

# 5 Non-admitted patient care

## Introduction

This chapter presents information on non-admitted patient care services provided by selected public hospitals. It includes detailed patient-level information on public hospital emergency department care and summary data on public hospital outpatient clinic care.

## Emergency department care

This section presents information on public hospital emergency department care for non-admitted patients. The types of data used were:

- Detailed episode-level data for 5,287,451 non-admitted patient emergency department presentations. These records include information on waiting times, triage category and whether the patients were admitted to hospital (tables 5.2 and 5.3). The records also include information on the sex and age of the patient, the type of visit, the patient's mode of arrival, the patient's episode end status, the waiting time until treated, and the total duration of the non-admitted patient episode (tables 5.4 to 5.10).
- Summary information on the total number of accident and emergency occasions of service for all public hospitals (6,741,304 occasions of service) are presented in Table 2.7 and are used in this chapter to estimate the proportion of emergency department occasions of service for which the detailed episode-level data were available (Table 5.1). Occasions of service for which the detailed data were not available occurred mainly in hospitals not required to report to the Non-admitted patient emergency department care (NAPEDC) NMDS (or in hospitals that did not have an emergency department).

Because of differences in the collection, scope and coverage of the sources of data (as detailed below), the statistics in this chapter should be interpreted with reference to the notes on the data collections in this chapter, in Chapter 1 and in Appendix 2.

The detailed information presented for all episode-level records in tables 5.3 to 5.10 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. The proportion of accident and emergency occasions of service for which detailed episode-level data were available was almost 100% for *Principal referral and Specialist women's and children's hospitals* and *Large hospitals* (peer group A and B hospitals), and about 78% for all hospitals (Table 5.1).

## Data sources

### The 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 13* (HDSC 2006).

The scope of this NMDS in 2006–07 was non-admitted patients registered for care in emergency departments in selected 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 2005–06* (AIHW 2007a). The peer group classification was developed for the cost per casemix-adjusted separation analysis based on admitted patient activity. The use of this classification as an interim measure to define the scope of this collection is under review. Data were also provided by some states and territories for hospitals in peer groups other than A and B, as described below.

### **Limitations of the data**

This is the fourth year that these episode-level data on emergency department care have been collected on a national basis and, as certain issues of definition have not been resolved, comparability across jurisdictions may be limited. For example:

- There is variation 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 variation is likely to have significantly affected the comparability of data on the duration of the presentation (tables 5.9 and 5.10). For more detail see *Australian hospital statistics 2003–04* (AIHW 2005a).
- There is also some variation over time in the categorisation of presentations reported as subsequently admitted.

### **National Public Hospital Establishments Database**

Data on accident and emergency occasions of service presented in Chapter 2 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 and patients who did not wait for treatment. For all other states and territories, both emergency presentations and other types of occasions of service (see below) were included, at least for hospitals reporting episode-level data. The waiting times data for 2002–03 presented in Table 5.2 were sourced from the aggregate waiting times data provided by the states and territories as part of the NPHEd.

### **Variations in methods of collection and analysis**

Because of differences over time in the coverage, method of collection and method of analysis for data on waiting times and proportion admitted, these data should be interpreted with caution.

For 2004–05 to 2006–07, all states and territories reported waiting times data as part of the episode-level data. For 2003–04, most states and territories reported waiting times data as part of the episode-level data. The waiting times data for South Australia for 2003–04 included aggregated data for five hospitals that were not in peer group A or B.

For 2002–03, the Emergency Department Waiting Times Data Collection did not include 1 peer group A hospital in New South Wales, and 1 peer group A and 11 peer group B hospitals in Victoria. For 2002–03, Western Australia also provided aggregate data for 74 *Medium* and *Small hospitals*, and South Australia provided data for six *Medium hospitals*. Estimated coverage overall was 71% in 2002–03 (Table 5.2).

The proportion of accident and emergency occasions of service for which detailed episode-level data were available was 78% in 2005–06 and 2006–07, 76% in 2004–05 and 75% in 2003–04.

For the data collected for 2003–04 to 2006–07, the number of patients seen on time was determined as the number of patients in each triage category whose waiting time was less than or equal to the maximum waiting time stated in the National Triage Scale definition. This analysis was restricted to records with a Type of visit of *Emergency presentation* and those for which Type of visit was not reported. In addition, records were excluded if the waiting time was missing, or the patient either did not wait for treatment, or was dead on arrival (see ‘Episode end status’ below). *Resuscitation* patients whose waiting time for treatment was less than or equal to 2 minutes were considered to have been seen on time. For 2003–04, *Resuscitation* patients for South Australia were considered to have been seen on time using a cut-off point of 1 minute.

For 2002–03, the number of patients seen on time was supplied by the states and territories as part of the summary data provided to the NPHED. For those years, the criteria for calculating the proportion of *Resuscitation* patients who were seen on time varied between jurisdictions, with a cut-off point of less than 1 minute for Tasmania and the Northern Territory, less than or equal to 1 minute for Victoria, Queensland, South Australia and the Australian Capital Territory, and less than or equal to 2 minutes for New South Wales and Western Australia.

Hence, data on the proportion of *Resuscitation* patients who were seen on time are not completely comparable between 2002–03 and later years. Also, the data for 2003–04 to 2006–07 will differ from data calculated on state-based criteria for Victoria, Queensland, South Australia, Tasmania, the Australian Capital Territory and the Northern Territory.

The median and 90th percentile waiting times to service delivery were not available in the aggregated data collection for 2002–03.

For 2004–05 to 2006–07, the estimated number of patients subsequently admitted included those presentations for which the Episode end status was reported as *Admitted to this hospital*. For 2003–04, the estimated number of patients subsequently admitted included those presentations for which the Episode end status was reported as *Admitted to this hospital*, except for South Australia, Western Australia and Victoria (for which aggregate data were used). For 2002–03, the estimated proportion of patients subsequently admitted was supplied by the states and territories as part of the aggregate data provided to the NPHED.

## **Triage category and other data elements reported for emergency department care**

Figure 5.1 presents episode-level non-admitted patient emergency department care data on patients who were assigned a triage category of *Semi-urgent* at the time of presentation at the emergency department.

In 2006–07, there were 2,401,205 emergency department presentations with a *Semi-urgent* Triage category:

- they were reported by 81 *Principal referral and Specialist women’s and children’s hospitals*, 38 *Large hospitals* and 45 *Other hospitals*
- almost 51% of presentations were for males
- the most common age group was 15–24 years.
- almost 70% arrived at the emergency department between 8am and 8pm, and the number of arrivals was lowest between 4am and 6am
- about a sixth arrived by ambulance
- about a sixth were subsequently admitted to the same hospital (including admission within the emergency department)
- the median waiting time was 36 minutes, and 90% were seen within 146 minutes
- overall, 66% of these patients were seen within a clinically appropriate time.

The median length of the service episode was 2 hours and 21 minutes, ranging from 1 hour and 24 minutes for patients who presented to an emergency department in a hospital in a peer group other than A or B to 2 hours and 43 minutes for patients who presented to an emergency department in a *Principal referral and Specialist women’s and children’s hospital*.

## Overview

Table 5.1 presents information on the number of emergency department presentations reported to the NNAPEDCD, by hospital peer group and state or territory. Episode-level data were provided for 81 *Principal referral and Specialist women’s and children’s hospitals*, 38 *Large hospitals*, and 45 *Other hospitals* (not classified in peer groups A or B). The table includes estimates of the coverage of the NNAPEDCD, calculated as the proportion of accident and emergency occasions of service reported to the NPHED that were also reported as episode-level data in the NNAPEDCD. This may underestimate the proportion because some accident and emergency occasions of service are for services other than emergency presentations.

For 2006–07, all states and territories were able to provide episode-level data to the NNAPEDCD for all public hospitals in peer groups A and B that have emergency departments (that is 100% of hospitals that were required to report episode-level data). For hospitals in peer groups A and B, the overall coverage was estimated as approximately 100% (Table 5.1). Some states and territories reported fewer accident and emergency occasions of service to the NPHED than the number of emergency department presentations reported to the NNAPEDCD, by peer group. For those states or territories, the coverage for the peer group has been reported as 100%.

Some states and territories also provided episode-level data for public hospitals that were classified peer groups other than A or B, and these data have been included in this chapter. The Northern Territory supplied episode-level data for all public hospitals, New South Wales provided data for 23 *Medium hospitals* and 8 *Small hospitals*, Victoria provided data for 6 *Medium hospitals*, South Australia provided data for 1 *Medium hospital* and Western Australia provided data for 2 *Medium hospitals* and 1 *Small regional hospital* and 1 *Small remote hospital*. The NNAPEDCD provides detailed information on about 78% of all public hospital accident and emergency occasions of service. The proportion for all public hospitals ranged

from 100% for the Australian Capital Territory and the Northern Territory to 64% for Queensland (Table 5.1).

## Waiting times

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'. Waiting times statistics are presented in tables 5.2 and 5.3 by Triage category and hospital peer group. Emergency department waiting times are regarded as indicators of responsiveness of the acute care sector (see Chapter 4).

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.

## Changes from 2002–03 to 2006–07

Table 5.2 presents national emergency department waiting times data by public hospital peer group and triage category for the years 2002–03 to 2006–07. All emergency department presentations are included in this table. However the proportions seen on time, and the median and 90<sup>th</sup> percentile waiting times include only those episodes where the Type of visit (see Table 5.4) was reported as *Emergency presentation*, or was *Not reported* (for all states for 2004–05 and 2005–06, and, for 2006–07, for South Australia only). Because of differences over time in the scope, method of collection and method of analysis, these data should be interpreted with caution.

For 2006–07, the waiting time was missing or invalid for about 9,600 records, and there were over 273,000 records with an Episode end status of *Did not wait* or *Dead on arrival*. These records are included in the counts of emergency department presentations but were excluded from the calculations of the proportions seen on time and the median and 90<sup>th</sup> percentile waiting times presented in tables 5.2 and 5.3. Details of records excluded from waiting times calculations for 2003–04 to 2005–06 are included in previous reports (AIHW 2005a, 2006a, 2007a).

The data for 2002–03 were sourced from the aggregate waiting times data provided by the states and territories as part of the NPHEd. The estimated proportion of emergency presentations for 2002–03 was calculated using the assumption that all occasions of service reported were emergency presentations (for which waiting times are applicable). This assumption was also used for the South Australian and Western Australian waiting times data for 2003–04, as the data for some hospitals were provided without information on the type of visit. Based on these estimates the coverage for hospitals in peer groups A and B increased from 92% in 2002–03 to 100% in 2006–07. Over the same period, the NNAPEDCD

data as a proportion of all public hospital accident and emergency occasions of service increased from 71% to 78%.

In 2006–07, there were over 6.7 million accident and emergency occasions of service reported for public hospitals to the NPHEd (see Table 2.7), and there were almost 5.3 million emergency presentations reported to the NNAPEDCD. Between 2002–03 and 2006–07 the number of emergency presentations reported for hospitals in peer groups A and B rose by almost 31% (6.9% per year). However, this may reflect the inclusion of non-emergency presentation occasions of service for some jurisdictions for the 2003–04 to 2006–07 data that may not have been previously provided. The total number of accident and emergency occasions of service reported to the NPHEd increased by about 15% (3.7% per year) between 2002–03 and 2006–07 (AIHW 2004a).

The proportion of emergency presentations by triage category remained fairly stable between 2002–03 and 2006–07. In 2006–07, approximately 1% of patients who presented at an emergency department were assigned a triage category of *Resuscitation*, 8% were *Emergency*, 32% were *Urgent*, 47% were *Semi-urgent* and 12% were *Non-urgent*.

For the period 2002–03 to 2006–07, for all triage categories combined, the proportion of patients seen on time for all hospitals increased from 66% to 70%. The proportion of *Resuscitation* patients seen on time was fairly stable at 99–100%, and the proportion improved for all other triage categories over the period 2003–04 to 2006–07 (for which the same cut-off points were used for the majority of the data).

The median waiting time to service delivery was 24 minutes for 2006–07 and 2005–06, compared with 25 minutes for both 2003–04 and 2004–05. The median waiting time fell for most triage categories in *Principal referral and Specialist women's and children's hospitals* and was fairly stable across all triage categories and for *Large hospitals*. For 2006–07, 90% of all emergency department patients were attended by a health care professional within 120 minutes, compared with 123 minutes in 2005–06.

The proportion of patients subsequently admitted decreased between 2002–03 and 2006–07 for all triage categories and for all hospitals. The proportion of *Resuscitation* patients subsequently admitted for *Large hospitals* showed a large decrease between the 2002–03 and 2003–04 periods, which may reflect variation over time in the method of calculating this measure. For hospitals other than *Principal referral and Specialist women's and children's hospitals*, a relatively high proportion of patients are reported with an Episode end status of *Referred to another hospital for admission*, and these were not included in the proportion admitted for 2003–04 to 2006–07. Nationally, the proportion of patients subsequently admitted fell from 29% in 2002–03 to 27% in 2006–07.

