

# 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:

- Summary information on the total number of accident and emergency occasions of service for all public hospitals (7.1 million 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 National Minimum Data Set (NAPEDC NMDS) (or in hospitals that did not have an emergency department).
- Detailed episode-level data for over 5.5 million 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).

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 NAPEDC NMDS, as defined in the *National health data dictionary, version 13* (HDSC 2006).

The scope of this NMDS in 2007–08 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 2006–07* (AIHW 2008a). The peer group classification was developed for the cost per casemix-adjusted separation analysis based on admitted patient activity (see *Appendix 1*). The use of this classification as an interim measure to define the scope of this collection is under review. 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 fifth year that 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.

The proportion of accident and emergency occasions of service for which detailed episode-level data were available was 78% in 2005–06, 2006–07 and 2007–08, 76% in 2004–05 and 73% in 2003–04.

### **Methods of analysis**

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* (for South Australia only). 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.

The estimated number of patients subsequently admitted included those presentations for which the Episode end status was reported as *Admitted to this hospital*.

### **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.

## **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 *Emergency* at the time of presentation at the emergency department.

In 2007–08:

- there were over 468,000 emergency department presentations assigned an *Emergency* triage category
- they were reported by 81 *Principal referral and Specialist women's and children's hospitals*, 43 *Large hospitals* and 41 *Other hospitals*
- over half (57%) of presentations were for males
- over 56% were aged 45 years and over
- almost half (48%) arrived by ambulance
- over a third arrived at the emergency department overnight (between 8 pm and 8 am)
- three out of every five patients were subsequently admitted to the same hospital (including admission within the emergency department)
- the median waiting time was 6 minutes, and 90% were seen within 23 minutes
- overall, 76% of these patients were seen within a clinically appropriate time.

The median length of the service episode was 3 hours and 39 minutes, ranging from 2 hours and 58 minutes for patients who presented to an emergency department in a hospital in a peer group other than A or B to 3 hours and 46 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*, 43 *Large hospitals*, and 41 *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 2007–08, 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. Data were also provided for:

- 20 *Medium hospitals* and 8 *Small hospitals* in New South Wales
- 5 *Medium hospitals* in Victoria
- 2 *Medium hospitals* and 1 *Small regional hospital* and 1 *Small remote hospital* in Western Australia and
- 1 *Medium hospital* in South Australia
- 3 *Small remote hospitals* in the Northern Territory.

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 access to 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 2003–04 to 2007–08

Table 5.2 presents national emergency department waiting times data by public hospital peer group and triage category for the years 2003–04 to 2007–08. All emergency department presentations are included in this table. However, for the proportions seen on time, and the median and 90th percentile waiting times, included are only those episodes where the Type of visit (see Table 5.4) was reported as *Emergency presentation*, or was *Not reported* (for South

Australia only). Because of differences over time in the scope, and method of analysis, these data should be interpreted with caution.

For 2007–08, the waiting time was missing or invalid for about 21,000 records, and there were over 302,000 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 90th percentile waiting times presented in tables 5.2 and 5.3. Details of records excluded from waiting times calculations for 2003–04 to 2006–07 are included in previous reports (AIHW 2005a, 2006a, 2007a, 2008a).

The estimated proportions of emergency presentations for South Australia and Western Australia for 2003–04 were calculated using the assumption that all occasions of service reported were emergency presentations (for which waiting times are applicable), 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 98% in 2003–04 to 100% in 2007–08. Over the same period, the NNAPEDCD data as a proportion of all public hospital accident and emergency occasions of service increased from 73% to 78%.

In 2007–08, there were 7.1 million accident and emergency occasions of service reported for public hospitals to the NPHED (see Table 2.7), and there were over 5.5 million emergency presentations reported to the NNAPEDCD. Between 2003–04 and 2007–08, the number of emergency presentations reported for hospitals in peer groups A and B rose by over 28% (6.4% per year). The total number of accident and emergency occasions of service reported to the NPHED increased by about 21% (4.9% per year) between 2003–04 (AIHW 2005a) and 2007–08.

The proportion of emergency presentations by triage category remained fairly stable between 2003–04 and 2007–08. In 2007–08, approximately 1% of patients who presented at an emergency department were assigned a triage category of *Resuscitation*, 8% were *Emergency*, 31% were *Urgent*, 46% were *Semi-urgent* and 13% were *Non-urgent*.

For the period 2003–04 to 2007–08, for all triage categories combined, the overall proportion of patients seen on time for all hospitals was fairly stable, fluctuating between 68% and 70%. The proportion of *Resuscitation* patients seen on time was also stable between 2003–04 and 2007–08 at around 99% to 100%. Between 2006–07 and 2007–08, the proportion seen on time decreased marginally for *Emergency*, *Urgent*, and *Non-Urgent* triage categories.

The median waiting time to service delivery was 24 minutes for 2004–05 to 2007–08, compared with 25 minutes for 2003–04. The median waiting time was fairly stable across all triage categories for both *Principal referral and Specialist women's and children's hospitals* and for *Large hospitals*. For 2007–08, 90% of all emergency department patients were attended by a health care professional within 124 minutes, compared with 120 minutes in 2006–07.

Nationally, the proportion of patients subsequently admitted rose from 25% in 2003–04 to 27% in 2007–08. Between 2006–07 and 2007–08, the proportion of patients subsequently admitted decreased for *Emergency*, *Urgent* and *Semi-urgent* triage categories. In 2007–08, the proportion of patients subsequently admitted was highest for *Principal referral and Specialist women's and children's hospitals* (31%). For hospitals other than *Principal referral and Specialist women's and children's hospitals*, a relatively high proportion of patients reported an Episode end status of *Referred to another hospital for admission*, and these were not included in the proportion admitted.

## Emergency presentations, states and territories

Table 5.3 presents the number of emergency department presentations for 2007–08, by triage category, public hospital peer group and state or territory, where the Type of visit (see Table 5.4) was reported as *Emergency presentation* (or was *Not reported* for South Australia). 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, the Australian Capital Territory had the lowest proportion of *Resuscitation* presentations (0.5%) and South Australia reported the highest proportion (1.3%). For the *Non-urgent* triage category, New South Wales reported the highest proportion (15.4%) followed by Victoria (14.3%), and South Australia reported the lowest (6.5%).

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 69%, ranging from 52% in the Northern Territory to 76% in New South Wales. Nationally, approximately 100% of *Resuscitation* patients and 76% 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 Northern Territory 50% of patients were treated within 43 minutes. The length of time by which 90% of patients were treated also varied; from 103 minutes in New South Wales to 183 minutes in the Northern 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 except *Non-urgent*, 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 2007–08. 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. Western Australia and South Australia did not report any presentations for

*Patient in transit or Dead on arrival* and the Northern Territory did not report any presentations for *Pre-arranged admission*. Type of visit was *Not reported* for over 9% of records from South Australia.

Nationally, 97.1% of presentations were *Emergency presentations*, and 2.0% were reported as *Return visit, planned*. The proportion of presentations by Type of visit varied by hospital peer group and by state or territory. For hospitals in peer group A, about 98% of presentations were *Emergency presentations* compared with about 94% for hospitals in peer group B. Overall, the proportion reported as *Emergency presentations* ranged from 99% for the Australian Capital Territory to 89% for South Australia. For the Northern Territory, 5% 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.

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 247 records for which the sex of the patient was *Not reported* and the 219 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 age groups from 0 to 74 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 (15.4%), followed by 25–34 years (13.8%) and 0–4 years (12.8%).

## **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.

### **Quality of Indigenous status data**

The quality of the data provided for Indigenous status in 2007–08 for emergency department presentations varied by jurisdiction. Most states and territories advised that the Indigenous status data collected in an emergency department setting could be less accurate than the data collected for admitted patients; the data should, therefore, be used with caution. See *Appendix 1* for more information on the quality of Indigenous data in the NNAPEDCD.

In addition, as the coverage of this data collection is largely public hospitals which were classified in peer groups A and B, most of the data relate to hospitals within *Major cities*. Consequently, the coverage may not include areas where the proportion of Indigenous people (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, 4.4% 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 persons (42.6%), and Victoria recorded the lowest proportion (1.2%). Indigenous status was *Not reported* for about 5% of presentations.

## 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 2007–08, arrival mode was *Not stated/Unknown* for less than 1% of presentations (Table 5.7).

The majority of patients who presented at an emergency department reported an arrival mode of *Other* (75.8%) (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 84.0% for *Resuscitation* patients to 4.4% for *Non-urgent* patients.

Queensland reported the highest overall proportion of presentations with an arrival mode of *Ambulance, air ambulance or helicopter rescue service* (28.3%), and Western Australia had the highest overall proportion of presentations with an arrival mode of *Other* (82.2%) (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 (88.8%) and the Northern Territory reported the lowest (75.6%). Queensland reported the highest proportion arriving by ambulance for *Emergency* patients (54.8%), while the Australian Capital Territory reported the lowest (38.1%).

## Episode end status

Table 5.8 presents data on the Episode end status (previously 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 2007–08, 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* (65.5%) (Table 5.8). However, this proportion varied markedly by triage category, ranging from 10.9% of *Resuscitation* patients to 83.5% of *Non-urgent* patients. Overall, 5.5% 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 10.3% 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* (73.1%) and the lowest overall proportion of patients who did not wait (2.6%). For *Resuscitation* patients, Western Australia had the highest proportion of patients referred to another hospital for admission (14.3%). Victoria and South Australia had higher overall proportions of presentations for which the patient was either



admitted to the same hospital or referred to another hospital for admission (32.8% and 31.6%, respectively) compared with the national average of 27.7% (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, 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 three length of presentation measures presented are:

- the median duration of non-admitted patient episode – measured from the time of presentation to the conclusion of the non-admitted component of the presentation (includes waiting time)
- the median duration of the service event – measured as the time from the commencement of service by a treating medical officer or nurse to the conclusion of the non-admitted component of the presentation (episode end) and
- the median total time in the emergency department – measured from the time of presentation to the time of physical departure of the patient.

