

Appendix E: Experience of different population groups

Our assessment of available data shows statistically significant differences in experiences for all population groups in accessing emergency healthcare services when compared to their counterparts over the period of 2013–14 to 2022–23.

We investigated whether the differences are driven by demographic differences between regions but could not find any evidence of this. While aggregate data is useful in conducting comparative analysis and identifying overall differences, it does not consider individual characteristics, such as patient and demographic factors.

Our analysis does not rule out the potential influence of other factors that may be driving the differences in the experience of these population groups. Since the population groups we assessed are not mutually exclusive, there may be other factors (for example, urgency of treatment, nature of the diagnosis or age) impacting patients across multiple population groups simultaneously.

Experience of population groups against the timely emergency healthcare performance measures

Key performance measure 1: Transferring patients from ambulance on arrival to the ED within 40 minutes

DH's target: 90 per cent of all ED patients to be transferred from ambulance into the ED within 40 minutes

Figure E1: Percentage of patients from different population groups transferred from ambulance into the ED within 40 minutes over the period of 2013–14 to 2022–23

Population group	Percentage of patients transferred from ambulance into the ED within 40 minutes
Patients who prefer a language other than English	
Non-English preferred	72.2%
English preferred	77.6%
Difference	-5.4%
First Nations peoples*	
First Nations	79.3%
Non-First Nations	77.1%
Difference	2.2%
Patients with a mental health indicator	
Presentation has a mental health indicator	76.4%
Presentation does not have a mental health indicator	77.3%
Difference	-0.9%
Patients presenting in non-metro hospitals	
Non-metro	81.7%
Metro	75.5%
Difference	6.2%
Patients from lower socioeconomic postcodes*	
Lower 5 deciles	78.0%
Upper 5 deciles	76.0%
Difference	2.0%

Note: *First Nations peoples excludes patients for whom First Nations status was not stated. Lower socioeconomic postcodes are determined using Australian Bureau of Statistics classifications.
Source: VAGO, based on DH data.

Key performance measure 2: Seeing emergency patients within clinically recommended times

DH's target: 80 per cent of triage category 1 to 5 emergency patients seen within clinically recommended time.

Figure E2: Percentage of patients from different population groups seen within clinically recommended times over the period of 2013–14 to 2022–23

Population group	Percentage of triage category 1 to 5 patients (collectively) seen within clinically recommended time
Patients who prefer a language other than English	
Non-English preferred	66.9%
English preferred	71.0%
Difference	-4.1%
First Nations peoples*	
First Nations	69.0%
Non-First Nations	70.7%
Difference	-1.7%
Patients with a mental health indicator	
Presentation has a mental health indicator	67.5%
Presentation does not have a mental health indicator	70.9%
Difference	-3.4%
Patients presenting in non-metro hospitals	
Non-metro	69.5%
Metro	71.2%
Difference	-1.7%
Patients from lower socioeconomic postcodes*	
Lower 5 deciles	69.8%
Upper 5 deciles	72.1%
Difference	-2.3%

Note: *First Nations peoples excludes patients for whom First Nations status was not stated. Lower socioeconomic postcodes are determined using Australian Bureau of Statistics classifications.

Source: VAGO, based on DH data.

Key performance measure 3: Length of stay in the ED

DH's Targets:

- at least 81 per cent of all emergency patients stay in the ED for less than 4 hours
- no patients stay in the ED for longer than 24 hours.

Figure E3: Percentage of patients from different population groups who stayed in the ED for less than 4 hours over the period of 2013–14 to 2022–23

Population group	Percentage of patients who stayed in the ED for less than 4 hours
Patients who prefer a language other than English	
Non-English preferred	54.2%
English preferred	65.7%
Difference	-11.5%
First Nations peoples*	
First Nations	66.4%
Non-First Nations	65.0%
Difference	1.4%
Patients with a mental health indicator	
Presentation has a mental health indicator	51.4%
Presentation does not have a mental health indicator	65.7%
Difference	-14.3%
Patients presenting in non-metro hospitals	
Non-metro	65.6%
Metro	64.7%
Difference	0.9%
Patients from lower socioeconomic postcodes*	
Lower 5 deciles	63.6%
Upper 5 deciles	66.7%
Difference	-3.1%

Note: *First Nations peoples excludes patients for whom First Nations status was not stated. Lower socioeconomic postcodes are determined using Australian Bureau of Statistics classifications.

Source: VAGO, based on DH data.

Figure E4: Number of patients with a stay in the ED over 24 hours over the period of 2013–14 to 2022–23

Population group	Number of patients with a stay in the ED over 24 hours per 100,000 population
Patients who prefer a language other than English	
Non-English preferred	107
English preferred	110
Difference	-3
First Nations peoples*	
First Nations	145
Non-First Nations	109
Difference	36
Patients with a mental health indicator	
Presentation has a mental health indicator	695
Presentation does not have a mental health indicator	77
Difference	618
Patients presenting in non-metro hospitals	
Non-metro	169
Metro	85
Difference	84
Patients from lower socioeconomic postcodes*	
Lower 5 deciles	128
Upper 5 deciles	83
Difference	45

Note: *First Nations peoples excludes patients for whom First Nations status was not stated. Lower socioeconomic postcodes are determined using Australian Bureau of Statistics classifications.

Source: VAGO, based on DH data.