## **Emergency presentations, states and territories**

Table 5.3 presents the number of emergency department presentations for 2006–07 where the Type of visit (see Table 5.4) was reported as *Emergency presentation* (or was *Not reported* for South Australia) by triage category, public hospital peer group and state or territory. This table also shows the proportions of these visits that were seen on time, subsequently admitted, and the median and 90th percentile waiting times to service delivery. Records with missing or invalid waiting times or with an Episode end status of *Did not wait* or *Dead on arrival* were excluded from the calculation of these measures.

There was some variation among the states and territories in the proportions of patients in each triage category. Overall, New South Wales, Victoria and the Australian Capital Territory had the lowest proportions of *Resuscitation* presentations (0.6%) and South

Australia reported the highest proportion (1.3%). For the *Non-urgent* triage category, Victoria reported the highest proportion (14.9%) followed by New South Wales (14.7%), and South Australia reported the lowest (4.3%).

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.

Overall, for all triage categories, the proportion of patients receiving emergency department care within the required time was 70%, ranging from 54% in the Australian Capital Territory to 76% in New South Wales. Nationally, approximately 99% of *Resuscitation* patients and 78% of *Emergency* patients were seen on time. There was marked variation between states and territories in the median and 90th percentile waiting times to service delivery. For New South Wales, 50% of patients were treated by a medical officer or nurse within 20 minutes, whereas for the Australian Capital Territory 50% of patients were treated within 44 minutes. The length of time by which 90% of patients were treated also varied; from 105 minutes in New South Wales to 162 minutes in the Australian Capital Territory.

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 proportions of patients in each category that were admitted can be used as an indication of the comparability of the triage categorisation.

Nationally, 27% of all presentations were subsequently admitted to the hospital. Victoria had higher proportions of patients subsequently admitted than the national figures in all triage categories, and Western Australia had the lowest proportion of *Resuscitation* patients subsequently admitted.

## Type of emergency department visit

Table 5.4 presents emergency department presentation statistics, by type of visit, hospital peer group and state or territory, reported to the NNAPEDCD for 2006–07. All emergency department presentations are included.

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*, *Return visit, planned*, *Pre-arranged admission*, *Patient in transit* (to another facility) or *Dead on arrival*. Not all states and territories reported presentations for all categories of Type of visit. Tasmania did not report any presentations with a type of *Pre-arranged admission*, or *Patient in transit*, the Northern Territory did not report any presentations with a type of *Pre-arranged admission*, and South Australia did not report any presentations with a type of *Patient in transit* or *Dead on arrival*. Type of visit was *Not reported* for 10% of records from South Australia.

Nationally, 96.6% of presentations were *Emergency presentations*, and 2.4% were reported as *Return visit, planned*. The proportion of presentations by Type of visit varied by hospital peer group and by state or territory. About 98% of presentations were *Emergency presentations* for hospitals in peer group A, compared with about 93% for hospitals in peer group B. The proportion reported as *Emergency presentations* ranged from 99% for the Australian Capital Territory to 88% for South Australia. For the Northern Territory 6% of presentations were reported as *Return visit, planned*.

## Sex and age group

Table 5.5 presents data reported to the NNAPEDCD on the sex and age group of patients who presented to an emergency department. All emergency department presentations are included.

Data on the sex of each patient were reported as male, female, indeterminate or not stated/inadequately described. 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. The 315 records for which the sex of the patient was *Not stated/indeterminate* and the 284 records for which date of birth was not provided are included in the totals of Table 5.5.

Males accounted for 51.9% of emergency department presentations, and there were more presentations for males than females in most groups from 0 to 75 years. Females accounted for more presentations than males for the 25–34 years and age groups 75 years and over. The most common age groups reported for emergency department presentations were 15–24 years (15.8%), followed by 25–34 years (14.3%) and 0–4 years (12.1%).

## Aboriginal and Torres Strait Islander people

Table 5.6 presents Indigenous status data by state and territory of the hospital. All emergency department presentations are included.

The data on Indigenous status were supplied by all states and territories according to the *National health data dictionary* definition. As the coverage of this data collection is largely public hospitals which were classified in peer groups A and B, most of the data relates to hospitals within major cities. Consequently, the coverage may not include areas where the proportion of *Indigenous Australians* (compared with *Other Australians*) may be higher than average. Therefore these data may not be indicative of the rate of use of emergency department services by Indigenous people nationally.

Nationally, 4.3% of all patients presenting to an emergency department had an Indigenous status of *Aboriginal and/or Torres Strait Islander*. The Northern Territory had the highest proportion of emergency department presentations involving *Indigenous Australians* (41.3%), and Victoria recorded the lowest proportion (1.1%).

## Quality of Indigenous status data

The quality of the data provided for Indigenous status in 2006–07 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.

The New South Wales Health Department (NSW Health) undertook a review of the quality of Indigenous identification in emergency department data in 2007. NSW Health found that 3.6% of emergency department patients were identified as Indigenous (Aboriginal, Torres Strait Islander, or both), indicating a reasonably complete data collection on Indigenous status. NSW Health considers that Indigenous status identification in its emergency department data is acceptable.

For Victoria, the quality of Indigenous status data is improving but is less accurate than that of admitted patients in public hospitals.



Queensland Health noted that for 2006–07 Indigenous status was not reported in 1.8% of cases. This is an improvement on the 2.1% of non-reported cases that existed in 2005–06 data. Efforts will continue to be made to ensure that reporting of Indigenous status is as complete and accurate as possible.

Western Australia reported that the quality of the emergency department Indigenous status data is considered to be acceptable, and to be more reliable in rural and remote areas.

The South Australian Department of Health reported that the quality of Indigenous status data is higher for admitted patients than non-admitted emergency department patients, as evidenced by the high proportion of episodes for which Indigenous status was *Not reported* (Table 5.6). However there has been an improvement in data quality. In 2006–07 Indigenous status was not reported in 6.5% of emergency department presentations, compared with 17.7% in the previous year.

The Tasmanian Department of Health and Human Services reports that the quality of Indigenous status data has improved in 2006–07 and the number of separations where Indigenous status is not stated has improved in both sectors. The department is continuing to monitor and improve the coverage and quality of Indigenous data in both the public and private sectors, through education and auditing.

The Australian Capital Territory Health Department (ACT Health) noted that the level of reporting of Indigenous status for 2006–07 appeared to be on a par with reporting to 2005–06. It is understood that Indigenous status continues to be under-reported.

The Northern Territory Department of Health and Community Services reported that the quality of its 2006–07 Indigenous status data is considered to be acceptable. The department retains historical reporting of Indigenous status and individual client systems receive a report of individuals who have reported their Indigenous status as Aboriginal on one occasion and as Torres Strait Islander on another for follow up. All management and statistical reporting, however, is based on a person's most recently reported Indigenous status.

## **Arrival mode—transport**

Table 5.7 presents data on the arrival mode of the patient by triage category and by state and territory. All emergency department presentations are included.

The data element Emergency department arrival mode — transport could be reported as *Ambulance, air ambulance or helicopter rescue service, Police/correctional services vehicle* or *Other*. The category *Other* includes patients who walked to the emergency department, or who came by private transport, public transport, community transport or taxi. For 2006–07, arrival mode was *Not state/Unknown* for almost 6% of Northern Territory presentations (Table 5.7).

The majority of patients who presented at an emergency department reported an arrival mode of *Other* (76.2%) (Table 5.7). However, there was variation in arrival mode by triage category. For the arrival mode *Ambulance, air ambulance or helicopter rescue service*, the proportion varied from 84.5% for *Resuscitation* patients to 4.2% for *Non-urgent* patients.

Queensland reported the highest overall proportion of presentations with an arrival mode of *Ambulance, air ambulance or helicopter rescue service* (27.6%), and the Australian Capital Territory had the highest overall proportion of presentations with an arrival mode of *Other* (82.3%) (Table 5.7).

There was also variation by triage category in the proportion arriving by ambulance among jurisdictions. For *Resuscitation* patients, Tasmania reported the highest proportion arriving by ambulance (90.4%) and New South Wales reported the lowest (81.5%). Tasmania and Queensland reported the highest proportions arriving by ambulance for *Emergency* patients (55.7% and 55.4%, respectively), while the Australian Capital Territory reported the lowest (36.4%).

## Episode end status

Table 5.8 presents data on the Episode end status (formerly called Departure status) of the patient, by triage category and state and territory. All emergency department presentations are included. There is some variation among states and territories in the use of the categories for Episode end status.

For 2006–07, the majority of patients reported an Episode end status of *Non-admitted patient emergency department service episode completed – departed without being admitted or referred to another hospital* (65.2%) (Table 5.8). However, this proportion varied markedly by triage category, ranging from 10.5% of *Resuscitation* patients to 84.1% of *Non-urgent* patients. Overall, 5.2% of emergency department presentations *Did not wait to be attended by a health care professional*. The proportion that *Did not wait* also varied by triage category, ranging from 0% for *Resuscitation* patients to 9.5% for *Non-urgent* patients.

Western Australia had the highest proportion of presentations with an Episode end status of *Non-admitted patient emergency department service episode completed – departed without being admitted or referred to another hospital* (72.5%) and the lowest overall proportion of patients who did not wait (2.1%). For *Resuscitation* patients, Western Australia had the highest proportion of patients referred to another hospital for admission (13.6%). Victoria had the highest overall proportion of presentations for which the patient was either admitted to the same hospital or referred to another hospital for admission (32.4%) (Table 5.8).

## Length of non-admitted patient episode

Tables 5.9 and 5.10 present summary length of presentation statistics by triage category and state and territory, including the median duration of non-admitted patient episode, the median duration of the service event, and the median total time in the emergency department, for the NNAPEDCD. Presentations are included in this table if the Type of visit was reported as *Emergency presentation*, or was *Not reported* (for South Australia only). Records were excluded where the waiting time was missing or invalid or the Episode end status was reported as *Did not wait*, *Left at own risk* or *Dead on arrival*.

The duration of the non-admitted patient episode is measured from the time of presentation to the conclusion of the non-admitted component of the presentation, and therefore includes waiting time. The duration of the service event represents a measure of the amount of time during which the patient receives service (is treated and/or observed). It is 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 the presentation (episode end). The total time in the emergency department is measured from the time of presentation to the time of physical departure of the patient. These data are presented separately for patients subsequently admitted to the same hospital (Table 5.9) and for other patients (not admitted and including those referred to another hospital) (Table 5.10).

Generally, the durations of non-admitted patient episode for patients subsequently admitted were greater than for patients not subsequently admitted (to the same hospital), indicating that these patients generally required more lengthy treatment (in the emergency department) than other patients. *Resuscitation* was the only triage category for which patients subsequently admitted had shorter durations of service event than for patients not admitted to the same hospital (tables 5.9 and 5.10).

### **Patients subsequently admitted to the same hospital**

Table 5.9 presents summary length of presentation statistics for patients who were subsequently admitted to the same hospital. Extreme caution should be used in interpreting these data as there is some variation between jurisdictions in the recording of the time at which the non-admitted episode is completed and in the recording of the time of admission for patients who were subsequently admitted to hospital. For Victoria, Queensland, Tasmania and the Northern Territory, the conclusion of the non-admitted patient episode is also reported as the time of physical departure for patients admitted to short stay wards within the emergency department.

Overall, the median duration of presentation for patients subsequently admitted was 4 hours and 41 minutes, and the median duration of service event was 4 hours and 5 minutes. The median duration times varied by state and territory and by triage category. For *Resuscitation* patients, the median duration of presentation and the median duration of the service event were both 3 hours and 2 minutes, which reflects the short waiting times for these patients. *Non-urgent* patients who were subsequently admitted had the shortest median duration of the service event at 2 hours and 36 minutes.

The amount of time spent in the emergency department while waiting to be admitted can be indicated by the difference between the median time in emergency department and the median duration of presentation. For the states that reported separate times of physical departure and episode end for patients subsequently admitted, this difference ranged from 5 hours and 37 minutes in the Australian Capital Territory to 1 hour and 24 minutes in New South Wales.

### **Patients not subsequently admitted to the same hospital**

Table 5.10 presents summary length of presentation statistics for patients who were not subsequently admitted to the same hospital. There is some variation between jurisdictions in the recording of the time at which the non-admitted episode is completed, and therefore these data should be used with caution. For patients not subsequently admitted to the same hospital, only New South Wales, South Australia and the Australian Capital Territory reported different times for the end of the episode and physical departure.