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). 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 and Tasmania, 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 35 minutes, and the median duration of service event was 3 hours and 57 minutes. The median duration times varied by state and territory and by triage category. For *Resuscitation* patients, the median duration of presentation was generally the same as the median duration of the service event, which reflects the short waiting times for these patients. *Non-urgent* patients who were subsequently admitted had the shortest median duration of the service event at 2 hours and 30 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 6 hours and 34 minutes in the Australian Capital Territory to 1 hour and 14 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, New South Wales, Queensland, 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 14 minutes, and the median duration of the service event was 1 hour and 15 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 16 minutes, ranging from 1 hour and 27 minutes in the Australian Capital Territory to 3 hours and 58 minutes in Tasmania.

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. Over two-thirds of emergency department presentations occur between the hours of 8 am and 8 pm. For the *Urgent* triage category, the pattern of use is consistently relatively high during this period. For the *Non-urgent* and *Semi-urgent* triage categories, the peak time of presentation is between 8 am 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 5 am and 6 am to 5.6% between 6 pm and 7 pm, with almost 41% of these patients arriving overnight between 8 pm and 8 am. In contrast, for the *Non-urgent* triage category, the pattern of use varies from 0.8% between 4 am and 5 am to 8.6% between 9 am and 10 am, with less than a quarter of these patients arriving between 8 pm and 8 am.

## 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 11.8 million occasions of service for individuals and 178,000 group sessions for non-admitted patient outpatient clinic care. These data were reported for 24 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 (16.4 million 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 that 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 72% for individual occasions of service, and about 66% for group occasions of service (Table 5.11).

## Data sources

### The National Outpatient Care Database

The 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 2007–08 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 2006–07* (AIHW 2008a). 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 2007–08 as counts of individual occasions of service and group occasions of service by 24 outpatient clinic types as presented in tables 5.12 and 5.13.

### Coverage estimates

Data for the Outpatient care NMDS are collected for 24 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 82 *Principal referral and Specialist women's and children's hospitals*, 40 *Large hospitals* and 3 *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 2007–08, all states and territories were able to provide summary data to the NOCD for all public hospitals in peer groups A and B that managed outpatient clinic services. 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. South Australia 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 2007–08. 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 24 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
- *Gastroenterology* was not reported for the Northern Territory
- *General practice/primary care* was reported for New South Wales, Queensland and Western Australia only
- *Endoscopy* and *Ophthalmology* were not reported by Victoria
- *Chemotherapy* was not reported by Victoria and Western Australia
- *Dialysis* was not reported by Victoria, Queensland, South Australia, Tasmania and the Australian Capital Territory
- *Paediatric surgery* was not reported for Tasmania
- *Renal Medicine* was not reported for Victoria, Western Australia and the Northern Territory

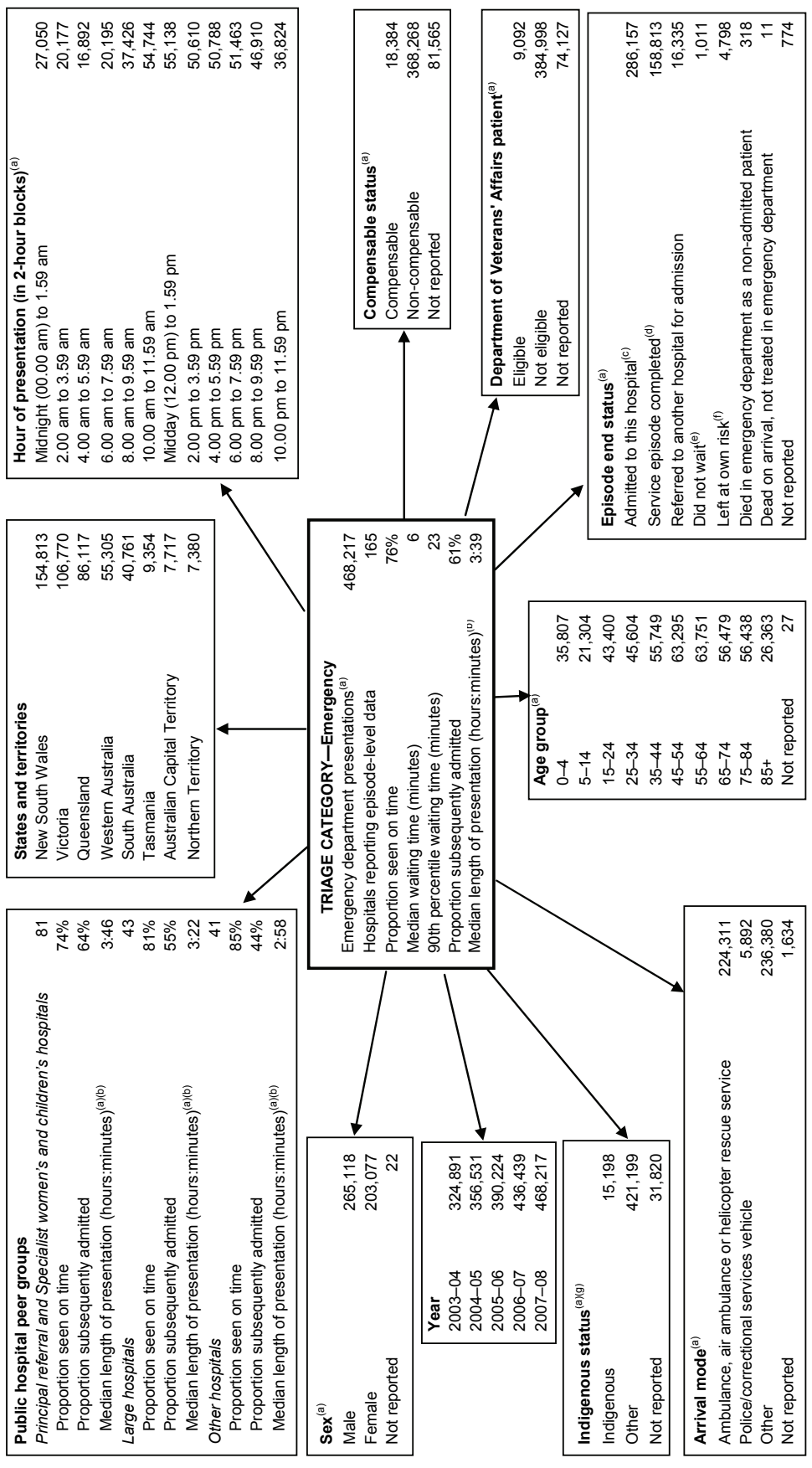
- There was also a marked variation among states and territories in the reporting of *Medical* occasions of service.

New South Wales reported the highest number of individual occasions of service for 15 of the 24 clinic types. Victoria reported the highest numbers for *Allied health*, *Plastic surgery* and *Paediatric surgery*, Queensland reported the highest numbers for *Gynaecology*, *Gastroenterology*, *Urology* and *Ear, nose and throat surgery* and South Australia reported the highest numbers for *Endoscopy*.

### **Group sessions**

Table 5.13 presents the number of group sessions of outpatient care by clinic type and state or territory in 2007–08.

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 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 *Paediatric surgery*. *Allied health* was the most commonly reported clinic type, with over 91,000 group sessions.



(a) For episodes with a Type of visit of *Emergency presentation*. The episode-level data provided to the NNAPEDCD covers approximately 78% of accident and emergency presentations for all public hospitals.  
 (b) The length of presentation is measured between the time of commencement of service and completion of service. This measure was calculated for presentations where the waiting time 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) There were variations in the quality of Indigenous status data by jurisdiction; therefore these data should be treated with caution. For more information, see Appendix 1.

**Figure 5.1: Interrelationships of an Emergency triage category presentation with other data elements, public hospitals, Australia, 2007-08**

Table 5.1: Emergency department presentations, by public hospital peer group<sup>(a)</sup>, states and territories, 2007-08

	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Hospitals reporting emergency department episode-level data <sup>(c)</sup>	28	20	17	6	5	2	1	2	81
Presentations reported with episode-level data <sup>(d)</sup>	1,195,006	912,786	768,339	277,920	275,389	77,320	51,756	90,043	3,648,559
Estimated proportion of presentations with episode-level data (%) <sup>(e)</sup>	100	100	100	100	100	100	100	100	100
<b>Large hospitals</b>									
Hospitals reporting emergency department episode-level data <sup>(c)</sup>	15	13	5	6	2	1	1	0	43
Presentations reported with episode-level data <sup>(d)</sup>	390,847	358,827	180,582	182,995	39,418	47,533	46,685	0	1,246,887
Estimated proportion of presentations with episode-level data (%) <sup>(e)</sup>	100	100	100	99	100	100	100	..	100
<b>Coverage of episode-level data for hospitals in peer groups A and B</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Other hospitals</b>									
Hospitals reporting emergency department episode-level data <sup>(c)</sup>	28	5	0	4	1	0	0	3	41
Presentations reported with episode-level data <sup>(d)</sup>	376,643	80,516	0	99,773	49,742	0	0	35,076	641,750
Estimated proportion of presentations with episode-level data (%) <sup>(e)</sup>	45	32	..	32	22	..	..	100	29
<b>Total</b>									
Hospitals reporting emergency department episode-level data <sup>(c)</sup>	71	38	22	16	8	3	2	5	165
Presentations reported with episode-level data <sup>(d)</sup>	1,962,496	1,352,129	948,921	560,688	364,549	124,853	98,441	125,119	5,537,196
Estimated proportion of presentations with episode-level data (%) <sup>(e)</sup>	81	89	64	72	67	88	100	100	78

(a) For more information on the public hospital peer group classification, see Appendix 1.

