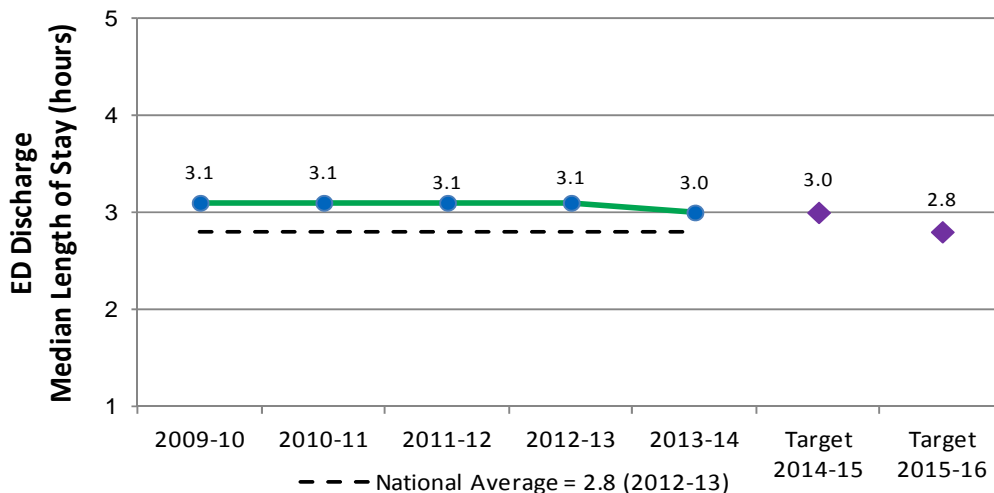


## Emergency Department Length of Stay for Discharged Patients – Provincial Details

See below for additional zone / site details where available.

### Busiest 17 Emergency Departments



#### Measure Definition

**Emergency Department (ED) Length of Stay for Discharged Patients:** The average patient's length of time (hours) in the ED from the time a patient is assessed by a nurse until the time they are discharged at the busiest 17 EDs. This is calculated as the median length of stay which means that 50 per cent of patients stay in the ED this length of time or less.

National Average includes British Columbia, Alberta, Saskatchewan, Manitoba and Ontario.

#### Understanding this Measure

Patients treated in an emergency department should be assessed and treated in a timely fashion. This measure focuses on the total time these patients are in the ED before being discharged home. Many patients seen in the emergency do not require admission to hospital. The length of stay in an ED is used to assess the timeliness of care delivery, overall efficiency, and accessibility of health services throughout the system.

#### 2014-15 Actions:

- Identify services to improve discharge processes and reduce length of stay in the emergency department for highest volume, longest stay complex patients.
- Mobilize appropriate community supports and capacity, especially for complex populations and mental health.
- 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.
- 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.
- Provide AHS "Your Healthcare Options" information to discharged patients to inform them about Health Link Alberta and provide options for receiving health care through other services.
- Add more continuing care and home care capacity.

Examples of local initiatives include:

- At specific sites, pilot project with EMS, Continuing Care and Palliative Care to reduce situations requiring transport of palliative care patients to emergency department.
- Trial in the emergency department the implementation of a Rapid Assessment Zone (RAZ) for up to four hours as needed when there are flow issues within the ED.

## Emergency Department Length of Stay for Discharged Patients – Zone Details

The average patient's length of time (hours) in the ED from the time a patient is assessed by a nurse until the time they are discharged at the busiest 17 EDs. This is calculated as the median length of stay which means that 50 per cent of patients stay in the ED this length of time or less.