Overall, the median duration of presentation for patients not subsequently admitted was 2 hours and 9 minutes, and the median duration of the service event was 1 hour and 13 minutes. The median duration times varied by state and territory and by triage category. The median duration of presentation for *Resuscitation* patients was 3 hours and 9 minutes, ranging from 1 hour and 31 minutes in the Australian Capital Territory to 3 hours and 48 minutes in Queensland.

For the states that reported a separate time of physical departure and episode end, the amount of time spent in the emergency department after the conclusion of service and until physically departing the emergency department increased with the urgency of the triage category.

## Time of presentation

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 5.2 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. Almost three-quarters of emergency department presentations occur between the hours of 8am and 8pm. For the *Semi-urgent* and *Urgent* triage categories, the pattern of use is consistently relatively high during this period. For the *Non-urgent* triage category, the peak time of presentation is between 8am and noon.

Figure 5.3 illustrates the relative distribution of use within each triage category across the 24 hour period. It shows that for the *Resuscitation* triage category, emergency presentations are more evenly distributed throughout the day than for other triage categories, ranging from 2.3% between 5am and 6am to 5.4% between 6pm and 7pm, with almost 41% of these patients arriving overnight between 8pm and 8am. In contrast, for the *Non-urgent* triage category, the pattern of use varies from 0.7% between 4am and 5am to 8.9% between 9am and 10am, with less than a quarter of these patients arriving between 8pm and 8am.

## Outpatient clinic care

This section presents information on public hospital outpatient clinic care for non-admitted patients. The types of data used were:

- Clinic-level data for 11,520,358 occasions of service for individuals and 99,287 group sessions for non-admitted patient outpatient clinic care. These data were reported for 23 outpatient clinic types for selected public hospitals for compilation in the National Outpatient Care Database (NOCD) (tables 5.11 to 5.13).
- Summary information on the total number of outpatient-related occasions of service for all public hospitals (15,827,604 occasions of service). These data were presented in Table 2.5 and are used in this chapter to estimate the proportion of outpatient-related occasions of service which are covered by the Outpatient care NMDS (Table 5.11). Outpatient-related care includes *Allied health, Dental, Dialysis, Endoscopy and related procedures, and Other medical/surgical/obstetric* occasions of service.

Because of differences in the collection, scope and coverage of the sources of data (as detailed below), the statistics in this chapter should be interpreted with reference to the notes on the data collections in this chapter, in Chapter 1 and in Appendix 2.

The information presented in tables 5.11 to 5.13 should be interpreted with caution as the data may not be representative of outpatient clinic activity for hospitals which were not required to provide data for the NOCD. The estimated proportion of outpatient-related occasions of service for all hospitals that were also reported to the NOCD was about 73% for individual occasions of service, and about 67% for group occasions of service (Table 5.11).

## Data sources

### The National Outpatient Care Database

The National Outpatient Care Database (NOCD) is a compilation of summary data for outpatient clinic occasions of service in public hospitals. The database is based on the Outpatient care NMDS as defined in the *National health data dictionary version 13* (HDSC 2006). The scope for the Outpatient care NMDS for 2006–07 was for services provided to non-admitted, non-emergency patients registered for care in outpatient clinics of 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 2005–06* (AIHW 2007a). Data were also provided by some states and territories for hospitals in peer groups other than A and B, as described below.

These data were provided to the AIHW for 2006–07 as counts of individual occasions of service and group occasions of service by 23 outpatient clinic types as presented in tables 5.12 and 5.13.

### Coverage estimates

Data for the Outpatient care NMDS are collected for 23 clinic types. For the purposes of aligning the two data sources, outpatient-related occasions of service sourced from the NPHEd refer to those occasions of service reported with a Type of non-admitted patient care of *Allied health, Dental, Dialysis, Endoscopy and related procedures* and *Other medical/surgical/obstetric*. The NPHEd data for the non-admitted patient care types *Accident and emergency, Alcohol and other drugs, Community health services, District nursing, Mental health, Other outreach services, Pathology, Pharmacy* and *Radiology and organ imaging* are not comparable to the outpatient individual and group occasions of service reported for the NOCD. Therefore, these types of non-admitted patient care are excluded from the estimates of coverage presented in Table 5.11.

### Overview

Table 5.11 presents information on the number of outpatient clinic occasions of service reported to the NOCD, by hospital peer group and state or territory. Summary data were provided for 83 *Principal referral and Specialist women's and children's hospitals*, 37 *Large hospitals* and 4 *Other hospitals* (not classified in peer groups A or B). The table includes estimates of the coverage of the NOCD, calculated as the proportion of outpatient-related occasions of service reported to the NPHEd that were also reported in the NOCD.

For 2006–07, all states and territories were able to provide summary data to the NOCD for all public hospitals in peer groups A and B. Some states and territories also provided outpatient care data for public hospitals which were classified to other peer groups (in addition to the required Outpatient care NMDS scope of peer group A and B hospitals), and these data have been included in this chapter. New South Wales and South Australia each provided data for one *Medium hospital* and Western Australia provided data for one *Medium* and one *Small hospital*.

## States and territories

### Individual occasions of service

Table 5.12 presents the number of individual occasions of service by clinic type and state or territory for 2006–07. These data should be interpreted with caution as the comparability of the data may be influenced by variation in admission practices, the type of facility providing these services and in the allocation of outpatient services to the 23 clinic types among the states and territories.

There was some variation among the states and territories in the numbers of occasions of service reported for each clinic type:

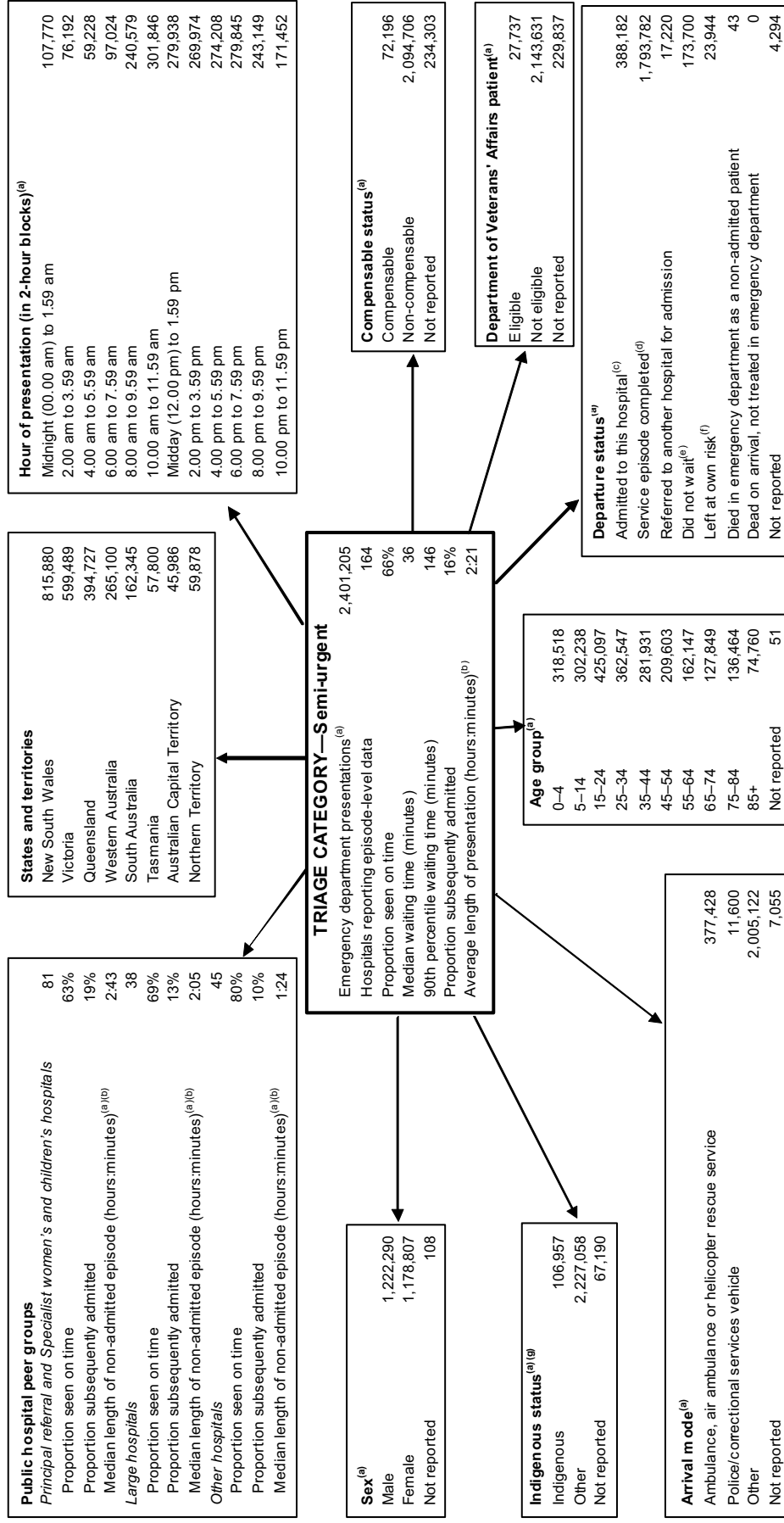
- *Dental* was not reported by the Australian Capital Territory and the Northern Territory, and there was notable variation in reporting among the other states and territories
- *General practice/primary care* was reported for New South Wales, Queensland and Western Australia only
- *Endoscopy* was not reported by Victoria and South Australia
- *Chemotherapy* was not reported by Victoria, Western Australia, South Australia and the Northern Territory
- *Dialysis* was not reported by Victoria, Queensland, South Australia, Tasmania and the Australian Capital Territory
- *Paediatric surgery* was not reported for Tasmania
- *Gastroenterology* was not reported for the Northern Territory
- There was also a marked variation among states and territories in the reporting of *Medical* occasions of service.

New South Wales reported the highest number of individual occasions of service for 14 of the 23 clinic types. Victoria reported the highest numbers for *Allied health*, *Plastic surgery*, *Urology* and *Paediatric surgery*, and Queensland reported the highest numbers for *Gynaecology*, *Gastroenterology* and *Ear, nose and throat surgery* and *Surgery*.

### Group sessions

Table 5.13 presents the number of group sessions of outpatient care by clinic type and state or territory in 2006–07.

There were variations among the states and territories in the number of group sessions reported, and in the clinic types for which group sessions were reported. Victoria reported group sessions for the clinic type *Allied health* only. Western Australia reported that, due to changes in reporting systems, their figures represent a mixture of the number of individuals who attended a group session and the number of group sessions. Therefore, the data for Western Australian group sessions differ from those reported for 2005–06 (which represented the number of individuals who attended a group session), and also differ from group sessions presented for other states and territories. New South Wales reported group sessions for almost every outpatient clinic type with the exception of *Endoscopy*, *Plastic surgery* and *Ophthalmology*. *Allied health* was the most commonly reported clinic type, with over 40,000 group sessions.



(a) For the episode-level data provided to the National Non-admitted Patient Emergency Department Care Database which covers approximately 78% of accident and emergency occasions of service for all public hospitals.  
 (b) The length of non-admitted patient episode is measured between the time of commencement of service and the completion of service. This measure was calculated for presentations where the waiting time to service delivery was not missing or invalid.  
 (c) Includes admitted to units or beds within the emergency department.  
 (d) Non-admitted patient emergency department service episode completed—departed without being admitted or referred to another hospital.  
 (e) Did not wait to be attended by a health care professional.  
 (f) Left at own risk after being attended by a health care professional but before the non-admitted patient emergency department service episode was completed.  
 (g) The quality of Indigenous status data is not acceptable for most jurisdictions; therefore these data should be treated with caution. Please see the text and Appendix 1 for more information.

**Figure 5.1: Interrelationships of a Semi-urgent triage category presentation with other data elements, public hospitals, Australia, 2006–07**

Table 5.1: Emergency department presentations, by public hospital peer group<sup>(a)</sup>, states and territories, 2006-07

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Hospitals reporting emergency department episode-level data <sup>(b)</sup>	28	20	16	6	5	3	1	2	81
Presentations reported with episode-level data <sup>(c)</sup>	1,145,200	885,621	713,175	258,054	265,938	119,451	51,133	87,769	3,526,341
Estimated proportion of presentations with episode-level data (%) <sup>(d)</sup>	100	100	98	100	100	100	100	100	100
<b>Large hospitals</b>									
Hospitals reporting emergency department episode-level data <sup>(b)</sup>	12	12	5	6	2	..	1	..	38
Presentations reported with episode-level data <sup>(c)</sup>	319,211	327,403	174,933	174,044	40,573	..	45,179	..	1,081,343
Estimated proportion of presentations with episode-level data (%) <sup>(d)</sup>	100	100	100	99	100	..	100	..	100
<b>Coverage of episode-level data for hospitals in peer groups A and B</b>									
	100	100	98	99	100	100	100	100	100
<b>Other hospitals</b>									
Hospitals reporting emergency department episode-level data <sup>(b)</sup>	31	6	0	4	1	0	0	3	45
Presentations reported with episode-level data <sup>(c)</sup>	412,204	92,090	..	91,868	48,784	..	..	34,821	679,767
Estimated proportion of presentations with episode-level data (%) <sup>(d)</sup>	49	36	..	31	23	..	..	100	32
<b>Total</b>									
Hospitals reporting emergency department episode-level data <sup>(b)</sup>	71	38	21	16	8	3	2	5	164
Presentations reported with episode-level data <sup>(c)</sup>	1,876,615	1,305,114	888,108	523,966	355,295	119,451	96,312	122,590	5,287,451
Estimated proportion of presentations with episode-level data (%) <sup>(d)</sup>	81	89	64	72	69	96	100	100	78

(a) For more information on the public hospital peer group classification see Appendix 2.