(b) Includes data for the Mersey Community Hospital.

(c) 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*.

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

(e) The number of presentations reported to NNAPEDCD 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 NNAPEDCD 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, 2003–04 to 2007–08**

Triage category and peer group	2003–04	2004–05	2005–06	2006–07	2007–08
<b>Coverage of episode-level data for hospitals in peer groups A and B</b>					
Hospitals reporting emergency department episode-level data	113	116	118	119	124
Presentations reported with waiting times data <sup>(b)</sup>	3,813,519	4,026,666	4,312,108	4,607,684	4,895,446
Estimated proportion of occasions with waiting times data <sup>(%)</sup> <sup>(c)(e)</sup>	98	100	100	100	100
<b>Principal referral and Specialist women's and children's hospitals</b>					
Hospitals reporting emergency department episode-level data	66	73	77	81	81
Presentations reported with waiting times data <sup>(b)</sup>	2,590,556	2,911,508	3,202,097	3,526,341	3,648,559
Estimated proportion of occasions of service with waiting times data <sup>(%)</sup> <sup>(c)(d)</sup>	98	100	100	100	100
Proportion by triage category (%)					
Resuscitation	1	1	1	1	1
Emergency	9	9	9	10	10
Urgent	34	34	35	35	35
Semi-urgent	45	45	45	45	44
Non-urgent	11	10	10	10	10
<i>Total</i>	100	100	100	100	100
Proportion seen on time <sup>(%)</sup> <sup>(e)</sup>					
Resuscitation	99	100	100	99	100
Emergency	75	75	75	76	74
Urgent	60	61	60	63	60
Semi-urgent	60	61	61	63	62
Non-urgent	84	86	86	86	85
<i>Total</i>	64	65	65	66	65
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	5	6	6	5	6
Urgent	24	23	23	22	24
Semi-urgent	46	44	43	41	42
Non-urgent	34	33	33	33	34
<i>Total</i>	28	26	27	25	26
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	24	23	24	22	24
Urgent	99	95	101	96	107
Semi-urgent	166	161	163	158	161
Non-urgent	156	144	144	142	146
<i>Total</i>	134	129	132	127	132

(continued)



**Table 5.2 (continued): Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2003–04 to 2007–08**

<b>Triage category and peer group</b>	<b>2003–04</b>	<b>2004–05</b>	<b>2005–06</b>	<b>2006–07</b>	<b>2007–08</b>
<b>Principal referral and Specialist women's and children's hospitals (continued)</b>					
Proportion ending in admission (%) <sup>(f)</sup>					
Resuscitation	76	83	83	82	82
Emergency	60	67	67	65	64
Urgent	42	47	46	45	44
Semi-urgent	17	20	20	19	18
Non-urgent	6	7	7	7	6
<i>Total</i>	29	33	33	32	31
<b>Large hospitals</b>					
Hospitals reporting emergency department episode-level data					
Presentations reported with waiting times data <sup>(b)</sup>	47	43	41	38	43
Estimated proportion of occasions of service with waiting times data (%) <sup>(c)(d)</sup>	1,222,963	1,115,158	1,110,011	1,081,343	1,246,887
Proportion by triage category (%)	97	100	100	100	100
Resuscitation	<1	<1	<1	<1	<1
Emergency	6	6	6	6	6
Urgent	27	27	27	27	27
Semi-urgent	48	49	48	48	49
Non-urgent	18	18	18	19	19
<i>Total</i>	100	100	100	100	100
Proportion seen on time (%) <sup>(e)</sup>					
Resuscitation	100	99	99	99	99
Emergency	78	78	80	82	81
Urgent	68	69	70	70	70
Semi-urgent	71	70	69	69	69
Non-urgent	89	87	87	87	86
<i>Total</i>	73	73	73	73	73
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	5	6	5	5	5
Urgent	19	19	18	18	18
Semi-urgent	31	33	34	34	33
Non-urgent	30	33	33	35	34
<i>Total</i>	23	24	24	25	24

(continued)

**Table 5.2 (continued): Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2003–04 to 2007–08**

<b>Triage category and peer group</b>	<b>2003–04</b>	<b>2004–05</b>	<b>2005–06</b>	<b>2006–07</b>	<b>2007–08</b>
<b>Large hospitals (continued)</b>					
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	21	20	19	18	18
Urgent	75	70	72	74	73
Semi-urgent	127	129	134	132	133
Non-urgent	128	137	140	142	146
<b>Total</b>	<b>109</b>	<b>111</b>	<b>115</b>	<b>116</b>	<b>117</b>
Proportion ending in admission (%) <sup>(f)</sup>					
Resuscitation	67	64	67	66	65
Emergency	55	53	58	57	55
Urgent	36	35	38	37	36
Semi-urgent	13	14	14	13	13
Non-urgent	4	4	4	3	4
<b>Total</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>21</b>	<b>20</b>
<b>All hospitals<sup>(g)</sup></b>					
Hospitals reporting emergency department episode-level data					
Presentations reported with waiting times data <sup>(b)</sup>	142	148	153	164	165
Estimated proportion of occasions of service with waiting times data (%) <sup>(c)(d)</sup>	4,308,319	4,529,412	4,914,896	5,287,451	5,537,196
Proportion by triage category (%)	73	76	78	78	78
Resuscitation	1	1	1	1	1
Emergency	8	8	8	8	8
Urgent	31	31	31	31	31
Semi-urgent	46	46	46	46	46
Non-urgent	15	14	14	13	13
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Proportion seen on time (%) <sup>(e)</sup>					
Resuscitation	99	100	99	99	100
Emergency	76	76	77	78	76
Urgent	63	64	64	65	63
Semi-urgent	65	65	65	66	66
Non-urgent	87	88	87	88	87
<b>Total</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>69</b>

(continued)

**Table 5.2 (continued): Non-admitted patient emergency department presentation statistics, by triage category and public hospital peer group<sup>(a)</sup>, Australia, 2003–04 to 2007–08**

Triage category and peer group	2003–04	2004–05	2005–06	2006–07	2007–08
<b>All hospitals<sup>(g)</sup> (continued)</b>					
Median waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	5	5	5	5	6
Urgent	22	21	21	20	21
Semi-urgent	38	37	37	36	36
Non-urgent	28	28	29	28	28
<b>Total</b>	<b>25</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>24</b>
90th percentile waiting time to service delivery (minutes)					
Resuscitation	0	0	0	0	0
Emergency	23	22	23	21	23
Urgent	90	88	93	90	97
Semi-urgent	150	148	149	146	148
Non-urgent	139	134	136	133	137
<b>Total</b>	<b>124</b>	<b>121</b>	<b>123</b>	<b>120</b>	<b>124</b>
Proportion ending in admission (%) <sup>(f)</sup>					
Resuscitation	73	80	80	79	79
Emergency	57	63	64	62	61
Urgent	39	43	43	42	41
Semi-urgent	15	17	17	17	16
Non-urgent	5	6	6	5	5
<b>Total</b>	<b>25</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>27</b>

(a) For more information on the public hospital peer group classification, see Appendix 1. Not all hospitals include an emergency department.

(b) For 2003–04 to 2007–08, these are the number of emergency department presentations. For 2003–04, these 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 jurisdictions where the number of presentations reported to the NNAPEDCD exceeded the number of accident and emergency occasions of service reported to the NPHEd, the coverage has been estimated as 100%. 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 text for more information.

(e) This proportion is based on presentations for which the departure/episode end status was reported as *Admitted to this hospital*.

