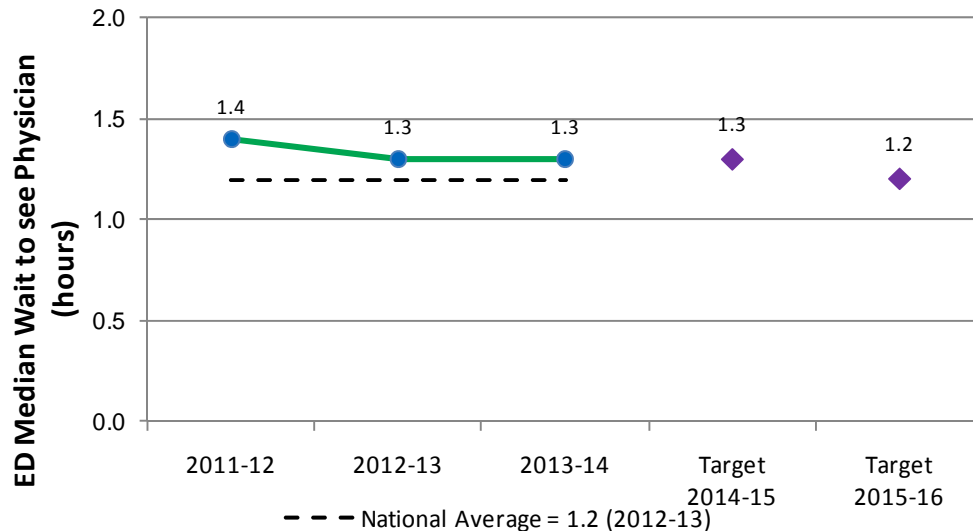


Emergency Department Wait to see a Physician – Provincial Details

See below for additional zone / site details where available.

Busiest 17 Emergency Departments



Measure Definition

Emergency Department Wait to see a Physician: The average length of time (hours) a patient waits to be seen by a physician at the busiest emergency departments. This is calculated as the median wait which means that 50 per cent of patients wait to be seen by a physician in the emergency department in this length of time or less. This measure is the time between when a patient is assessed by a nurse in the emergency department and when they are first seen by a physician.

Understanding this Measure

Patients coming to the emergency department need to be seen by a physician in a timely manner for diagnosis or treatment. It is important to keep this number low to ensure people do not leave without being seen.

2014-15 Actions:

- Reduce Emergency Department triage to physician assessment times by improving intake assessment areas to ensure patients are put in the right place for the right treatment.
- Improve Specialist consult process in the Emergency Department.
- Implement multidisciplinary team clinic approach at specific sites for back pain.
- AHS collaborate with Family Care Clinics and Primary Care Networks (PCNs) to appropriately direct patients who meet criteria to be seen in an Urgent Care Clinic.
 - Work with PCNs to enhance case management of individuals with complex needs.
 - Partner with PCNs to expand after hours support at key times (e.g. influenza outbreak, Stampede).
- Enhance Emergency Medical Services community paramedic program to provide additional support to the multidisciplinary health care teams to supportive living facilities and community lodges. These community paramedics are able to provide care in the resident's home in certain circumstances, potentially reducing the need to present to the emergency department.

Examples of local initiatives include:

- Extend Minor Treatment Area hours from 12 hours to 24 hours per day (24/7) on 6 month trial to determine impact on patient flow and timely access to physician and emergency treatment at specific sites.

Emergency Department Wait to see a Physician – Zone Details

The average length of time (hours) a patient waits to be seen by a physician at the busiest emergency departments. This is calculated as the median wait which means that 50 per cent of patients wait to be seen by a physician in the emergency department this length of time or less. This measure is the time between when a patient is assessed by a nurse in the emergency department and when they are first seen by a physician.

Zone	2011-12	2012-13	2013-14	2014-15 Target	2015-16 Target
Provincial	1.4	1.3	1.3	1.3	1.2
South	1.2	1.3	1.2	1.2	1.2
Calgary	1.5	1.4	1.3	1.3	1.2
Central	1.1	1.1	1.2	1.1	1.1
Edmonton	1.4	1.3	1.3	1.3	1.2
North	n/a	n/a	n/a	n/a	n/a

Note: Data collection began in 2011/12.

n/a indicates North Zone sites excluded due to data capture issues

Emergency Department Wait to see a Physician –Site Details

The average length of time (hours) a patient waits to be seen by a physician at the busiest emergency departments, by a physician.

ED Wait to See a Physician (Top 17) (Hours)	2011-12	2012-13	2013-14	2014-15 Target	2015-16 Target
Provincial	1.4	1.3	1.3	1.3	1.2
South Zone Total	1.2	1.3	1.2	1.2	1.2
Chinook Regional Hospital	1.2	1.4	1.3	1.2	1.2
Medicine Hat Regional Hospital	1.2	1.2	1.1	1.1	1.1
All Other Hospitals	Measure only available for Busiest Sites				
Calgary Zone Total	1.5	1.4	1.3	1.3	1.2
Alberta Children's Hospital	1.4	1.2	1.1	1.0	1.0
Foothills Medical Centre	1.4	1.5	1.4	1.4	1.3
Peter Lougheed Centre	1.6	1.6	1.7	1.6	1.4
Rockyview General Hospital	1.4	1.4	1.3	1.2	1.2
South Health Campus	Opened February 2013		1.3	1.3	1.2
All Other Hospitals	Measure only available for Busiest Sites				
Central Zone Total	1.1	1.1	1.2	1.1	1.1
Red Deer Regional Hospital Centre	1.1	1.1	1.2	1.1	1.1
All Other Hospitals	Measure only available for Busiest Sites				
Edmonton Zone Total	1.4	1.3	1.3	1.3	1.2
Grey Nuns Community Hospital	1.5	1.3	1.1	1.1	1.1
Misericordia Community Hospital	1.3	1.5	1.4	1.4	1.3
Northeast Community Health Centre	1.3	1.5	1.4	1.4	1.3
Royal Alexandra Hospital	1.6	1.5	1.8	1.7	1.4
Stollery Children's Hospital	1.0	0.8	0.8	0.8	0.8
Sturgeon Community Hospital	1.5	1.3	1.3	1.3	1.2
University of Alberta Hospital	1.2	1.3	1.5	1.4	1.3
All Other Hospitals	Measure only available for Busiest Sites				
North Zone Total	n/a	n/a	n/a	n/a	n/a
Northern Lights Regional Health Centre	n/a	n/a	n/a	n/a	n/a
Queen Elizabeth II Hospital	n/a	n/a	n/a	n/a	n/a
All Other Hospitals	Measure only available for Busiest Sites				

Note: Data collection began in 2011/12.

n/a indicates North Zone sites excluded due to data capture issues