(b) Episode-level data are required for public hospitals which are classified as *Principal referral and Specialist women's and children's hospitals* and *Large hospitals*.

(c) The number of presentations reported to the National Non-admitted Patient Emergency Department Care Database (NNAPEDCD).

(d) The number of presentations reported to NNA PEDCD divided by the number of accident and emergency (A+E) occasions of service reported to the National Public Hospital Establishments Database (NPHED) as a percentage. This may underestimate the NNA PEDCD coverage because some A+E occasions of service are for other than emergency presentations. As A+E occasions of service may have been under-enumerated for some jurisdictions and peer groups, coverage may also be overestimated. The coverage has been adjusted to 100% for jurisdictions where the number of presentations reported to NNAPEDCD exceeded the number of A+E occasions of service reported to the NPHED.



**Table 5.2: Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2002-03 to 2006-07**

Triage category and peer group	2002-03	2003-04	2004-05	2005-06	2006-07
<b>Coverage of episode-level data for hospitals in peer groups A and B</b>					
Hospitals reporting emergency department episode-level data	102	110	116	118	119
Presentations reported with waiting times data <sup>(b)</sup>	3,531,914	3,756,776	4,026,666	4,312,108	4,607,684
Estimated proportion of occasions with waiting times data (%) <sup>(c)(d)</sup>	92	96	99	100	100
<b>Principal referral and Specialist women's and children's hospitals</b>					
Hospitals reporting emergency department episode-level data	65	66	73	77	81
Presentations reported with waiting times data <sup>(b)</sup>	2,524,598	2,579,203	2,924,659	3,202,097	3,526,341
Estimated proportion of occasions of service with waiting times data (%) <sup>(c)(d)</sup>	97	97	99	100	100
<b>Proportion by triage category (%)</b>					
Resuscitation	1	1	1	1	1
Emergency	9	9	10	10	10
Urgent	34	34	35	35	35
Semi-urgent	44	45	45	45	45
Non-urgent	10	10	10	10	9
<i>Total</i>	100	100	100	100	100
<b>Proportion seen on time (%)<sup>(e)</sup></b>					
Resuscitation	99	100	100	100	99
Emergency	75	79	75	75	76
Urgent	58	63	61	60	63
Semi-urgent	55	62	61	61	63
Non-urgent	76	85	86	86	86
<i>Total</i>	59	67	65	65	66
<b>Median waiting time to service delivery (minutes)</b>					
Resuscitation	n.a.	0	0	0	0
Emergency	n.a.	5	6	6	5
Urgent	n.a.	24	23	23	22
Semi-urgent	n.a.	46	44	43	41
Non-urgent	n.a.	34	33	33	33
<i>Total</i>	n.a.	28	26	27	25
<b>90th percentile waiting time to service delivery (minutes)</b>					
Resuscitation	n.a.	0	0	0	0
Emergency	n.a.	24	23	24	22
Urgent	n.a.	99	95	101	96
Semi-urgent	n.a.	166	161	163	158
Non-urgent	n.a.	156	144	144	142
<i>Total</i>	n.a.	134	129	132	127

(continued)

**Table 5.2 (continued): Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2002–03 to 2006–07**

<b>Triage category and peer group</b>	<b>2002–03</b>	<b>2003–04</b>	<b>2004–05</b>	<b>2005–06</b>	<b>2006–07</b>
<b>Principal referral and Specialist women's and children's hospitals</b>					
Proportion ending in admission (%) <sup>(b)</sup>					
Resuscitation	87	82	83	83	82
Emergency	70	67	67	67	64
Urgent	49	46	46	46	44
Semi-urgent	23	20	20	19	19
Non-urgent	8	7	6	6	6
<i>Total</i>	34	33	29	32	31
<b>Large hospitals</b>					
Hospitals reporting emergency department episode-level data	37	44	43	41	38
Presentations reported with waiting times data <sup>(b)</sup>	1,007,316	1,177,573	1,115,158	1,110,011	1,081,343
Estimated proportion of occasions of service with waiting times data (%) <sup>(c)(d)</sup>	83	93	100	100	100
Proportion by triage category (%)					
Resuscitation	<1	<1	<1	<1	<1
Emergency	5	6	6	6	6
Urgent	28	29	28	28	27
Semi-urgent	48	50	50	50	49
Non-urgent	14	15	16	16	17
<i>Total</i>	100	100	100	100	100
Proportion seen on time (%) <sup>(e)</sup>					
Resuscitation	97	100	99	99	99
Emergency	73	80	78	80	82
Urgent	63	70	69	70	70
Semi-urgent	65	72	70	69	69
Non-urgent	87	89	87	87	87
<i>Total</i>	68	74	73	73	73
Median waiting time to service delivery (minutes)					
Resuscitation	n.a.	0	0	0	0
Emergency	n.a.	5	6	5	5
Urgent	n.a.	19	19	18	18
Semi-urgent	n.a.	31	33	34	34
Non-urgent	n.a.	30	33	33	35
<i>Total</i>	n.a.	23	24	24	25

(continued)

**Table 5.2 (continued): Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2002–03 to 2006–07**

Triage category and peer group	2002–03	2003–04	2004–05	2005–06	2006–07
<b>Large hospitals</b>					
90th percentile waiting time to service delivery (minutes)					
Resuscitation	n.a.	0	0	0	0
Emergency	n.a.	21	20	19	18
Urgent	n.a.	75	70	72	74
Semi-urgent	n.a.	127	129	134	132
Non-urgent	n.a.	128	137	140	142
<i>Total</i>	<i>n.a.</i>	<i>109</i>	<i>111</i>	<i>115</i>	<i>116</i>
Proportion ending in admission (%) <sup>(f)</sup>					
Resuscitation	87	69	66	67	66
Emergency	67	58	54	57	57
Urgent	40	38	36	38	37
Semi-urgent	15	14	14	14	13
Non-urgent	4	3	3	3	3
<i>Total</i>	<i>23</i>	<i>22</i>	<i>21</i>	<i>22</i>	<i>21</i>
<b>All hospitals<sup>(g)</sup></b>					
Hospitals reporting emergency department episode-level data	195	213	148	153	164
Presentations reported with waiting times data <sup>(b)</sup>	4,156,790	4,390,591	4,529,412	4,914,896	5,287,451
Estimated proportion of occasions of service with waiting times data (%) <sup>(c)(d)</sup>	71	75	76	78	78
Proportion by triage category (%)					
Resuscitation	1	1	1	1	1
Emergency	7	8	8	8	8
Urgent	30	30	32	32	32
Semi-urgent	45	46	47	47	47
Non-urgent	14	15	12	12	12
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>
Proportion seen on time (%) <sup>(e)</sup>					
Resuscitation	99	99	100	99	99
Emergency	75	76	76	77	78
Urgent	61	63	64	64	65
Semi-urgent	61	65	65	65	66
Non-urgent	85	87	88	87	88
<i>Total</i>	<i>66</i>	<i>68</i>	<i>69</i>	<i>69</i>	<i>70</i>

(continued)

**Table 5.2 (continued): Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2002–03 to 2006–07**

Triage category and peer group	2002–03	2003–04	2004–05	2005–06	2006–07
<b>All hospitals<sup>(g)</sup></b>					
Median waiting time to service delivery (minutes)					
Resuscitation	n.a.	0	0	0	0
Emergency	n.a.	5	5	5	5
Urgent	n.a.	22	21	21	20
Semi-urgent	n.a.	38	38	37	36
Non-urgent	n.a.	28	30	29	28
<b>Total</b>	<b>n.a.</b>	<b>25</b>	<b>25</b>	<b>24</b>	<b>24</b>
90th percentile waiting time to service delivery (minutes)					
Resuscitation	n.a.	0	0	0	0
Emergency	n.a.	23	22	23	21
Urgent	n.a.	90	88	93	90
Semi-urgent	n.a.	150	148	149	146
Non-urgent	n.a.	139	136	136	133
<b>Total</b>	<b>n.a.</b>	<b>124</b>	<b>121</b>	<b>123</b>	<b>120</b>
Proportion ending in admission (%) <sup>(f)</sup>					
Resuscitation	86	78	79	80	79
Emergency	69	63	63	64	62
Urgent	46	43	43	43	42
Semi-urgent	19	16	17	17	16
Non-urgent	6	4	5	5	5
<b>Total</b>	<b>29</b>	<b>27</b>	<b>28</b>	<b>28</b>	<b>27</b>

(a) For more information on the public hospital peer group classification see Appendix 2. Not all hospitals include an emergency department.

(b) For 2002–03, these are the number of presentations reported with waiting times data. For 2003–04, 2004–05, 2005–06 and 2006–07, these are the number of emergency department presentations and, for 2003–04, include some additional aggregate data for South Australia.

(c) The number of emergency department presentations divided by the number of accident and emergency department occasions of service. This may underestimate coverage because some occasions of service are for other than emergency presentations, for which waiting times data are applicable.

(d) For some jurisdictions, the number of presentations reported to the Non-admitted Patient Emergency Department Care Database exceeded the number of accident and emergency occasions of service reported to the National Public Hospital Establishments Database. For these jurisdictions the coverage has been estimated as 100%.

(e) The proportion of presentations for which the waiting time to service delivery was within the time specified in the definition of the triage category. For the triage category *Resuscitation*, the cut-off point for determining the proportion seen on time has varied both over time and among jurisdictions. See Chapter 5 for more information.

(f) For 2002–03 and for some 2003–04 data (for South Australia, Victoria and some Western Australian hospitals), these are estimates of emergency department patients 'subsequently admitted'. For other 2003–04 data and for 2004–05, 2005–06 and 2006–07 data, this proportion is based on presentations for which the departmental episode end status was reported as *Admitted to this hospital*.

(g) The total includes hospitals in peer groups other than *Principal referral* and *Specialist women's and children's hospitals* and *Large hospitals*.

**Table 5.3: Emergency presentation statistics<sup>(a)</sup>, by triage category and public hospital peer group<sup>(b)</sup>, states and territories, 2006-07**

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Emergency presentations									
Resuscitation	9,065	7,309	5,700	3,153	4,412	973	422	712	31,746
Emergency	106,654	79,738	64,916	33,395	34,879	9,019	4,704	5,844	339,149
Urgent	394,001	279,589	270,954	78,957	100,258	38,565	18,731	28,894	1,209,949
Semi-urgent	475,879	408,207	313,240	121,683	110,706	57,800	23,707	47,640	1,558,862
Non-urgent	141,118	88,850	43,077	16,112	12,353	8,533	3,566	2,669	316,278
<i>Total<sup>(c)</sup></i>	<i>1,127,056</i>	<i>863,693</i>	<i>698,542</i>	<i>253,303</i>	<i>262,608</i>	<i>114,890</i>	<i>51,130</i>	<i>85,760</i>	<i>3,456,982</i>
Proportion seen on time (%) <sup>(d)</sup>									
Resuscitation	100	100	98	98	99	96	n.p.	100	99
Emergency	86	81	65	64	74	72	n.p.	54	76
Urgent	67	72	55	51	58	62	n.p.	51	63
Semi-urgent	70	65	57	51	63	61	n.p.	40	63
Non-urgent	86	89	86	81	86	87	n.p.	76	86
<i>Total</i>	<i>73</i>	<i>72</i>	<i>59</i>	<i>55</i>	<i>64</i>	<i>64</i>	<i>n.p.</i>	<i>46</i>	<i>66</i>
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	0	n.p.	0	0
Emergency	5	5	8	8	4	7	n.p.	10	5
Urgent	21	17	27	30	24	22	n.p.	30	22
Semi-urgent	33	37	49	60	41	42	n.p.	79	41
Non-urgent	34	25	35	54	34	27	n.p.	57	33
<i>Total</i>	<i>22</i>	<i>21</i>	<i>31</i>	<i>37</i>	<i>25</i>	<i>27</i>	<i>n.p.</i>	<i>47</i>	<i>25</i>
90th percentile waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	1	n.p.	0	0
Emergency	16	18	31	24	23	22	n.p.	31	22
Urgent	88	81	111	97	101	97	n.p.	105	96
Semi-urgent	140	153	171	165	156	171	n.p.	208	158
Non-urgent	147	124	147	161	143	143	n.p.	196	142
<i>Total</i>	<i>115</i>	<i>121</i>	<i>138</i>	<i>134</i>	<i>121</i>	<i>138</i>	<i>n.p.</i>	<i>172</i>	<i>127</i>
Proportion ending in admission (%) <sup>(e)</sup>									
Resuscitation	86	93	72	76	72	82	n.p.	71	82
Emergency	66	77	56	50	61	57	n.p.	64	64
Urgent	45	57	32	41	42	38	n.p.	43	44
Semi-urgent	21	25	10	16	16	13	n.p.	14	19
Non-urgent	7	7	3	9	7	3	n.p.	3	6
<i>Total</i>	<i>32</i>	<i>39</i>	<i>23</i>	<i>29</i>	<i>32</i>	<i>25</i>	<i>n.p.</i>	<i>27</i>	<i>31</i>