(f) 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, 2007–08**

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Resuscitation	9,372	7,764	6,583	3,341	4,214	646	340	710	32,970
Emergency	112,040	87,229	76,073	35,739	33,914	7,301	6,029	6,787	365,112
Urgent	404,965	295,533	297,680	83,096	98,915	27,325	20,531	31,171	1,259,216
Semi-urgent	495,443	415,874	329,038	134,833	114,298	34,726	21,977	46,676	1,592,865
Non-urgent	156,225	86,970	46,706	15,817	20,796	4,404	2,879	2,815	336,612
<b>Total<sup>(d)</sup></b>	<b>1,179,132</b>	<b>893,370</b>	<b>756,080</b>	<b>272,826</b>	<b>272,137</b>	<b>74,402</b>	<b>51,756</b>	<b>88,159</b>	<b>3,587,862</b>
<b>Proportion seen on time (%)<sup>(e)</sup></b>									
Resuscitation	100	100	98	99	100	99	n.p.	100	100
Emergency	80	77	67	65	73	72	n.p.	58	74
Urgent	66	68	54	49	54	42	n.p.	43	60
Semi-urgent	72	63	58	51	56	47	n.p.	35	62
Non-urgent	87	87	83	79	79	81	n.p.	69	85
<b>Total</b>	<b>72</b>	<b>69</b>	<b>59</b>	<b>55</b>	<b>60</b>	<b>50</b>	<b>n.p.</b>	<b>41</b>	<b>65</b>
<b>Median waiting time to service delivery (minutes)</b>									
Resuscitation	0	0	0	0	0	0	n.p.	0	0
Emergency	5	5	7	8	5	7	n.p.	9	6
Urgent	21	19	27	31	27	40	n.p.	39	24
Semi-urgent	31	40	48	59	51	65	n.p.	92	42
Non-urgent	31	27	39	60	49	53	n.p.	68	34
<b>Total</b>	<b>22</b>	<b>22</b>	<b>30</b>	<b>38</b>	<b>30</b>	<b>44</b>	<b>n.p.</b>	<b>55</b>	<b>26</b>
<b>90th percentile waiting time to service delivery (minutes)</b>									
Resuscitation	1	0	0	0	0	0	n.p.	0	0
Emergency	21	22	31	24	23	24	n.p.	30	24
Urgent	92	97	116	108	106	163	n.p.	143	107
Semi-urgent	132	166	170	159	175	182	n.p.	240	161
Non-urgent	138	137	159	165	187	160	n.p.	215	146
<b>Total</b>	<b>112</b>	<b>133</b>	<b>138</b>	<b>135</b>	<b>138</b>	<b>165</b>	<b>n.p.</b>	<b>198</b>	<b>132</b>
<b>Proportion ending in admission (%)<sup>(f)</sup></b>									
Resuscitation	84	93	71	75	75	88	n.p.	68	81
Emergency	63	77	56	50	63	62	n.p.	64	64
Urgent	43	57	33	39	43	43	n.p.	42	44
Semi-urgent	19	25	11	15	17	16	n.p.	13	18
Non-urgent	6	6	4	9	6	5	n.p.	3	6
<b>Total</b>	<b>30</b>	<b>39</b>	<b>24</b>	<b>27</b>	<b>33</b>	<b>31</b>	<b>n.p.</b>	<b>28</b>	<b>31</b>

(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, 2007–08

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
<b>Large hospitals</b>									
Resuscitation	1,892	642	445	812	228	164	155	..	4,338
Emergency	25,830	16,618	10,044	12,911	4,172	2,053	1,688	..	73,316
Urgent	110,762	78,345	50,588	48,322	16,997	13,033	11,220	..	329,267
Semi-urgent	184,154	167,493	80,899	102,971	16,109	23,499	22,478	..	597,603
Non-urgent	57,683	76,466	35,472	16,908	1,879	3,605	10,576	..	202,589
<i>Total<sup>(d)</sup></i>	<b>380,907</b>	<b>339,564</b>	<b>177,448</b>	<b>181,924</b>	<b>39,385</b>	<b>42,355</b>	<b>46,117</b>	<b>..</b>	<b>1,207,700</b>
Proportion seen on time (%) <sup>(e)</sup>									
Resuscitation	100	100	98	97	100	n.p.	n.p.	..	99
Emergency	84	87	85	75	51	n.p.	n.p.	..	81
Urgent	73	78	71	60	32	n.p.	n.p.	..	70
Semi-urgent	74	69	74	62	50	n.p.	n.p.	..	69
Non-urgent	89	82	91	85	87	n.p.	n.p.	..	86
<i>Total</i>	<b>76</b>	<b>75</b>	<b>77</b>	<b>65</b>	<b>44</b>	<b>n.p.</b>	<b>n.p.</b>	<b>..</b>	<b>73</b>
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	n.p.	n.p.	..	0
Emergency	5	4	5	6	10	n.p.	n.p.	..	5
Urgent	18	13	17	23	56	n.p.	n.p.	..	18
Semi-urgent	29	34	27	40	61	n.p.	n.p.	..	33
Non-urgent	26	41	29	32	43	n.p.	n.p.	..	34
<i>Total</i>	<b>21</b>	<b>24</b>	<b>21</b>	<b>27</b>	<b>48</b>	<b>n.p.</b>	<b>n.p.</b>	<b>..</b>	<b>24</b>
90th percentile waiting time to service delivery (minutes)									
Resuscitation	1	1	1	0	0	n.p.	n.p.	..	0
Emergency	18	13	13	20	44	n.p.	n.p.	..	18
Urgent	67	52	77	83	217	n.p.	n.p.	..	73
Semi-urgent	124	126	113	152	220	n.p.	n.p.	..	133
Non-urgent	133	165	117	147	134	n.p.	n.p.	..	146
<i>Total</i>	<b>103</b>	<b>118</b>	<b>101</b>	<b>130</b>	<b>203</b>	<b>n.p.</b>	<b>n.p.</b>	<b>..</b>	<b>117</b>
Proportion ending in admission (%) <sup>(f)</sup>									
Resuscitation	73	80	62	35	62	n.p.	n.p.	..	64
Emergency	60	62	49	39	65	n.p.	n.p.	..	55
Urgent	38	40	26	28	46	n.p.	n.p.	..	35
Semi-urgent	15	15	9	8	18	n.p.	n.p.	..	13
Non-urgent	5	2	3	2	4	n.p.	n.p.	..	3
<i>Total</i>	<b>24</b>	<b>20</b>	<b>15</b>	<b>15</b>	<b>35</b>	<b>n.p.</b>	<b>n.p.</b>	<b>..</b>	<b>20</b>

(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, 2007–08

Triage category and peer group	NSW	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
<b>All hospitals reporting waiting times data<sup>(d)</sup></b>									
Resuscitation	12,288	8,496	7,028	4,486	4,496	810	495	766	38,865
Emergency	154,813	106,770	86,117	55,305	40,761	9,354	7,717	7,380	468,217
Urgent	599,869	387,333	348,268	159,405	125,147	40,358	31,751	35,562	1,727,693
Semi-urgent	854,424	621,011	409,937	290,217	165,291	58,225	44,455	62,563	2,506,123
Non-urgent	295,831	186,906	82,178	44,681	23,127	8,009	13,455	12,162	666,349
<b>Total emergency visits<sup>(d)</sup></b>	<b>1,919,417</b>	<b>1,310,516</b>	<b>933,528</b>	<b>554,094</b>	<b>358,822</b>	<b>116,757</b>	<b>97,873</b>	<b>118,433</b>	<b>5,409,440</b>
Proportion seen on time (%) <sup>(e)</sup>									
Resuscitation	100	100	98	99	100	99	100	100	100
Emergency	81	79	69	69	72	74	81	59	76
Urgent	69	71	56	56	54	54	52	47	63
Semi-urgent	75	65	61	59	60	58	51	47	66
Non-urgent	90	86	87	86	80	86	78	86	87
<b>Total emergency visits seen on time</b>	<b>76</b>	<b>71</b>	<b>63</b>	<b>61</b>	<b>61</b>	<b>60</b>	<b>58</b>	<b>52</b>	<b>69</b>
Median waiting time to service delivery (minutes)									
Resuscitation	0	0	0	0	0	0	0	0	0
Emergency	5	5	7	7	5	7	5	8	6
Urgent	19	17	25	26	27	27	29	34	21
Semi-urgent	27	37	43	47	45	48	59	69	36
Non-urgent	22	31	34	32	27	38	59	29	28
<b>Total</b>	<b>20</b>	<b>23</b>	<b>28</b>	<b>30</b>	<b>29</b>	<b>32</b>	<b>40</b>	<b>43</b>	<b>24</b>
90th percentile waiting time to service delivery (minutes)									
Resuscitation	1	0	0	0	0	0	0	0	0
Emergency	20	20	29	22	25	23	21	30	23
Urgent	82	85	110	98	118	134	159	137	97
Semi-urgent	122	152	159	155	163	156	195	220	148
Non-urgent	121	144	139	143	180	142	174	151	137
<b>Total</b>	<b>103</b>	<b>127</b>	<b>131</b>	<b>131</b>	<b>138</b>	<b>142</b>	<b>173</b>	<b>183</b>	<b>124</b>
Proportion ending in admission (%) <sup>(f)</sup>									
Resuscitation	80	92	71	65	73	84	73	67	78
Emergency	61	75	55	45	60	58	60	64	61
Urgent	40	53	32	33	42	38	42	42	41
Semi-urgent	16	21	10	11	14	13	13	13	16
Non-urgent	5	4	3	4	6	5	3	5	4
<b>Total proportion ending in admission (%)</b>	<b>26</b>	<b>33</b>	<b>22</b>	<b>20</b>	<b>29</b>	<b>25</b>	<b>25</b>	<b>24</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). See Table 5.4.

(b) For more information on the public hospital peer group classification, see Appendix 1. Information on the coverage of the waiting times data is presented in Table 5.1.

(c) Includes data for the Mersey Community Hospital.

(d) The totals include records for which the triage category was not assigned or not reported.

(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.

(f) The proportion of presentations for which the emergency department departure status was reported as *Admitted to this hospital*.

