)	4	0	4	0	0	0	8
Not reported	181	1	0	4	45	2	0	0	233
<i>Total</i>	<i>166,703</i>	<i>121,074</i>	<i>113,526</i>	<i>65,938</i>	<i>43,001</i>	<i>10,707</i>	<i>9,871</i>	<i>9,233</i>	<i>540,053</i>
Urgent									
Admitted to this hospital ^(b)	250,892	218,701	143,428	64,351	55,297	15,337	12,831	15,988	776,825
Departed without being admitted or referred ^(c)	317,406	197,369	274,717	111,581	68,650	31,004	18,380	19,188	1,038,295
Referred to another hospital for admission	11,840	1,689	12,131	7,061	5,185	613	818	57	39,394
Did not wait ^(d)	13,319	8,777	13,819	1,285	3,574	1,483	1,136	963	44,356
Left at own risk ^(e)	11,406	3,941	6,319	1,265	1,122	201	197	348	24,799
Died in emergency department as a non-admitted patient ^(f)	..	15	95	51	28	17	10	0	216
Dead on arrival, not treated in emergency department ^(g)	8	0	38	0	0	0	46
Not reported	384	9	0	20	201	17	0	0	631
<i>Total</i>	<i>605,255</i>	<i>430,501</i>	<i>450,547</i>	<i>185,614</i>	<i>134,057</i>	<i>48,672</i>	<i>33,372</i>	<i>36,544</i>	<i>1,924,562</i>

(continued)

Table S5.8 (continued): Non-admitted patient emergency department presentations, by triage category and episode end status, major public hospitals, states and territories, 2009–10

Triage category and episode end status	NSW^(a)	Vic	Qld	WA^(b)	SA^(b)	Tas	ACT	NT	Total
Semi-urgent									
Admitted to this hospital ^(b)	157,333	137,897	49,110	34,385	25,541	6,666	6,312	10,245	427,489
Departed without being admitted or referred ^(c)	653,749	477,941	368,626	254,465	122,276	54,124	35,234	51,212	2,017,627
Referred to another hospital for admission	7,321	1,191	3,888	3,939	2,408	310	380	54	19,491
Did not wait ^(d)	65,162	44,037	41,546	5,842	11,225	4,515	6,586	8,413	187,326
Left at own risk ^(e)	19,720	7,379	7,562	1,196	1,572	182	251	506	38,368
Died in emergency department as a non-admitted patient ^(f)	..	7	12	13	3	4	3	0	42
Dead on arrival, not treated in emergency department ^(g)	20	0	3	1	0	0	24
Not reported	498	55	0	105	199	21	0	0	878
Total	903,803	668,507	470,747	299,945	163,224	65,823	48,766	70,430	2,691,245
Non-urgent									
Admitted to this hospital ^(b)	18,665	8,693	2,795	1,584	2,369	568	374	821	35,869
Departed without being admitted or referred ^(c)	276,421	174,259	74,661	40,397	23,581	13,177	11,272	12,684	626,452
Referred to another hospital for admission	677	125	238	152	174	26	56	26	1,474
Did not wait ^(d)	40,112	16,291	11,337	1,846	2,630	1,423	2,529	1,933	78,101
Left at own risk ^(e)	5,633	1,629	1,012	135	294	13	55	86	8,857
Died in emergency department as a non-admitted patient ^(f)	..	0	4	1	0	0	2	1	8
Dead on arrival, not treated in emergency department ^(g)	2,679	0	85	3	0	39	2,806
Not reported	137	17	0	16	54	7	0	0	231
Total	344,324	201,014	90,132	44,131	29,102	15,217	14,288	15,590	753,798
Total^(f)									
Admitted to this hospital ^(b)	540,426	461,401	263,354	135,985	111,747	29,032	25,357	33,290	1,600,592
Departed without being admitted or referred ^(c)	1,304,570	881,662	763,437	435,295	229,322	102,916	69,015	86,669	3,872,886
Referred to another hospital for admission	26,092	3,944	22,466	16,308	11,027	1,215	1,533	157	82,742
Did not wait ^(d)	121,034	69,326	66,990	9,087	17,521	7,431	10,260	11,322	312,971
Left at own risk ^(e)	38,982	13,791	16,913	3,231	3,359	445	562	1,051	78,334
Died in emergency department as a non-admitted patient ^(f)	..	147	775	560	217	141	86	55	1,981
Dead on arrival, not treated in emergency department ^(g)	2,822	2,391	157	403	1	39	5,813
Not reported	1,857	83	0	147	507	47	0	0	2,641
Total^(f)	2,035,783	1,432,745	1,134,092	600,613	373,700	141,630	106,814	132,583	5,957,960

(a) In New South Wales, presentations that end with the death of the patient in the emergency department had an episode end status of *Admitted to this hospital*

(b) For Western Australia patients who are *Dead on arrival* are only occasionally managed and reported by emergency departments. In South Australia, patients who were *Dead on arrival* are not managed and/or reported by the emergency department.

Note: 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. *Abbreviation:* ..—not applicable.