(continued)

**Table 5.3 (continued): Emergency presentation statistics<sup>(a)</sup>, by triage category and public hospital peer group<sup>(b)</sup>, states and territories, 2006-07**

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Large hospitals</b>									
Emergency presentations									
Resuscitation	1,649	520	446	797	249	..	195	..	3,856
Emergency	22,730	15,236	9,536	12,256	4,350	..	1,879	..	65,987
Urgent	94,175	69,957	46,971	46,411	16,377	..	12,702	..	286,593
Semi-urgent	148,749	147,589	81,487	94,157	17,908	..	22,279	..	512,169
Non-urgent	43,465	74,340	29,254	18,325	1,662	..	7,392	..	174,438
<i>Total<sup>(c)</sup></i>	<i>310,841</i>	<i>307,642</i>	<i>167,773</i>	<i>171,960</i>	<i>40,546</i>	..	<i>44,447</i>	..	<i>1,043,209</i>
Proportion seen on time (%) <sup>(d)</sup>									
Resuscitation	100	100	99	98	99	..	n.p.	..	99
Emergency	88	84	81	82	46	..	n.p.	..	82
Urgent	76	78	68	67	27	..	n.p.	..	70
Semi-urgent	74	70	70	68	43	..	n.p.	..	69
Non-urgent	90	85	87	88	81	..	n.p.	..	87
<i>Total</i>	<i>78</i>	<i>76</i>	<i>73</i>	<i>71</i>	<i>39</i>	..	<i>n.p.</i>	..	<i>73</i>
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	..	n.p.	..	0
Emergency	4	4	5	5	12	..	n.p.	..	5
Urgent	17	13	19	20	67	..	n.p.	..	18
Semi-urgent	29	33	33	35	75	..	n.p.	..	34
Non-urgent	25	42	35	30	50	..	n.p.	..	35
<i>Total</i>	<i>20</i>	<i>25</i>	<i>25</i>	<i>25</i>	<i>58</i>	..	<i>n.p.</i>	..	<i>25</i>
90th percentile waiting time to service delivery (minutes)									
Resuscitation	0	1	0	0	0	..	n.p.	..	0
Emergency	13	16	15	15	45	..	n.p.	..	18
Urgent	64	55	80	65	261	..	n.p.	..	74
Semi-urgent	123	125	128	128	261	..	n.p.	..	132
Non-urgent	124	155	134	130	167	..	n.p.	..	142
<i>Total</i>	<i>100</i>	<i>117</i>	<i>113</i>	<i>108</i>	<i>242</i>	..	<i>n.p.</i>	..	<i>116</i>
Proportion ending in admission (%) <sup>(e)</sup>									
Resuscitation	75	83	62	42	64	..	n.p.	..	66
Emergency	64	62	52	40	65	..	n.p.	..	57
Urgent	42	41	27	28	44	..	n.p.	..	37
Semi-urgent	17	15	8	8	17	..	n.p.	..	13
Non-urgent	4	2	2	2	4	..	n.p.	..	3
<i>Total</i>	<i>26</i>	<i>20</i>	<i>15</i>	<i>15</i>	<i>33</i>	..	<i>n.p.</i>	..	<i>21</i>

(continued)

**Table 5.3 (continued): Emergency presentation statistics<sup>(a)</sup>, by triage category and public hospital peer group<sup>(b)</sup>, states and territories, 2006-07**

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>All hospitals reporting waiting times data<sup>(f)</sup></b>									
Emergency presentations									
Resuscitation	11,933	7,961	6,146	4,260	4,700	973	617	786	37,376
Emergency	148,157	98,302	74,452	51,979	41,469	9,019	6,583	6,478	436,439
Urgent	580,799	366,321	317,925	150,511	124,899	38,565	31,433	33,672	1,644,125
Semi-urgent	815,880	599,489	394,727	265,100	162,345	57,800	45,986	59,878	2,401,205
Non-urgent	268,793	187,287	72,331	44,737	15,029	8,533	10,958	14,020	621,688
<b>Total emergency visits<sup>(c)</sup></b>	<b>1,826,167</b>	<b>1,259,360</b>	<b>866,315</b>	<b>516,604</b>	<b>348,442</b>	<b>114,890</b>	<b>95,577</b>	<b>114,835</b>	<b>5,142,190</b>
Proportion seen on time (%) <sup>(d)</sup>									
Resuscitation	100	100	98	98	99	96	100	100	99
Emergency	87	82	67	71	72	72	77	56	78
Urgent	71	73	57	59	56	62	47	54	65
Semi-urgent	74	67	60	61	63	61	49	48	66
Non-urgent	89	88	87	87	87	87	81	87	88
<b>Total emergency visits seen on time</b>	<b>76</b>	<b>74</b>	<b>61</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>54</b>	<b>55</b>	<b>70</b>
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	0	0	0	0
Emergency	4	4	7	6	4	7	6	9	5
Urgent	19	16	26	24	25	22	34	28	20
Semi-urgent	28	34	45	44	40	42	63	65	36
Non-urgent	24	28	35	32	34	27	53	33	28
<b>Total</b>	<b>20</b>	<b>22</b>	<b>29</b>	<b>28</b>	<b>26</b>	<b>27</b>	<b>44</b>	<b>39</b>	<b>24</b>
90th percentile waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	1	0	0	0
Emergency	15	18	29	22	26	22	26	32	21
Urgent	79	74	107	85	119	97	141	103	90
Semi-urgent	127	143	162	146	155	171	183	195	146
Non-urgent	127	131	141	137	142	143	161	138	133
<b>Total</b>	<b>105</b>	<b>117</b>	<b>133</b>	<b>121</b>	<b>130</b>	<b>138</b>	<b>162</b>	<b>160</b>	<b>120</b>
Proportion ending in admission (%) <sup>(e)</sup>									
Resuscitation	81	92	71	67	71	82	73	70	79
Emergency	64	74	56	46	58	57	58	64	62
Urgent	43	53	31	33	40	38	42	43	42
Semi-urgent	18	22	10	11	13	13	14	14	16
Non-urgent	5	5	3	4	6	3	4	7	5
<b>Total proportion ending in admission (%)</b>	<b>28</b>	<b>33</b>	<b>22</b>	<b>21</b>	<b>32</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>27</b>

(a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only). Excludes *Return visit, planned, Pre-arranged admission, Patient in transit* and *Dead on arrival*. See Table 5.4.

(b) For more information on the public hospital peer group classification see Appendix 2. Information on the coverage of the waiting times data is presented in Table 5.1.

(c) The totals include records for which the triage category was not assigned or 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) The proportion of presentations for which the emergency department departure status was reported as *Admitted to this hospital*.

(f) All hospitals includes data that were provided by jurisdictions for hospitals in peer groups other than *Principal referral and Specialist women's and children's hospitals* and *Large hospitals*.

**Table 5.4: Non-admitted patient emergency department presentation statistics<sup>(a)</sup>, by type of visit and public hospital peer group, states and territories, 2006–07**

Type of visit and peer group	NSW	Vic	Qld	WA <sup>(b)</sup>	SA	Tas	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Emergency presentation	1,127,056	863,693	698,542	253,303	261,953	114,890	51,130	85,760	3,456,327
Return visit, planned	14,340	19,064	11,810	4,590	2,937	4,168	0	1,976	58,885
Pre-arranged admission	1,972	712	2,225	153	393	0	3	0	5,458
Patient in transit	65	227	147	1	0	0	0	11	451
Dead on arrival	1,689	1,925	442	n.a.	0	393	0	22	4,472
Not reported	78	0	9	7	655	0	0	0	748
<b>Total</b>	<b>1,145,200</b>	<b>885,621</b>	<b>713,175</b>	<b>258,054</b>	<b>265,938</b>	<b>119,451</b>	<b>51,133</b>	<b>87,769</b>	<b>3,526,341</b>
<b>Large hospitals</b>									
Emergency presentation	310,841	307,642	167,773	171,960	5,596	..	44,447	..	1,008,259
Return visit, planned	7,874	18,650	6,945	2,074	24	..	707	..	36,274
Pre-arranged admission	187	699	126	10	3	..	5	..	1,030
Patient in transit	49	58	25	0	0	..	19	..	151
Dead on arrival	254	354	64	n.a.	0	..	1	..	673
Not reported	6	0	0	0	34,950	..	0	..	34,956
<b>Total</b>	<b>319,211</b>	<b>327,403</b>	<b>174,933</b>	<b>174,044</b>	<b>40,573</b>	<b>..</b>	<b>45,179</b>	<b>..</b>	<b>1,081,343</b>
<b>Other hospitals<sup>(c)</sup></b>									
Emergency presentation	388,270	88,025	..	91,341	44,940	..	..	29,075	641,651
Return visit, planned	21,158	3,180	..	512	3,483	..	..	5,628	33,961
Pre-arranged admission	1,002	639	..	15	13	..	..	0	1,669
Patient in transit	46	141	..	0	0	..	..	11	198
Dead on arrival	252	105	..	n.a.	0	..	..	1	358
Not reported	1,476	0	..	0	348	..	..	106	1,930
<b>Total</b>	<b>412,204</b>	<b>92,090</b>	<b>..</b>	<b>91,868</b>	<b>48,784</b>	<b>..</b>	<b>..</b>	<b>34,821</b>	<b>679,767</b>
<b>Total</b>									
Emergency presentation	1,826,167	1,259,360	866,315	516,604	312,489	114,890	95,577	114,835	5,106,237
Return visit, planned	43,372	40,894	18,755	7,176	6,444	4,168	707	7,604	129,120
Pre-arranged admission	3,161	2,050	2,351	178	409	0	8	0	8,157
Patient in transit	160	426	172	1	0	0	19	22	800
Dead on arrival	2,195	2,384	506	n.a.	0	393	1	23	5,503
Not reported	1,560	0	9	7	35,953	0	0	106	37,634
<b>Total presentations reported at episode-level</b>	<b>1,876,615</b>	<b>1,305,114</b>	<b>888,108</b>	<b>523,966</b>	<b>355,295</b>	<b>119,451</b>	<b>96,312</b>	<b>122,590</b>	<b>5,287,451</b>

(a) For the 78% of emergency department presentations for which episode-level data were available. For more information see the text of Chapter 5 and Appendix 2.

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

(c) As the scope of the episode-level data is hospitals in peer groups A and B, data were not required for Other hospitals, but have been presented where they were provided.