(g) *All hospitals* also 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<sup>(b)</sup>, states and territories, 2007–08**

Type of visit and peer group	NSW	Vic	Qld	WA <sup>(c)</sup>	SA	Tas <sup>(d)</sup>	ACT	NT	Total
<b>Principal referral and Specialist women's and children's hospitals</b>									
Emergency presentation	1,179,132	893,370	756,080	272,826	271,657	74,402	51,756	88,159	3,587,382
Return visit, planned	12,760	16,963	9,791	4,140	2,783	1,265	0	1,840	49,542
Pre-arranged admission	1,126	543	2,053	426	469	1,196	0	0	5,813
Patient in transit	65	194	149	0	0	65	0	13	486
Dead on arrival	1,880	1,541	266	0	0	392	0	31	4,110
Not reported	43	175	0	528	480	0	0	0	1,226
<b>Total</b>	<b>1,195,006</b>	<b>912,786</b>	<b>768,339</b>	<b>277,920</b>	<b>275,389</b>	<b>77,320</b>	<b>51,756</b>	<b>90,043</b>	<b>3,648,559</b>
<b>Large hospitals</b>									
Emergency presentation	380,907	339,564	177,448	181,924	5,847	42,355	46,117	..	1,174,162
Return visit, planned	9,334	17,884	2,964	1,035	29	3,078	538	..	34,862
Pre-arranged admission	236	859	130	27	4	2,028	1	..	3,285
Patient in transit	12	60	11	0	0	33	23	..	139
Dead on arrival	315	430	29	0	0	39	6	..	819
Not reported	43	30	0	9	33,538	0	0	..	33,620
<b>Total</b>	<b>390,847</b>	<b>358,827</b>	<b>180,582</b>	<b>182,995</b>	<b>39,418</b>	<b>47,533</b>	<b>46,685</b>	<b>..</b>	<b>1,246,887</b>
<b>Other hospitals<sup>(e)</sup></b>									
Emergency presentation	359,378	77,582	..	99,344	47,184	..	..	30,274	613,762
Return visit, planned	15,383	2,611	..	416	2,437	..	..	4,693	25,540
Pre-arranged admission	653	174	..	13	5	..	..	0	845
Patient in transit	39	34	..	0	0	..	..	3	76
Dead on arrival	183	112	..	0	0	..	..	3	298
Not reported	1,007	3	..	0	116	..	..	103	1,229
<b>Total</b>	<b>376,643</b>	<b>80,516</b>	<b>..</b>	<b>99,773</b>	<b>49,742</b>	<b>..</b>	<b>..</b>	<b>35,076</b>	<b>641,750</b>
<b>Total</b>									
Emergency presentation	1,919,417	1,310,516	933,528	554,094	324,688	116,757	97,873	118,433	5,375,306
Return visit, planned	37,477	37,458	12,755	5,591	5,249	4,343	538	6,533	109,944
Pre-arranged admission	2,015	1,576	2,183	466	478	3,224	1	0	9,943
Patient in transit	116	288	160	0	0	98	23	16	701
Dead on arrival	2,378	2,083	295	0	0	431	6	34	5,227
Not reported	1,093	208	0	537	34,134	0	0	103	36,075
<b>Total presentations reported at episode-level</b>	<b>1,962,496</b>	<b>1,352,129</b>	<b>948,921</b>	<b>560,688</b>	<b>364,549</b>	<b>124,853</b>	<b>98,441</b>	<b>125,119</b>	<b>5,537,196</b>

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

(b) For more information on the public hospital peer group classification, see Appendix 1.

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

(d) Includes data for the Mersey Community Hospital.

(e) 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, 2007–08**

Sex	Age group	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	ACT	NT	Total <sup>(c)</sup>
<b>Males</b>										
	0–4	141,971	93,492	68,668	46,072	25,635	6,669	6,375	8,267	397,149
	5–14	117,014	77,749	56,759	35,641	19,632	6,860	5,642	6,506	325,803
	15–24	150,514	97,857	83,370	47,247	26,158	11,291	8,855	9,873	435,165
	25–34	129,612	87,218	71,304	38,201	21,964	8,735	7,190	10,858	375,082
	35–44	119,938	80,438	61,215	34,485	20,723	7,975	5,748	11,220	341,742
	45–54	101,164	67,754	49,376	28,156	17,587	7,030	4,899	8,496	284,462
	55–64	89,550	59,158	40,704	22,528	15,227	5,969	4,321	6,048	243,505
	65–74	75,595	52,545	32,337	18,310	12,686	5,065	3,325	3,270	203,133
	75–84	72,869	50,351	26,573	16,591	14,478	4,254	2,778	1,323	189,217
	85 and over	32,290	19,568	9,365	6,553	6,385	1,534	1,152	326	77,173
	<b>Total<sup>(d)</sup></b>	<b>1,030,661</b>	<b>686,130</b>	<b>499,671</b>	<b>293,784</b>	<b>180,475</b>	<b>65,382</b>	<b>50,285</b>	<b>66,192</b>	<b>2,872,580</b>
<b>Females</b>										
	0–4	109,053	72,914	54,645	37,074	20,788	5,263	4,889	6,334	310,960
	5–14	87,137	59,694	43,411	27,247	15,891	5,632	4,446	5,283	248,741
	15–24	137,944	97,992	81,580	43,863	28,963	10,406	8,761	10,398	419,907
	25–34	124,423	105,784	67,583	37,963	28,716	7,867	7,608	10,902	390,846
	35–44	104,306	81,529	54,015	31,792	21,616	7,303	5,720	10,383	316,664
	45–54	90,608	61,370	44,022	24,861	16,233	6,255	4,878	7,447	255,674
	55–64	76,611	53,135	34,182	19,423	13,310	5,035	4,048	4,521	210,265
	65–74	65,881	46,493	26,271	15,604	11,980	4,507	2,869	2,188	175,793
	75–84	80,771	53,383	26,927	17,223	15,805	4,443	2,945	1,061	202,558
	85 and over	54,948	33,705	16,551	11,787	10,757	2,758	1,989	402	132,897
	<b>Total<sup>(d)</sup></b>	<b>931,746</b>	<b>665,999</b>	<b>449,187</b>	<b>266,837</b>	<b>184,059</b>	<b>59,469</b>	<b>48,153</b>	<b>58,919</b>	<b>2,664,369</b>
<b>Persons<sup>(e)</sup></b>										
	0–4	251,030	166,406	123,318	83,161	46,423	11,933	11,264	14,602	708,137
	5–14	204,155	137,443	100,173	62,892	35,523	12,493	10,088	11,789	574,556
	15–24	288,470	195,849	164,959	91,118	55,121	21,697	17,616	20,272	855,102
	25–34	254,047	193,002	138,900	76,172	50,682	16,602	14,798	21,762	765,965
	35–44	224,253	161,967	115,236	66,284	42,339	15,278	11,468	21,603	658,428
	45–54	191,784	129,124	93,406	53,023	33,820	13,285	9,777	15,943	540,162
	55–64	166,174	112,293	74,891	41,964	28,549	11,004	8,370	10,569	453,814
	65–74	141,490	99,038	58,609	33,919	24,666	9,572	6,194	5,459	378,947
	75–84	153,642	103,734	53,505	33,814	30,284	8,697	5,723	2,384	391,763
	85 and over	87,240	53,273	25,924	18,341	17,142	4,292	3,143	728	210,083
	<b>Total<sup>(d)</sup></b>	<b>1,962,496</b>	<b>1,352,129</b>	<b>948,921</b>	<b>560,688</b>	<b>364,549</b>	<b>124,853</b>	<b>98,441</b>	<b>125,119</b>	<b>5,537,196</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 data for the Mersey Community Hospital.

(c) Includes presentations for which the sex of the patient was not reported.

(d) Includes presentations for which the sex and/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, 2007–08**

Indigenous status	NSW <sup>(b)</sup>	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
Aboriginal but not Torres Strait Islander origin	57,955	14,748	46,105	43,230	7,263	4,000	1,449	52,093	226,843
Torres Strait Islander but not Aboriginal origin	925	241	5,109	272	73	157	44	389	7,210
Aboriginal and Torres Strait Islander origin	1,595	1,301	3,656	489	96	185	213	842	8,377
<i>Indigenous Australians</i>	<i>60,475</i>	<i>16,290</i>	<i>54,870</i>	<i>43,991</i>	<i>7,432</i>	<i>4,342</i>	<i>1,706</i>	<i>53,324</i>	<i>242,430</i>
Not Aboriginal or Torres Strait Islander origin	1,706,087	1,330,058	876,324	496,862	317,891	116,681	95,031	71,435	5,010,369
Not reported	195,934	5,781	17,727	19,835	39,226	3,830	1,704	360	284,397
<b>Total</b>	<b>1,962,496</b>	<b>1,352,129</b>	<b>948,921</b>	<b>560,688</b>	<b>364,549</b>	<b>124,853</b>	<b>98,441</b>	<b>125,119</b>	<b>5,537,196</b>

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

(b) For NSW, Indigenous status information had been recorded in the patient administration system for the majority of those records presented here as *Not reported*. However, due to systems issues, the information was not available at the time of reporting. See *Appendix 1 – Quality of Indigenous status*.

(c) Includes data for the Mersey Community Hospital.