Zone	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15 Target	2015-16 Target
<b>Provincial</b>	<b>3.1</b>	<b>3.1</b>	<b>3.1</b>	<b>3.1</b>	<b>3.0</b>	<b>3.0</b>	<b>2.8</b>
South	2.2	2.2	2.3	2.5	2.4	2.5	2.5
Calgary	3.6	3.6	3.3	3.3	3.1	3.2	3.0
Central	2.7	2.5	2.9	2.9	3.0	2.9	2.8
Edmonton	3.6	3.6	3.4	3.4	3.5	3.3	3.0
North	1.8	2.1	2.3	2.2	2.2	2.2	2.1

## Emergency Department Length of Stay for Discharged Patients –Site Details

The average patient's length of time (hours) in the ED from the time a patient is assessed by a nurse until the time they are discharged at the busiest 17 EDs.

ED LOS for Discharged Patients (Top 17) (Hours)	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15 Target	2015-16 Target
<b>Provincial</b>	<b>3.1</b>	<b>3.1</b>	<b>3.1</b>	<b>3.1</b>	<b>3.0</b>	<b>3.0</b>	<b>2.8</b>
<b>South Zone Total</b>	<b>2.2</b>	<b>2.2</b>	<b>2.3</b>	<b>2.5</b>	<b>2.4</b>	<b>2.5</b>	<b>2.5</b>
Chinook Regional Hospital	2.2	2.2	2.4	2.6	2.4	2.6	2.5
Medicine Hat Regional Hospital	2.2	2.2	2.3	2.4	2.3	2.4	2.4
All Other Hospitals	Measure only available for Busiest Sites						
<b>Calgary Zone Total</b>	<b>3.6</b>	<b>3.6</b>	<b>3.3</b>	<b>3.3</b>	<b>3.1</b>	<b>3.2</b>	<b>3.0</b>
Alberta Children's Hospital	2.9	2.8	2.6	2.3	2.2	2.3	2.3
Foothills Medical Centre	4.5	4.2	4.0	4.0	3.8	3.8	3.3
Peter Lougheed Centre	3.9	3.9	3.5	3.7	3.7	3.5	3.2
Rockyview General Hospital	3.6	3.7	3.5	3.5	3.2	3.4	3.1
South Health Campus	Facility opened in February 2013				2.9	3.2	3.0
All Other Hospitals	Measure only available for Busiest Sites						
<b>Central Zone Total</b>	<b>2.7</b>	<b>2.5</b>	<b>2.9</b>	<b>2.9</b>	<b>3.0</b>	<b>2.9</b>	<b>2.8</b>
Red Deer Regional Hospital Centre	2.7	2.5	2.9	2.9	3.0	2.9	2.8
All Other Hospitals	Measure only available for Busiest Sites						
<b>Edmonton Zone Total</b>	<b>3.6</b>	<b>3.6</b>	<b>3.4</b>	<b>3.4</b>	<b>3.5</b>	<b>3.3</b>	<b>3.0</b>
Grey Nuns Community Hospital	3.7	3.8	3.5	3.1	3.3	3.0	2.9
Misericordia Community Hospital	2.7	2.8	3.0	3.3	3.2	3.2	3.0
Northeast Community Health Centre	3.0	2.9	2.9	3.2	3.2	3.1	3.0
Royal Alexandra Hospital	5.4	4.9	4.4	4.4	5.1	4.0	3.4
Stollery Children's Hospital	2.8	2.6	2.5	2.3	2.3	2.3	2.3
Sturgeon Community Hospital	3.5	3.6	3.5	3.0	2.9	3.0	2.9
University of Alberta Hospital	4.8	4.9	4.3	4.6	4.9	4.2	3.4
All Other Hospitals	Measure only available for Busiest Sites						
<b>North Zone Total</b>	<b>1.8</b>	<b>2.1</b>	<b>2.3</b>	<b>2.2</b>	<b>2.2</b>	<b>2.2</b>	<b>2.1</b>
Northern Lights Regional Health Centre	1.6	2.0	2.1	2.1	2.1	2.1	2.1
Queen Elizabeth II Hospital	2.2	2.3	2.6	2.3	2.4	2.3	2.3
All Other Hospitals	Measure only available for Busiest Sites						