**Table 5.5: Non-admitted patient emergency department presentations<sup>(a)</sup>, by age group and sex, public hospitals, states and territories, 2006-07**

Sex	Age group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total <sup>(b)</sup>
<b>Males</b>										
	0-4	130,770	84,035	61,645	37,461	23,588	5,993	5,946	7,816	357,254
	5-14	113,727	75,178	53,192	33,002	19,908	6,914	5,682	6,261	313,864
	15-24	146,578	96,297	80,369	45,346	25,983	11,026	8,973	9,836	424,408
	25-34	128,322	87,073	68,895	36,812	22,139	8,761	7,403	10,956	370,361
	35-44	114,852	78,374	57,486	33,329	20,903	7,604	5,776	11,236	329,560
	45-54	96,096	65,159	45,455	26,195	17,543	6,596	4,645	8,457	270,146
	55-64	84,284	57,205	37,802	21,652	14,868	5,804	4,273	5,688	231,576
	65-74	72,181	49,862	30,181	17,698	12,592	4,636	3,252	3,121	193,523
	75-84	70,329	48,218	24,416	16,130	13,906	4,078	2,821	1,324	181,222
	85 and over	28,207	17,705	9,609	5,826	6,008	1,396	973	265	69,989
	<b>Total<sup>(b)</sup></b>	<b>985,507</b>	<b>659,603</b>	<b>469,050</b>	<b>273,451</b>	<b>177,438</b>	<b>62,808</b>	<b>49,744</b>	<b>64,964</b>	<b>2,742,565</b>
<b>Females</b>										
	0-4	102,056	65,790	49,502	30,016	18,758	4,644	4,731	6,439	281,936
	5-14	84,942	58,028	40,416	25,081	15,882	5,468	4,381	5,251	239,449
	15-24	134,981	96,926	77,853	42,420	28,455	10,311	8,555	9,719	409,220
	25-34	121,282	107,081	64,494	37,112	28,301	7,646	7,356	11,240	384,512
	35-44	99,300	79,644	50,678	29,938	21,098	6,792	5,627	10,245	303,322
	45-54	84,731	59,701	39,923	23,822	15,616	5,981	4,816	7,191	241,781
	55-64	72,355	50,356	31,326	18,394	12,846	4,828	3,668	4,265	198,038
	65-74	62,865	44,511	24,021	15,211	11,542	4,131	2,749	1,949	166,979
	75-84	78,621	51,915	24,857	17,066	15,679	4,364	2,934	941	196,377
	85 and over	49,800	31,315	15,867	11,387	9,631	2,474	1,748	383	122,605
	<b>Total<sup>(b)</sup></b>	<b>891,047</b>	<b>645,504</b>	<b>418,937</b>	<b>250,447</b>	<b>177,808</b>	<b>56,639</b>	<b>46,565</b>	<b>57,624</b>	<b>2,544,571</b>
<b>Persons<sup>(b)</sup></b>										
	0-4	232,835	149,825	111,155	67,481	42,348	10,638	10,677	14,255	639,214
	5-14	198,674	133,206	93,611	58,088	35,792	12,382	10,063	11,512	553,328
	15-24	281,566	193,223	158,250	87,774	54,438	21,337	17,529	19,555	833,672
	25-34	249,610	194,156	133,424	73,928	50,442	16,407	14,759	22,198	754,924
	35-44	214,160	158,022	108,178	63,279	42,001	14,396	11,404	21,481	632,921
	45-54	180,833	124,861	85,391	50,028	33,162	12,577	9,461	15,648	511,961
	55-64	156,646	107,561	69,138	40,062	27,753	10,632	7,941	9,953	429,686
	65-74	135,049	94,373	54,206	32,913	24,134	8,769	6,001	5,070	360,515
	75-84	148,952	100,133	49,273	33,198	29,585	8,442	5,755	2,265	377,603
	85 and over	78,011	49,020	25,482	17,215	15,640	3,871	2,722	648	192,609
	<b>Total<sup>(b)</sup></b>	<b>1,876,615</b>	<b>1,305,114</b>	<b>888,108</b>	<b>523,966</b>	<b>355,295</b>	<b>119,451</b>	<b>96,312</b>	<b>122,590</b>	<b>5,287,451</b>

(a) For the 78% of occasions of service for which episode-level data were available. Includes all presentations. For more information see the text of Chapter 5 and Appendix 2.

(b) Includes presentations for which the sex or age group of the patient was not reported.

**Table 5.6: Non-admitted patient emergency department presentations<sup>(a)</sup>, by Indigenous status, public hospitals, states and territories, 2006-07**

<b>Indigenous status</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
Aboriginal but not Torres Strait Islander origin	52,927	13,493	41,621	40,232	8,385	3,606	1,403	49,491	211,158
Torres Strait Islander but not Aboriginal origin	872	255	4,380	222	51	180	32	314	6,306
Aboriginal and Torres Strait Islander origin	1,566	979	3,217	444	91	139	180	764	7,380
<i>Indigenous Australians</i>	55,365	14,727	49,218	40,898	8,527	3,925	1,615	50,569	224,844
Not Aboriginal or Torres Strait Islander origin	1,772,856	1,287,136	822,486	429,947	323,682	111,482	93,093	71,683	4,912,365
Not reported	48,394	3,251	16,404	53,121	23,086	4,044	1,604	338	150,242
<b>Total</b>	<b>1,876,615</b>	<b>1,305,114</b>	<b>888,108</b>	<b>523,966</b>	<b>355,295</b>	<b>119,451</b>	<b>96,312</b>	<b>122,590</b>	<b>5,287,451</b>

(a) For the 78% of occasions of service for which episode-level data were available. Includes all presentations. For more information see the text of Chapter 5 and Appendix 2.  
 Note: The identification of Indigenous patients is not considered to be complete and varies among jurisdictions. See the text for more information.

**Table 5.7: Non-admitted patient emergency department presentations<sup>(a)</sup>, by triage category and emergency department arrival mode, public hospitals, states and territories, 2006–07**

Triage category and emergency department arrival mode	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Resuscitation</b>									
Ambulance, air ambulance or helicopter rescue service	9,823	6,837	5,418	3,542	4,075	886	524	651	31,756
Police/correctional services vehicle	70	117	47	42	7	5	0	11	299
Other <sup>(b)</sup>	2,098	1,061	678	681	617	89	91	124	5,439
Not stated/unknown	55	0	3	6	1	0	3	5	73
<i>Total</i>	<i>12,046</i>	<i>8,015</i>	<i>6,146</i>	<i>4,271</i>	<i>4,700</i>	<i>980</i>	<i>618</i>	<i>791</i>	<i>37,567</i>
<b>Emergency</b>									
Ambulance, air ambulance or helicopter rescue service	70,164	46,367	41,211	20,876	19,719	5,026	2,395	2,825	208,583
Police/correctional services vehicle	1,724	1,294	1,195	519	396	246	156	144	5,674
Other <sup>(b)</sup>	76,837	50,680	31,902	30,772	21,360	3,757	4,030	3,487	222,825
Not stated/unknown	433	0	144	53	20	0	2	72	724
<i>Total</i>	<i>149,158</i>	<i>98,341</i>	<i>74,452</i>	<i>52,220</i>	<i>41,495</i>	<i>9,029</i>	<i>6,583</i>	<i>6,528</i>	<i>437,806</i>
<b>Urgent</b>									
Ambulance, air ambulance or helicopter rescue service	193,946	123,389	123,664	38,785	43,248	14,207	8,561	9,349	555,149
Police/correctional services vehicle	6,112	2,968	3,710	1,794	858	497	301	1,096	17,336
Other <sup>(b)</sup>	384,536	241,810	191,741	110,685	80,986	24,037	22,583	22,948	1,079,326
Not stated/unknown	1,062	0	1,018	205	55	0	4	844	3,188
<i>Total</i>	<i>585,656</i>	<i>368,167</i>	<i>320,133</i>	<i>151,469</i>	<i>125,147</i>	<i>38,741</i>	<i>31,449</i>	<i>34,237</i>	<i>1,654,999</i>
<b>Semi-urgent</b>									
Ambulance, air ambulance or helicopter rescue service	153,183	87,062	71,698	26,967	21,116	8,400	4,646	6,997	380,069
Police/correctional services vehicle	3,421	1,593	2,084	1,641	633	459	172	1,694	11,697
Other <sup>(b)</sup>	669,228	523,577	327,095	239,107	144,967	50,744	41,353	51,000	2,047,071
Not stated/unknown	1,305	0	3,074	146	94	0	1	2,847	7,467
<i>Total</i>	<i>827,137</i>	<i>612,232</i>	<i>403,951</i>	<i>267,861</i>	<i>166,810</i>	<i>59,603</i>	<i>46,172</i>	<i>62,538</i>	<i>2,446,304</i>

(continued)

**Table 5.7 (continued): Non-admitted patient emergency department presentations<sup>(a)</sup>, by triage category and emergency department arrival mode, public hospitals, states and territories, 2006–07**

Triage category and emergency department arrival mode	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Non-urgent</b>									
Ambulance, air ambulance or helicopter rescue service	16,919	5,492	3,472	1,391	965	237	232	884	29,592
Police/correctional services vehicle	1,470	435	538	260	201	210	40	619	3,773
Other <sup>(b)</sup>	283,202	210,048	78,417	46,441	15,949	10,266	11,218	13,406	668,947
Not stated/unknown	394	0	234	33	28	0	0	3,586	4,275
<b>Total</b>	<b>301,985</b>	<b>215,975</b>	<b>82,661</b>	<b>48,125</b>	<b>17,143</b>	<b>10,713</b>	<b>11,490</b>	<b>18,495</b>	<b>706,587</b>
<b>Total<sup>(c)</sup></b>									
Ambulance, air ambulance or helicopter rescue service	444,158	269,198	245,544	91,566	89,123	28,762	16,358	20,707	1,205,416
Police/correctional services vehicle	12,799	6,422	7,586	4,256	2,095	1,417	669	3,564	38,808
Other <sup>(b)</sup>	1,416,349	1,029,494	630,487	427,700	263,879	89,272	79,275	90,965	4,027,421
Not stated/unknown	3,309	0	4,491	444	198	0	10	7,354	15,806
<b>Total<sup>(c)</sup></b>	<b>1,876,615</b>	<b>1,305,114</b>	<b>888,108</b>	<b>523,966</b>	<b>355,295</b>	<b>119,451</b>	<b>96,312</b>	<b>122,590</b>	<b>5,287,451</b>

(a) For the 78% of emergency department presentations for which patient-level data were available. Includes all presentations.

(b) Includes patients who walked in, came by private transport, public transport, community transport or taxi.

(c) Includes presentations where the triage category was blank.

**Table 5.8: Non-admitted patient emergency department presentations<sup>(a)</sup>, by triage category and episode end status, public hospitals, states and territories, 2006–07**

Triage category and episode end status	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Resuscitation</b>									
Admitted to this hospital <sup>(b)</sup>	9,763	7,371	4,363	2,866	3,347	802	451	557	29,520
Non-admitted patient emergency department service episode completed <sup>(c)</sup>	1,161	407	812	444	793	73	71	177	3,938
Referred to another hospital for admission	959	96	507	581	370	39	33	2	2,587
Did not wait to be attended by a health care professional	0	0	0	1	0	0	0	0	1
Left at own risk <sup>(d)</sup>	70	32	55	27	23	0	2	3	212
Died in emergency department as a non-admitted patient	0	109	405	344	163	60	60	48	1,189
Dead on arrival, not treated in emergency department	76	0	4	1	0	5	1	4	91
Not reported	17	0	0	7	4	1	0	0	29
<i>Total</i>	<i>12,046</i>	<i>8,015</i>	<i>6,146</i>	<i>4,271</i>	<i>4,700</i>	<i>980</i>	<i>618</i>	<i>791</i>	<i>37,567</i>
<b>Emergency</b>									
Admitted to this hospital <sup>(b)</sup>	95,841	72,703	41,415	23,811	24,216	5,183	3,817	4,212	271,198
Non-admitted patient emergency department service episode completed <sup>(c)</sup>	45,944	24,257	28,231	23,472	14,089	3,552	2,580	2,201	144,326
Referred to another hospital for admission	5,312	638	3,386	4,219	2,724	205	134	26	16,644
Did not wait to be attended by a health care professional	254	148	272	68	115	23	8	9	897
Left at own risk <sup>(d)</sup>	1,594	568	1,035	521	272	39	36	76	4,141
Died in emergency department as a non-admitted patient	0	27	113	86	45	23	8	4	306
Dead on arrival, not treated in emergency department	10	0	0	0	0	0	0	0	10
Not reported	203	0	0	43	34	4	0	0	284
<i>Total</i>	<i>149,158</i>	<i>98,341</i>	<i>74,452</i>	<i>52,220</i>	<i>41,495</i>	<i>9,029</i>	<i>6,583</i>	<i>6,528</i>	<i>437,806</i>
<b>Urgent</b>									
Admitted to this hospital <sup>(b)</sup>	251,570	195,981	101,239	50,720	49,683	14,827	13,171	14,583	691,774
Non-admitted patient emergency department service episode completed <sup>(c)</sup>	302,272	162,204	197,994	91,351	67,510	22,119	16,646	18,608	878,704
Referred to another hospital for admission	11,795	1,454	6,420	6,945	4,285	618	532	67	32,116
Did not wait to be attended by a health care professional	10,831	5,996	10,514	964	2,654	1,030	926	596	33,511
Left at own risk <sup>(d)</sup>	8,381	2,520	3,867	1,178	791	120	162	382	17,401
Died in emergency department as a non-admitted patient	0	12	99	36	24	12	12	0	195
Dead on arrival, not treated in emergency department	37	0	0	1	0	0	0	1	39
Not reported	770	0	0	274	200	15	0	0	1,259
<i>Total</i>	<i>585,656</i>	<i>368,167</i>	<i>320,133</i>	<i>151,469</i>	<i>125,147</i>	<i>38,741</i>	<i>31,449</i>	<i>34,237</i>	<i>1,654,999</i>