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, 2007–08**

Triage category and emergency department arrival mode	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	ACT	NT	Total
<b>Resuscitation</b>									
Ambulance, air ambulance or helicopter rescue service	10,142	7,138	6,256	3,761	3,832	719	404	581	32,833
Police/correctional services vehicle	76	97	62	36	14	1	1	9	296
Other <sup>(c)</sup>	2,059	1,333	754	688	652	73	92	179	5,830
Not stated/unknown	99	0	0	6	0	17	1	0	123
<b>Total</b>	<b>12,376</b>	<b>8,568</b>	<b>7,072</b>	<b>4,491</b>	<b>4,498</b>	<b>810</b>	<b>498</b>	<b>769</b>	<b>39,082</b>
<b>Emergency</b>									
Ambulance, air ambulance or helicopter rescue service	74,288	50,197	47,377	22,341	20,113	5,035	2,944	2,866	225,161
Police/correctional services vehicle	1,702	1,280	1,545	578	196	267	173	189	5,930
Other <sup>(c)</sup>	78,060	55,504	37,547	32,477	20,480	3,966	4,597	4,372	237,003
Not stated/unknown	1,477	0	0	58	11	86	3	0	1,635
<b>Total</b>	<b>155,527</b>	<b>106,981</b>	<b>86,469</b>	<b>55,454</b>	<b>40,800</b>	<b>9,354</b>	<b>7,717</b>	<b>7,427</b>	<b>469,729</b>
<b>Urgent</b>									
Ambulance, air ambulance or helicopter rescue service	204,232	132,094	136,431	40,203	44,928	14,696	8,798	8,526	589,908
Police/correctional services vehicle	6,126	3,231	3,936	1,927	954	542	324	1,106	18,146
Other <sup>(c)</sup>	388,022	253,666	209,674	117,694	79,493	26,173	22,629	26,446	1,123,797
Not stated/unknown	5,394	0	1	234	17	240	9	0	5,895
<b>Total</b>	<b>603,774</b>	<b>388,991</b>	<b>350,042</b>	<b>160,058</b>	<b>125,392</b>	<b>41,651</b>	<b>31,760</b>	<b>36,078</b>	<b>1,737,746</b>
<b>Semi-urgent</b>									
Ambulance, air ambulance or helicopter rescue service	165,219	89,802	73,976	27,471	24,314	8,773	4,634	6,960	401,149
Police/correctional services vehicle	3,578	1,445	2,006	1,627	685	509	207	1,713	11,770
Other <sup>(c)</sup>	687,797	541,569	339,785	263,586	144,114	52,839	39,735	56,564	2,125,989
Not stated/unknown	7,398	0	0	218	61	213	2	0	7,892
<b>Total</b>	<b>863,992</b>	<b>632,816</b>	<b>415,767</b>	<b>292,902</b>	<b>169,174</b>	<b>62,334</b>	<b>44,578</b>	<b>65,237</b>	<b>2,546,800</b>

(continued)

**Table 5.7 (continued): Non-admitted patient emergency department presentations(a), by triage category and emergency department arrival mode, public hospitals, states and territories, 2007-08**

Triage category and emergency department arrival mode	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	ACT	NT	Total
<b>Non-urgent</b>									
Ambulance, air ambulance or helicopter rescue service	18,713	5,407	4,114	1,291	1,544	276	347	819	32,511
Police/correctional services vehicle	1,726	312	635	236	299	240	49	726	4,223
Other <sup>(c)</sup>	301,127	206,971	84,822	46,200	22,832	9,730	13,491	14,063	699,236
Not stated/unknown	3,022	0	0	55	10	26	1	0	3,114
<b>Total</b>	<b>324,588</b>	<b>212,690</b>	<b>89,571</b>	<b>47,782</b>	<b>24,685</b>	<b>10,272</b>	<b>13,888</b>	<b>15,608</b>	<b>739,084</b>
<b>Total<sup>(d)</sup></b>									
Ambulance, air ambulance or helicopter rescue service	472,940	284,700	268,154	95,067	94,731	29,524	17,127	19,752	1,281,995
Police/correctional services vehicle	13,224	6,379	8,184	4,404	2,148	1,560	754	3,743	40,396
Other <sup>(c)</sup>	1,458,751	1,061,050	672,582	460,646	267,571	93,178	80,544	101,624	4,195,946
Not stated/unknown	17,581	0	1	571	99	591	16	0	18,859
<b>Total<sup>(d)</sup></b>	<b>1,962,496</b>	<b>1,352,129</b>	<b>948,921</b>	<b>560,688</b>	<b>364,549</b>	<b>124,853</b>	<b>98,441</b>	<b>125,119</b>	<b>5,537,196</b>

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

(b) Includes data for the Mersey Community Hospital.

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

(d) 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, 2007–08**

Triage category and episode end status	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	ACT	NT	Total
<b>Resuscitation</b>									
Admitted to this hospital <sup>(c)</sup>	9,843	7,882	5,010	2,940	3,289	682	362	515	30,523
Non-admitted patient emergency department service episode completed <sup>(d)</sup>	1,480	433	915	484	700	30	45	183	4,270
Referred to another hospital for admission	889	116	619	642	330	33	33	4	2,666
Did not wait to be attended by a health care professional	5	0	8	2	0	0	0	0	15
Left at own risk <sup>(e)</sup>	67	35	74	30	19	1	4	8	238
Died in emergency department as a non-admitted patient	0	102	433	391	150	63	51	54	1,244
Dead on arrival, not treated in emergency department	70	0	12	2	0	0	3	5	92
Not reported	22	0	1	0	10	1	0	0	34
<b>Total</b>	<b>12,376</b>	<b>8,568</b>	<b>7,072</b>	<b>4,491</b>	<b>4,498</b>	<b>810</b>	<b>498</b>	<b>769</b>	<b>39,082</b>
<b>Emergency</b>									
Admitted to this hospital <sup>(c)</sup>	95,440	79,827	47,680	25,145	24,379	5,452	4,660	4,744	287,327
Non-admitted patient emergency department service episode completed <sup>(d)</sup>	52,532	25,668	33,123	25,347	13,451	3,565	2,808	2,583	159,077
Referred to another hospital for admission	4,917	662	3,730	4,182	2,438	254	191	16	16,390
Did not wait to be attended by a health care professional	298	201	310	80	92	14	6	10	1,011
Left at own risk <sup>(e)</sup>	1,639	604	1,461	601	345	41	42	73	4,806
Died in emergency department as a non-admitted patient	0	19	122	95	48	26	10	0	320
Dead on arrival, not treated in emergency department	11	0	11	0	0	0	0	1	23
Not reported	690	0	32	4	47	2	0	0	775
<b>Total</b>	<b>155,527</b>	<b>106,981</b>	<b>86,469</b>	<b>55,454</b>	<b>40,800</b>	<b>9,354</b>	<b>7,717</b>	<b>7,427</b>	<b>469,729</b>
<b>Urgent</b>									
Admitted to this hospital <sup>(c)</sup>	243,431	206,377	112,563	52,201	52,143	15,602	13,306	15,047	710,670
Non-admitted patient emergency department service episode completed <sup>(d)</sup>	327,311	169,941	212,929	98,168	64,832	23,956	16,386	19,643	933,166
Referred to another hospital for admission	10,510	1,584	7,548	7,044	4,340	572	615	33	32,246
Did not wait to be attended by a health care professional	12,891	8,397	12,110	1,222	2,760	1,327	1,230	1,018	40,955
Left at own risk <sup>(e)</sup>	8,460	2,682	4,513	1,297	967	163	206	334	18,622
Died in emergency department as a non-admitted patient	0	10	86	45	46	18	17	2	224
Dead on arrival, not treated in emergency department	77	0	161	0	0	0	0	1	239
Not reported	1,094	0	132	81	304	13	0	0	1,624
<b>Total</b>	<b>603,774</b>	<b>388,991</b>	<b>350,042</b>	<b>160,058</b>	<b>125,392</b>	<b>41,651</b>	<b>31,760</b>	<b>36,078</b>	<b>1,737,746</b>

(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, 2007-08**

Triage category and episode end status	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	ACT	NT	Total
<b>Semi-urgent</b>									
Admitted to this hospital <sup>(c)</sup>	141,805	135,731	43,251	31,907	24,342	7,957	5,815	8,547	399,355
Non-admitted patient emergency department service episode completed <sup>(d)</sup>	643,454	446,368	319,300	243,667	129,860	49,501	32,378	47,417	1,911,945
Referred to another hospital for admission	6,127	1,155	2,864	4,132	2,282	311	386	30	17,287
Did not wait to be attended by a health care professional	56,379	45,158	44,923	10,637	10,550	4,331	5,732	8,767	186,477
Left at own risk <sup>(e)</sup>	14,552	4,401	5,256	1,547	1,636	204	263	476	28,335
Died in emergency department as a non-admitted patient	0	3	9	20	5	5	4	0	46
Dead on arrival, not treated in emergency department	109	0	5	0	0	0	0	0	114
Not reported	1,566	0	159	992	499	25	0	0	3,241
<b>Total</b>	<b>863,992</b>	<b>632,816</b>	<b>415,767</b>	<b>292,902</b>	<b>169,174</b>	<b>62,334</b>	<b>44,578</b>	<b>65,237</b>	<b>2,546,800</b>
<b>Non-urgent</b>									
Admitted to this hospital <sup>(c)</sup>	15,479	9,414	3,087	2,139	1,609	490	420	686	33,324
Non-admitted patient emergency department service episode completed <sup>(d)</sup>	266,912	184,059	72,242	42,150	19,757	8,677	10,955	12,561	617,313
Referred to another hospital for admission	671	141	221	209	165	25	46	10	1,488
Did not wait to be attended by a health care professional	34,285	17,553	13,198	2,625	2,792	1,065	2,407	2,233	76,158
Left at own risk <sup>(e)</sup>	4,045	1,523	655	266	237	10	55	69	6,860
Died in emergency department as a non-admitted patient	0	0	9	0	0	1	5	0	15
Dead on arrival, not treated in emergency department	2,359	0	106	0	0	0	0	49	2,514
Not reported	837	0	53	393	125	4	0	0	1,412
<b>Total</b>	<b>324,588</b>	<b>212,690</b>	<b>89,571</b>	<b>47,782</b>	<b>24,685</b>	<b>10,272</b>	<b>13,888</b>	<b>15,608</b>	<b>739,084</b>
<b>Total<sup>(f)</sup></b>	<b>1,962,496</b>	<b>1,352,129</b>	<b>948,921</b>	<b>560,688</b>	<b>364,549</b>	<b>124,853</b>	<b>98,441</b>	<b>125,119</b>	<b>5,537,196</b>

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

(b) Includes data for the Mersey Community Hospital.

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

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

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

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

**Table 5.9: Non-admitted patient emergency department presentation<sup>(a)(b)</sup> duration (in hours and minutes) for patients subsequently admitted to hospital, by triage category, public hospitals, states and territories, 2007–08**

Triage category	NSW	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
<b>Resuscitation</b>									
Median duration of presentation <sup>(d)</sup>	2:54	5:03	2:15	1:47	1:40	3:57	1:56	1:25	2:54
Median duration of service event <sup>(e)</sup>	2:54	5:03	2:15	1:46	1:40	3:56	1:56	1:25	2:54
Median time in emergency department <sup>(f)</sup>	4:05	5:03	4:10	4:17	3:31	3:57	4:43	3:58	4:19
<b>Emergency</b>									
Median duration of presentation <sup>(d)</sup>	4:10	5:51	3:12	2:30	2:23	5:33	2:48	2:11	4:02
Median duration of service event <sup>(e)</sup>	4:01	5:43	3:01	2:20	2:14	5:21	2:41	1:57	3:53
Median time in emergency department <sup>(f)</sup>	5:33	5:51	5:56	6:17	5:36	5:33	7:57	7:26	5:48
<b>Urgent</b>									
Median duration of presentation <sup>(d)</sup>	4:51	6:05	3:52	2:56	2:53	6:34	3:48	2:46	4:43
Median duration of service event <sup>(e)</sup>	4:18	5:31	3:10	2:17	2:01	5:34	2:48	1:54	4:06
Median time in emergency department <sup>(f)</sup>	6:05	6:05	6:23	5:57	5:41	6:34	10:41	6:47	6:10
<b>Semi-urgent</b>									
Median duration of presentation <sup>(d)</sup>	5:04	6:01	3:50	3:21	3:37	6:36	3:31	3:02	4:58
Median duration of service event <sup>(e)</sup>	4:09	4:56	2:41	2:08	2:15	5:11	2:01	1:24	3:55
Median time in emergency department <sup>(f)</sup>	6:11	6:01	6:23	6:14	6:19	6:36	11:09	6:28	6:12
<b>Non-urgent</b>									
Median duration of presentation <sup>(d)</sup>	3:44	4:25	2:23	2:28	2:49	4:49	2:32	1:21	3:32
Median duration of service event <sup>(e)</sup>	2:48	3:25	1:25	1:27	0:59	3:47	1:00	0:21	2:30
Median time in emergency department <sup>(f)</sup>	4:32	4:25	4:04	3:33	5:43	4:49	8:32	1:32	4:24
<b>Total</b>									
Median duration of presentation <sup>(d)</sup>	4:42	5:59	3:38	2:54	2:56	6:19	3:27	2:41	4:35
Median duration of service event <sup>(e)</sup>	4:09	5:19	3:00	2:14	2:06	5:21	2:31	1:44	3:57
Median time in emergency department <sup>(f)</sup>	5:56	5:59	6:11	6:02	5:44	6:19	10:01	6:37	6:02

(a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported* (South Australia only), and where the reported episode end status was *Admitted to this hospital*.

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

(c) Includes data for the *Meirsey Community 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, by triage category, public hospitals, states and territories, 2007-08**

Triage category	NSW	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
<b>Resuscitation</b>									
Median duration of presentation <sup>(d)</sup>	3:12	2:42	3:21	3:40	3:17	3:58	1:27	3:16	3:16
Median duration of service event <sup>(e)</sup>	3:12	2:42	3:21	3:40	3:17	3:58	1:27	3:16	3:16
Median time in emergency department <sup>(f)</sup>	3:49	2:42	4:16	3:40	3:55	3:58	2:58	3:16	3:45
<b>Emergency</b>									
Median duration of presentation <sup>(d)</sup>	3:30	2:45	2:59	3:15	2:55	3:35	3:02	3:17	3:08
Median duration of service event <sup>(e)</sup>	3:20	2:35	2:46	3:04	2:45	3:24	2:50	3:02	2:57
Median time in emergency department <sup>(f)</sup>	3:42	2:45	3:28	3:15	3:10	3:35	3:48	3:17	3:19
<b>Urgent</b>									
Median duration of presentation <sup>(d)</sup>	2:55	2:40	2:52	2:41	3:06	3:00	2:48	3:02	2:50
Median duration of service event <sup>(e)</sup>	2:21	2:05	2:04	1:58	2:19	2:09	1:54	2:00	2:10
Median time in emergency department <sup>(f)</sup>	3:00	2:40	3:05	2:41	3:14	3:00	3:31	3:02	2:56
<b>Semi-urgent</b>									
Median duration of presentation <sup>(d)</sup>	2:02	2:07	2:09	1:59	2:19	2:09	2:20	2:24	2:06
Median duration of service event <sup>(e)</sup>	1:09	1:04	0:59	0:54	1:11	1:00	0:55	0:50	1:03
Median time in emergency department <sup>(f)</sup>	2:05	2:07	2:14	1:59	2:20	2:09	2:39	2:24	2:08
<b>Non-urgent</b>									
Median duration of presentation <sup>(d)</sup>	1:23	1:25	1:21	1:30	1:52	1:25	1:55	1:04	1:25
Median duration of service event <sup>(e)</sup>	0:37	0:30	0:29	0:37	0:43	0:29	0:34	0:20	0:33
Median time in emergency department <sup>(f)</sup>	1:24	1:25	1:23	1:30	1:53	1:25	2:08	1:05	1:26
<b>Total</b>									
Median duration of presentation <sup>(d)</sup>	2:11	2:07	2:20	2:10	2:32	2:23	2:23	2:24	2:14
Median duration of service event <sup>(e)</sup>	1:21	1:09	1:18	1:10	1:31	1:17	1:05	1:00	1:15
Median time in emergency department <sup>(f)</sup>	2:14	2:07	2:28	2:10	2:36	2:23	2:48	2:24	2:16

(a) Includes records for which the Type of visit was reported as *Emergency presentation* or was *Not reported*. Excludes presentations for patients whose episode end status was *Admitted to this hospital*.

(b) *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.

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

(d) Includes data for the Mersey Community Hospital.

(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.

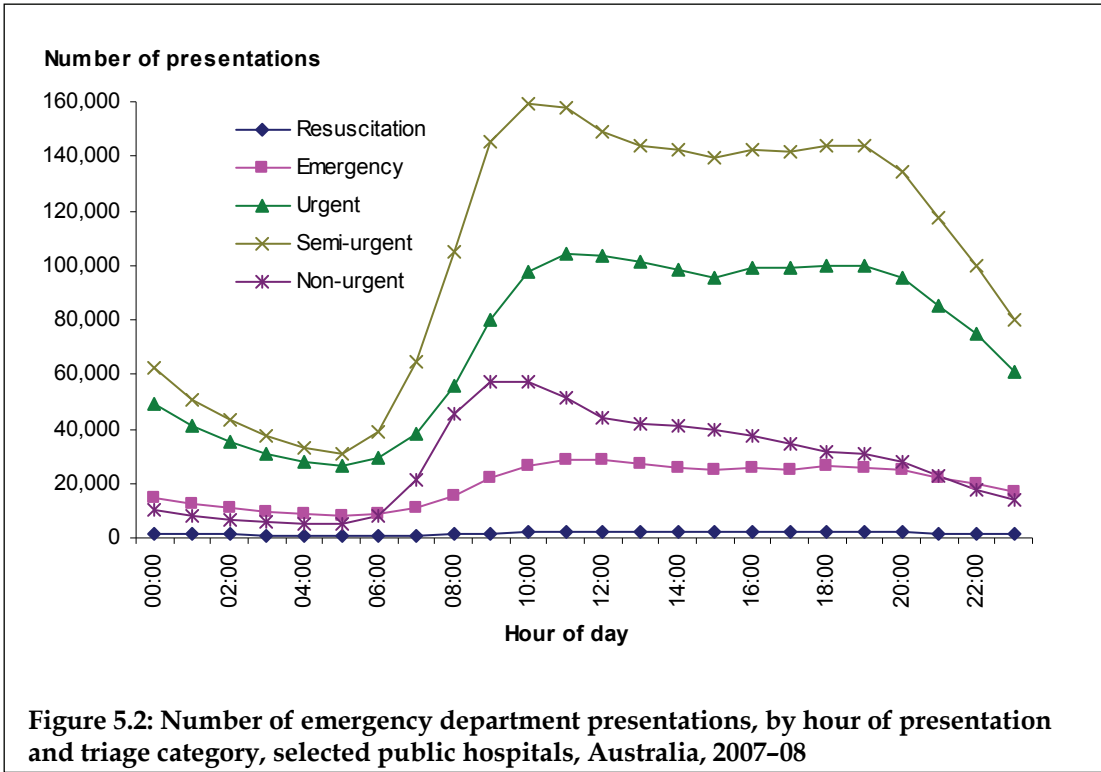


Figure 5.2: Number of emergency department presentations, by hour of presentation and triage category, selected public hospitals, Australia, 2007-08