(continued)

**Table 5.8 (continued): Non-admitted patient emergency department presentations<sup>(a)</sup>, by triage category and episode end status, public hospitals, states and territories, 2006–07**

Triage category and episode end status	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Semi-urgent</b>									
Admitted to this hospital <sup>(b)</sup>	147,240	133,851	40,539	30,825	21,507	7,669	6,330	8,874	396,835
Non-admitted patient emergency department service episode completed <sup>(c)</sup>	602,744	434,279	311,497	221,873	131,957	45,786	34,376	45,845	1,828,357
Referred to another hospital for admission	6,750	1,133	2,893	3,925	2,123	360	336	55	17,575
Did not wait to be attended by a health care professional	55,906	38,899	45,016	7,833	9,628	5,600	4,909	7,173	174,964
Left at own risk <sup>(d)</sup>	12,613	4,069	3,985	1,391	1,091	160	219	591	24,119
Died in emergency department as a non-admitted patient	0	1	21	11	8	2	2	0	45
Dead on arrival, not treated in emergency department	51	0	0	0	0	0	0	0	51
Not reported	1,833	0	0	2,003	496	26	0	0	4,358
<i>Total</i>	827,137	612,232	403,951	267,861	166,810	59,603	46,172	62,538	2,446,304
<b>Non-urgent</b>									
Admitted to this hospital <sup>(b)</sup>	15,344	10,107	2,320	2,169	1,089	366	486	1,091	32,972
Non-admitted patient emergency department service episode completed <sup>(c)</sup>	248,169	188,324	66,833	42,792	14,455	8,952	9,470	15,239	594,234
Referred to another hospital for admission	726	124	193	251	63	26	44	15	1,442
Did not wait to be attended by a health care professional	30,685	15,763	12,357	2,184	1,335	1,348	1,448	2,023	67,143
Left at own risk <sup>(d)</sup>	3,254	1,657	440	244	90	7	39	95	5,826
Died in emergency department as a non-admitted patient	0	0	13	0	2	0	3	0	18
Dead on arrival, not treated in emergency department	2,265	0	505	0	0	3	0	32	2,805
Not reported	1,542	0	0	485	109	11	0	0	2,147
<i>Total</i>	301,985	215,975	82,661	48,125	17,143	10,713	11,490	18,495	706,587
<b>Total<sup>(e)</sup></b>									
Admitted to this hospital <sup>(b)</sup>	519,847	420,014	189,924	110,398	99,842	28,847	24,255	29,318	1,422,445
Non-admitted patient emergency department service episode completed <sup>(c)</sup>	1,200,493	809,471	605,562	379,938	228,804	80,482	63,143	82,070	3,449,963
Referred to another hospital for admission	25,543	3,445	13,410	15,921	9,565	1,248	1,079	165	70,376
Did not wait to be attended by a health care professional	97,956	60,806	68,668	11,050	13,732	8,001	7,291	9,801	277,305
Left at own risk <sup>(d)</sup>	25,919	8,846	9,384	3,361	2,267	326	458	1,147	51,708
Died in emergency department as a non-admitted patient	0	149	651	478	242	97	85	52	1,754
Dead on arrival, not treated in emergency department	2,442	2,383	509	2	0	393	1	37	5,767
Not reported	4,415	0	0	2,818	843	57	0	0	8,133
<b>Total<sup>(e)</sup></b>	<b>1,876,615</b>	<b>1,305,114</b>	<b>888,108</b>	<b>523,966</b>	<b>355,295</b>	<b>119,451</b>	<b>96,312</b>	<b>122,590</b>	<b>5,287,451</b>

(a) For the 78 % of occasions of service for which episode-level data were available. Includes all presentations. For more information see the text of Chapter 5 and Appendix 2.

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

(c) Patient departed without being admitted or referred to another hospital.

(d) Patient left at own risk after being attended by a health care professional but before the non-admitted patient emergency department presentation was completed.

**Table 5.9: Non-admitted patient emergency department presentation<sup>(a)(b)</sup> duration (in hours and minutes) for patients subsequently admitted to hospital<sup>(c)</sup>, by triage category, public hospitals, states and territories, 2006–07**

Triage category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Resuscitation</b>									
Median duration of presentation <sup>(d)</sup>	2:33	5:01	3:56	1:46	1:46	3:45	2:03	1:25	3:02
Median duration of service event <sup>(e)</sup>	2:32	5:01	3:55	1:46	1:46	3:44	2:03	1:25	3:02
Median time in emergency department <sup>(f)</sup>	4:00	5:01	3:56	4:00	3:39	3:45	4:18	1:25	4:07
<b>Emergency</b>									
Median duration of presentation <sup>(d)</sup>	3:45	5:37	5:31	2:26	2:31	5:21	2:40	2:01	4:13
Median duration of service event <sup>(e)</sup>	3:37	5:30	5:18	2:16	2:24	5:07	2:30	1:47	4:05
Median time in emergency department <sup>(f)</sup>	5:30	5:37	5:32	5:43	5:44	5:21	7:19	2:01	5:31
<b>Urgent</b>									
Median duration of presentation <sup>(d)</sup>	4:30	5:48	6:01	2:46	2:58	5:52	3:29	2:39	4:48
Median duration of service event <sup>(e)</sup>	3:58	5:19	5:20	2:12	2:10	5:08	2:36	1:55	4:14
Median time in emergency department <sup>(f)</sup>	5:52	5:48	6:02	5:28	6:01	5:52	9:37	2:39	5:50
<b>Semi-urgent</b>									
Median duration of presentation <sup>(d)</sup>	4:48	5:47	5:57	3:16	3:37	6:14	3:35	2:57	5:01
Median duration of service event <sup>(e)</sup>	3:50	4:48	4:46	2:03	2:21	4:51	2:10	1:24	4:00
Median time in emergency department <sup>(f)</sup>	6:01	5:47	5:57	6:01	6:33	6:14	9:28	2:57	5:55
<b>Non-urgent</b>									
Median duration of presentation <sup>(d)</sup>	3:32	4:30	3:59	2:14	2:08	5:00	2:19	1:24	3:35
Median duration of service event <sup>(e)</sup>	2:32	3:40	2:55	1:19	1:05	3:48	1:00	0:27	2:36
Median time in emergency department <sup>(f)</sup>	4:25	4:30	3:59	3:12	3:49	5:00	5:08	1:24	4:12
<b>Total</b>									
Median duration of presentation <sup>(d)</sup>	4:23	5:44	5:50	2:46	2:58	5:48	3:19	2:34	4:41
Median duration of service event <sup>(e)</sup>	3:49	5:08	5:10	2:09	2:14	5:01	2:25	1:41	4:05
Median time in emergency department <sup>(f)</sup>	5:47	5:44	5:50	5:34	5:57	5:48	8:56	2:34	5:44

(a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only). Excludes presentations for patients whose episode end status was *Did not wait to be attended by a health care professional*, *Left at own risk* or *Dead on arrival*, and records with invalid or missing waiting times data.

(b) For the 78% of occasions of service for which episode-level data were available. For more information see the text of Chapter 5 and Appendix 2.

(c) Includes records where the episode end status was reported as *Admitted to this hospital*.

(d) The duration of presentation is the length of time between the time of presentation to the emergency department and the end of the non-admitted patient episode.

(e) 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.

(f) The time in emergency department is the length of time between presentation and physical departure from the emergency department.

Note: 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.

**Table 5.10: Non-admitted patient emergency department presentation<sup>(a)(b)</sup> duration (in hours and minutes) for patients not subsequently admitted to hospital<sup>(c)</sup>, by triage category, public hospitals, states and territories, 2006–07**

Triage category	NSW	Vic	Qld	WA	SA	Tas <sup>(d)</sup>	ACT	NT	Total
<b>Resuscitation</b>									
Median duration of presentation <sup>(e)</sup>	2:45	2:35	3:48	3:22	3:07	3:16	1:31	2:53	3:09
Median duration of service event <sup>(f)</sup>	2:45	2:35	3:48	3:22	3:07	3:16	1:31	2:53	3:08
Median time in emergency department <sup>(g)</sup>	3:33	2:35	3:48	3:22	3:40	3:16	2:49	2:53	3:27
<b>Emergency</b>									
Median duration of presentation <sup>(e)</sup>	3:07	2:45	3:16	3:02	2:44	3:24	2:52	3:10	3:01
Median duration of service event <sup>(f)</sup>	3:00	2:36	3:03	2:52	2:34	3:14	2:40	2:56	2:51
Median time in emergency department <sup>(g)</sup>	3:21	2:45	3:16	3:02	3:07	3:24	3:31	3:10	3:08
<b>Urgent</b>									
Median duration of presentation <sup>(e)</sup>	2:40	2:37	2:58	2:31	2:59	2:52	2:49	2:45	2:44
Median duration of service event <sup>(f)</sup>	2:06	2:05	2:11	1:55	2:12	2:11	1:55	1:57	2:06
Median time in emergency department <sup>(g)</sup>	2:46	2:37	2:58	2:31	3:09	2:52	3:18	2:45	2:47
<b>Semi-urgent</b>									
Median duration of presentation <sup>(e)</sup>	1:55	2:05	2:15	1:54	2:13	2:10	2:15	2:20	2:03
Median duration of service event <sup>(f)</sup>	1:01	1:04	1:00	0:54	1:10	1:04	0:49	0:53	1:00
Median time in emergency department <sup>(g)</sup>	1:57	2:05	2:15	1:54	2:14	2:10	2:25	2:20	2:04
<b>Non-urgent</b>									
Median duration of presentation <sup>(e)</sup>	1:17	1:24	1:18	1:25	1:31	1:14	1:42	1:11	1:21
Median duration of service event <sup>(f)</sup>	0:30	0:32	0:26	0:33	0:34	0:28	0:31	0:20	0:30
Median time in emergency department <sup>(g)</sup>	1:18	1:24	1:18	1:25	1:31	1:14	1:50	1:11	1:21
<b>Total</b>									
Median duration of presentation <sup>(e)</sup>	2:01	2:04	2:26	2:04	2:26	2:21	2:19	2:16	2:09
Median duration of service event <sup>(f)</sup>	1:11	1:09	1:20	1:09	1:30	1:21	1:00	1:00	1:13
Median time in emergency department <sup>(g)</sup>	2:05	2:04	2:26	2:04	2:31	2:21	2:34	2:16	2:11

(a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only). Excludes presentations for patients whose episode end status was *Did not wait to be attended by a health care professional*, *Left at own risk* or *Dead on arrival*, and records with invalid or missing waiting times data.

(b) For the 78% of occasions of service for which episode-level data were available. For more information see the text of Chapter 5 and Appendix 2.

(c) Includes records where the episode end status was not reported as *Admitted to this hospital*. This includes patients referred to another hospital for admission.

(d) For Tasmania, there are variations among hospitals in reporting the time of physical departure from the emergency department for patients admitted within the ED. Because of this variation, the duration of presentation and the time in the emergency department have been reported as equal for all records.

(e) The duration of presentation is the length of time between the time of presentation to the emergency department and the end of the non-admitted patient episode.

(f) 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.

(g) The time in emergency department is the length of time between presentation and physical departure from the emergency department.



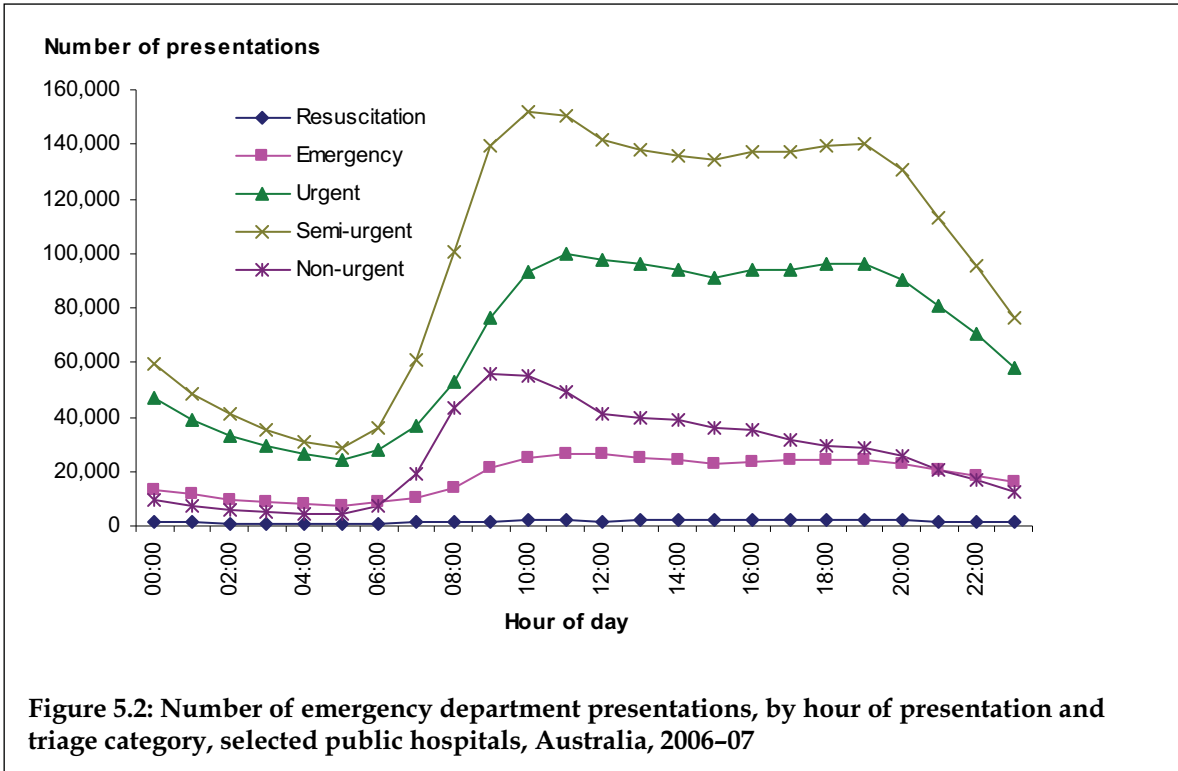


Figure 5.2: Number of emergency department presentations, by hour of presentation and triage category, selected public hospitals, Australia, 2006-07

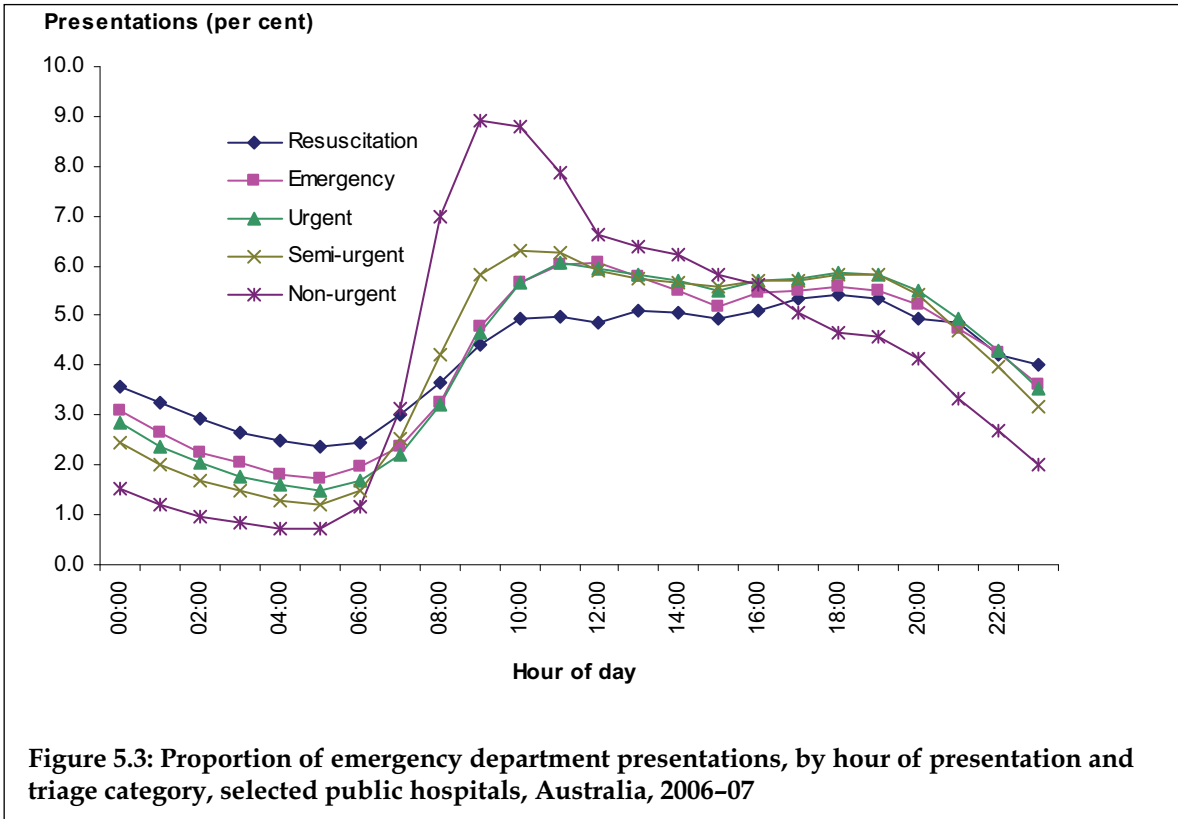


Figure 5.3: Proportion of emergency department presentations, by hour of presentation and triage category, selected public hospitals, Australia, 2006-07

**Table 5.11: Outpatient occasions of service, by public hospital peer group<sup>(a)</sup>, states and territories, 2006-07**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Hospitals reporting outpatient occasions of service									
Individual occasions of service	29	20	18	5	5	3	1	2	83
Group occasions of service	28	14	14	5	5	3	3	1	71
Occurrences of service reported									
Individual occasions of service	4,134,220	1,528,930	2,214,173	332,365	742,395	425,173	169,721	97,451	9,644,428
Group occasions of service	38,935	3,218	7,311	19,874	10,081	1,321	1,269	79	82,088
<b>Large hospitals</b>									
Hospitals reporting outpatient occasions of service									
Individual occasions of service	12	12	5	5	2	..	1	..	37
Group occasions of service	12	7	5	3	2	..	0	..	29
Occurrences of service reported									
Individual occasions of service	576,545	419,564	219,832	52,302	139,660	..	36,404	..	1,444,307
Group occasions of service	6,570	1,404	1,208	3,026	1,584	..	..	..	13,792
<b>Total<sup>(b)</sup></b>									
Hospitals reporting outpatient occasions of service									
Individual occasions of service	42	32	23	12	8	3	2	2	124
Group occasions of service	41	21	19	8	8	3	3	1	102
Occurrences of service reported									
Individual occasions of service	4,751,356	2,315,628	2,434,005	397,989	892,631	425,173	206,125	97,451	11,520,358
Group occasions of service	46,528	6,940	8,519	22,900	11,731	1,321	1,269	79	99,287
Estimated proportion of occasions of service in NOCD <sup>(c)</sup>									
Individual occasions of service	76	82	76	25	79	99	78	82	73
Group occasions of service	66	31	74	100	93	100	59	100	67

(a) For more information on the public hospital peer group classification see Appendix 2.

(b) The total includes data for hospitals that were not classified as *Principal referral and Specialist women's and children's hospitals* or *Large hospitals* in *Australian hospital statistics 2005-06* (AIHW 2007a).

(c) The number of outpatient occasions of service reported to the National Outpatient Care Database (NOCD) divided by the number of outpatient-related occasions of service from the National Public Hospital Establishment's Database (NPHEd), as a percentage. Where the number of occasions of service reported to the NOCD is greater than the outpatient-related occasions of service reported to the NPHEd, the proportion is presented as 100%.

**Table 5.12: Outpatient care individual occasions of service<sup>(a)(b)</sup>, by outpatient clinic type, selected public hospitals, states and territories, 2006-07**

Clinic type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Allied health	663,505	780,389	410,377	57,270	180,786	88,062	16,074	1,151	2,197,614
Dental	259,307	65,951	135,483	1,425	10,856	1,347	0	0	474,369
Gynaecology	52,134	48,187	67,964	7,165	32,528	13,245	4,130	4,564	229,917
Obstetrics	704,549	294,867	300,830	39,653	103,343	45,582	47,626	16,266	1,552,716
Cardiology	78,852	24,331	76,103	12,496	25,352	16,969	11,676	1,381	247,160
Endocrinology	170,890	48,941	71,542	20,329	30,338	27,654	7,378	602	377,674
Oncology	283,587	148,759	145,089	23,488	23,913	44,383	31,536	1,595	702,350
Respiratory	125,450	17,639	55,678	5,421	32,471	3,735	7,799	1,119	249,312
Gastroenterology	23,709	20,090	26,161	5,173	16,369	1,190	5,285	0	97,977
Medical	1,298,306	195,755	352,153	100,722	130,751	61,136	28,998	17,360	2,185,181
General practice/primary care	155,241	0	18,683	297	0	..	0	0	174,221
Paediatric	104,908	17,918	42,324	3,426	27,664	17,381	6,044	4,484	224,149
Endoscopy	11,788	0	8,764	7	..	1,339	2,125	428	24,451
Plastic surgery	23,701	76,677	25,070	21,289	22,297	3,775	3,343	1,540	177,692
Urology	27,534	39,794	37,755	5,551	14,613	1,741	1,094	288	128,370
Orthopaedic	264,465	162,433	244,345	41,799	55,232	18,140	9,299	10,441	806,154
Ophthalmology	138,626	97,690	68,535	21,598	56,426	8,410	16	9,127	400,428
Ear, nose and throat	26,859	41,102	42,036	9,424	17,744	1,114	602	3,978	142,859
Pre-admission and pre-anaesthesia	162,579	89,157	138,599	4,641	36,791	15,842	9,886	6,913	464,408
Chemotherapy	65,860	0	21,161	0	..	14,742	7,531	0	109,294
Dialysis	20,936	0	..	1,039	..	..	0	3,077	25,052
Surgery	80,049	133,462	136,226	15,603	71,962	39,386	4,336	12,808	493,832
Paediatric surgery	8,521	12,486	9,127	173	3,195	n.a.	1,347	329	35,178
<b>Total</b>	<b>4,751,356</b>	<b>2,315,628</b>	<b>2,434,005</b>	<b>397,989</b>	<b>892,631</b>	<b>425,173</b>	<b>206,125</b>	<b>97,451</b>	<b>11,520,358</b>

(a) Outpatient care individual occasions of service were required to be reported for public hospitals that were classified as either as *Principal referral and Specialist women's and children's hospitals* or *Large hospitals in Australian hospital statistics 2005-06* (AIHW 2007 a).

(b) There were variations among jurisdictions in the reporting of occasions of service because of differences in admission practices and in the types of facilities offering these services.

**Table 5.13: Outpatient care group occasions of service<sup>(a)(b)</sup>, by clinic type, selected public hospitals, states and territories, 2006–07**

Clinic type	NSW	Vic	Qld	WA <sup>(c)</sup>	SA	Tas	ACT	NT	Total
Allied health	14,735	6,940	4,979	8,155	5,043	700	0	0	40,552
Dental	13	0	0	0	0	0	0	0	13
Gynaecology	293	0	0	0	0	0	0	0	293
Obstetrics	3,345	0	1,576	1,633	1,528	150	574	0	8,806
Cardiology	2,289	0	260	634	339	100	331	0	3,953
Endocrinology	1,688	0	485	3,115	170	306	54	0	5,818
Oncology	380	0	59	282	0	0	0	0	721
Respiratory	2,520	0	2	200	45	1	10	0	2,778
Gastroenterology	114	0	0	18	107	0	0	0	239
Medical	19,591	0	1,130	2,688	2,033	59	283	79	25,863
General practice/primary care	244	0	0	0	0	0	0	0	244
Paediatric	461	0	14	0	380	0	17	0	872
Endoscopy	0	0	0	0	..	0	0	0	0
Plastic surgery	0	0	0	2,953	1,249	0	0	0	4,202
Urology	45	0	0	6	0	0	0	0	51
Orthopaedic	56	0	0	2,505	704	0	0	0	3,265
Ophthalmology	0	0	0	18	0	0	0	0	18
Ear, nose and throat	21	0	0	631	0	0	0	0	652
Pre-admission and pre-anaesthesia	295	0	3	0	2	0	0	0	300
Chemotherapy	223	0	0	0	..	0	0	0	223
Dialysis	88	0	..	0	..	0	0	0	88
Surgery	125	0	11	62	131	5	0	0	334
Paediatric surgery	2	0	0	0	0	0	0	0	2
<b>Total</b>	<b>46,528</b>	<b>6,940</b>	<b>8,519</b>	<b>22,900</b>	<b>11,731</b>	<b>1,321</b>	<b>1,269</b>	<b>79</b>	<b>99,287</b>

(a) Outpatient care group sessions were required to be reported for public hospitals that were classified as either as *Principal referral* and *Specialist women's and children's hospitals* or *Large hospitals* in *Australian hospital statistics 2005–06* (AIHW 2007a).

(b) There were variations among jurisdictions in the reporting of group occasions of service because of differences in the admission practices and the types of facilities offering these services.

(c) Western Australia data represent a mixture of the number of individuals who attended a group session and the number of group sessions.