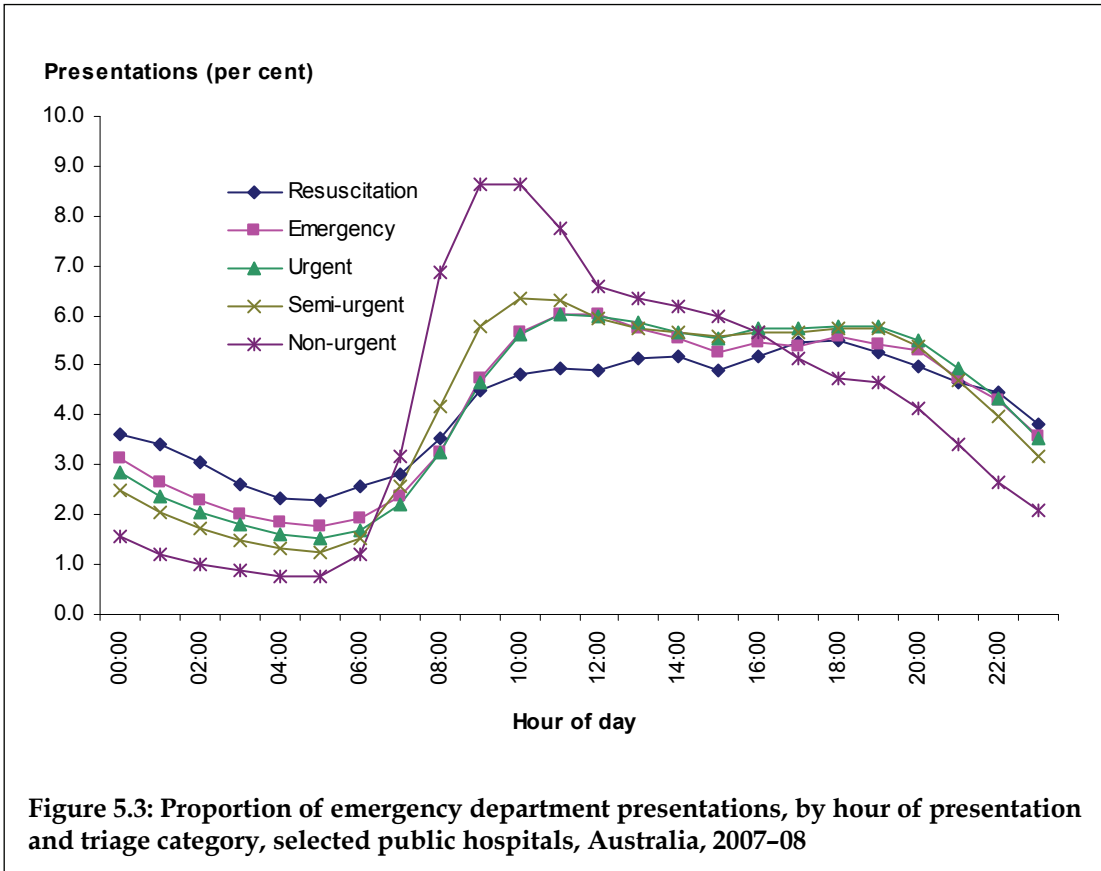


Figure 5.3: Proportion of emergency department presentations, by hour of presentation and triage category, selected public hospitals, Australia, 2007-08



**Table 5.11: Outpatient occasions of service, by public hospital peer group<sup>(a)</sup>, states and territories, 2007–08**

	NSW	Vic	Qld	WA	SA	Tas <sup>(b)</sup>	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	2	1	2	82
Group occasions of service	26	11	13	5	5	2	1	1	64
Occurrences of service reported									
Individual occasions of service	4,200,932	1,879,370	2,303,235	508,396	755,821	364,429	154,178	114,609	10,280,970
Group occasions of service	87,330	4,789	8,306	47,529	10,105	526	171	300	159,056
<b>Large hospitals</b>									
Hospitals reporting outpatient occasions of service									
Individual occasions of service	12	14	5	5	2	1	1	0	40
Group occasions of service	12	9	4	4	2	1	1	0	33
Occurrences of service reported									
Individual occasions of service	575,945	372,169	231,261	83,684	129,551	87,207	33,787	..	1,513,604
Group occasions of service	6,326	3,126	1,115	5,833	1,718	847	147	..	19,112
<b>Total<sup>(c)</sup></b>									
Hospitals reporting outpatient occasions of service									
Individual occasions of service	41	34	23	12	8	3	2	2	125
Group occasions of service	38	20	17	9	8	3	2	1	98
Occurrences of service reported									
Individual occasions of service	4,776,877	2,251,539	2,534,496	606,878	896,660	451,636	187,965	114,609	11,820,660
Group occasions of service	93,656	7,915	9,421	53,362	12,017	1,373	318	300	178,362
Estimated proportion of occasions of service in NOCD <sup>(d)</sup>									
Individual occasions of service	75	79	76	36	75	98	63	93	72
Group occasions of service	65	34	76	100	97	100	19	100	66

(a) For more information on the public hospital peer group classification, see Appendix 1.

(b) Includes data for the Wairsey Community Hospital.

(c) 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 2006–07* (AIHW 2008a).

(d) 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 Establishments 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, 2007–08**

Clinic type	NSW	Vic	Qld	WA	SA	Tas <sup>(c)</sup>	ACT	NT	Total
Allied health	634,691	791,509	466,872	286,245	161,163	88,035	18,286	8,929	2,455,730
Dental	238,302	95,210	129,438	1,643	9,095	1,636	0	0	475,324
Gynaecology	56,061	46,420	66,179	7,316	35,082	10,252	4,527	5,045	230,882
Obstetrics	741,350	309,826	353,292	36,676	96,176	47,862	43,036	16,607	1,644,825
Cardiology	86,282	22,332	82,467	12,021	25,361	18,815	11,363	1,619	260,260
Endocrinology	170,601	51,744	73,307	15,743	30,791	25,305	7,269	991	375,751
Oncology	291,677	110,900	91,400	22,814	26,277	45,990	13,369	2,135	604,562
Respiratory	140,083	16,735	59,937	7,054	30,736	4,729	4,235	1,016	264,525
Gastroenterology	25,898	21,171	27,120	6,034	17,645	1,296	5,192	0	104,356
Medical	1,085,825	194,820	313,096	103,415	107,986	72,698	26,599	18,704	1,923,143
General practice/primary care	253,134	0	19,941	349	0	0	0	0	273,424
Paediatric	99,215	13,730	45,494	3,807	16,212	18,658	6,539	5,195	208,850
Endoscopy	12,331	0	12,400	6	12,994	1,705	2,196	642	42,274
Plastic surgery	33,743	81,674	26,900	15,125	23,990	3,696	4,602	1,731	191,461
Urology	28,184	40,857	44,220	5,499	16,645	1,759	1,002	335	138,501
Orthopaedic	260,498	168,625	254,517	29,653	57,012	17,770	10,747	11,319	810,141
Ophthalmology	141,636	0	70,235	22,775	58,082	7,378	1,655	12,126	313,887
Ear, nose and throat surgery	31,656	43,839	47,530	8,627	19,244	922	1,469	3,540	156,827
Pre-admission and pre-anaesthesia	167,922	93,297	145,733	5,200	38,843	17,300	7,333	7,076	482,704
Chemotherapy	69,742	0	9,077	0	19,135	18,578	5,101	419	122,052
Dialysis	24,339	0	0	616	0	0	0	3,399	28,354
Surgery	84,887	138,830	138,590	16,101	72,263	44,054	6,898	13,367	514,990
Paediatric surgery	7,412	10,020	8,565	159	3,405	0	1,472	414	31,447
Renal medicine	91,408	0	48,186	0	18,523	3,198	5,075	0	166,390
<b>Total</b>	<b>4,776,877</b>	<b>2,251,539</b>	<b>2,534,496</b>	<b>606,878</b>	<b>896,660</b>	<b>451,636</b>	<b>187,965</b>	<b>114,609</b>	<b>11,820,660</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 2006–07* (AIHW 2008a).

(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.

(c) Includes data for the Mersey Community Hospital.

**Table 5.13: Outpatient care group occasions of service<sup>(a)(b)</sup>, by clinic type, selected public hospitals, states and territories, 2007-08**

Clinic type	NSW	Vic	Qld	WA <sup>(c)</sup>	SA	Tas <sup>(d)</sup>	ACT	NT	Total
Allied health	18,508	7,915	5,383	53,245	5,434	709	139	0	91,333
Dental	8	0	0	0	0	0	0	0	8
Gynaecology	15,837	0	0	0	0	0	0	0	15,837
Obstetrics	33,711	0	1,870	0	1,485	228	2	0	37,296
Cardiology	2,441	0	68	0	610	54	101	0	3,274
Endocrinology	1,552	0	367	0	123	209	65	0	2,316
Oncology	700	0	46	4	0	0	1	0	751
Respiratory	1,951	0	4	0	83	0	0	0	2,038
Gastroenterology	126	0	8	0	97	0	0	0	231
Medical	14,293	0	1,666	111	2,789	169	9	300	19,337
General practice/primary care	252	0	0	1	0	0	0	0	253
Paediatric	700	0	0	0	651	0	0	0	1,351
Endoscopy	0	0	0	0	0	0	0	0	0
Plastic surgery	0	0	0	0	467	0	0	0	467
Urology	17	0	0	0	0	0	0	0	17
Orthopaedic	96	0	0	0	147	0	0	0	243
Ophthalmology	4	0	0	1	0	0	0	0	5
Ear, nose and throat surgery	56	0	0	0	0	0	0	0	56
Pre-admission and pre-anaesthesia	132	0	0	0	1	0	0	0	133
Chemotherapy	188	0	0	0	0	0	0	0	188
Dialysis	228	0	0	0	0	0	0	0	228
Surgery	2,401	0	9	0	88	4	1	0	2,503
Paediatric surgery	0	0	0	0	0	0	0	0	0
Renal medicine	455	0	0	0	42	0	0	0	497
<b>Total</b>	<b>93,656</b>	<b>7,915</b>	<b>9,421</b>	<b>53,362</b>	<b>12,017</b>	<b>1,373</b>	<b>318</b>	<b>300</b>	<b>178,362</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 2006-07* (AIHW 2008a).

(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.

(d) Includes data for the Mersey Community Hospital.