

Emergency Department (ED) Wait to See a Physician

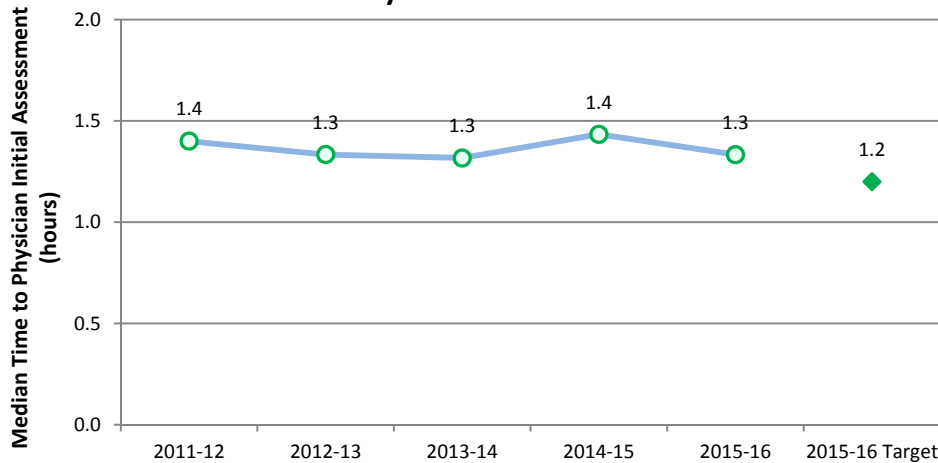
Measure Definition

The average patient's length of time (hours) that they wait 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.

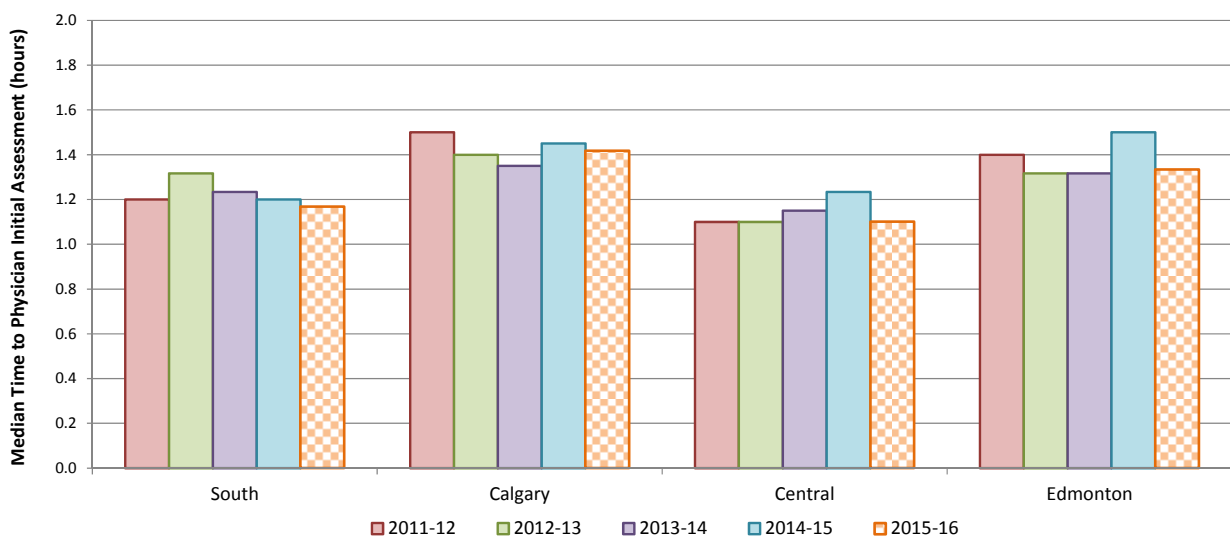
ED Time to Physician Initial Assessment - Annual



How Do We Compare?

Alberta ranked 4th best nationally out of 5 provinces.

ED Time to Physician Initial Assessment - by Zone



Note: North Zone results not reported due to low percentage of eligible cases with Physician Assessment Time recorded.

ED Wait to See a Physician – Actions

Provincial/ Strategic Clinical Network (SCN)	<ul style="list-style-type: none"> Provincially, AHS continues to develop initiatives to assist in ensuring patients are seen and treated in a reasonable time. These include launching "Know Your Options" and Dementia Advice through Health Link and offering estimated real time ED wait times on the AHS website.
South	<ul style="list-style-type: none"> "Move to chair" study in process where all patients are evaluated for appropriateness to be moved to a chair once assessment completed. Staff assignments realigned to improve consistent movement of patients into care spaces. Utilizing one patient care space for rapid assessments to improve triage to physician time has been effective for treatment of CTAS triage 3 and 4 patients. Developing patient protocols to standardize and improve patient care and outcomes. At Chinook Regional Hospital, implemented movement of ambulatory care (ED2) to space more proximal to triage which enables ED2 nurse to pull patients from waiting room resulting in more time at triage for the triage nurse. In addition, changes to assignments have enabled the "float" nurse to play a larger role in facilitating patient flow.
Calgary	<ul style="list-style-type: none"> Reviewing nurse initiated protocols to reduce the number of tests/procedures automatically ordered for patients (Choosing Wisely). Developing automated surge triggers within Real-time Emergency Department Patient Access & Coordination dashboard to bring in on-call physician. Implemented Radar Rounds at Peter Lougheed Centre for complex patients. This initiative brings together a multi-disciplinary team to quickly identify complex patients on admission and to expedite decision-making for those individuals with no discharge or housing option. Several initiatives underway to increase efficiencies including Model of Care work at Foothills Medical Centre, Emergency Medical Services (EMS) Hallway Process at Rockyview General Hospital, pharmacy pilot of daily lab reviews for physicians and nurses optimizing clinical intake space at Alberta Children's Hospital.
Central	<ul style="list-style-type: none"> Increased operating hours for the Minor Treatment Area in the ED. Harmonized physician schedules with ED demand and capacity.
Edmonton	<ul style="list-style-type: none"> Ongoing improvements to the surge protocol including a visual system to show real time flow in the ED. EDs and EMS continue to refine processes to improve flow including changes to surge protocol. EMS overcapacity protocol put in place.
North	<ul style="list-style-type: none"> Regional sites initiating reporting and documentation processes and requirements. Ongoing work with clinical teams to address wait to initial assessment through fast track options.

IN SUMMARY

Q4 year-to-date demonstrated an improvement provincially and in three reporting zones compared to the same period as last year. Two zones are at 2015-16 targets.

AHS monitors transfer processes and has identified opportunities for improvement. This includes increasing communication and collaboration as patients move through the hospital.

DID YOU KNOW

Real-time Emergency Department wait times across urban hospitals and urgent care centres are available to the public on the AHS website.

The Know Your Options campaign provides information on when a visit to the ED is appropriate, and when someone should consider another treatment option when emergency care is not needed.

Dementia Advice through Health Link provides 24/7 telephone nurse advice for individuals and caregivers living with dementia and Alzheimer's disease and, when needed, callers are referred to a specialized dementia nurse for additional support. It also aims to reduce the number of avoidable emergency department (ED) visits for dementia-related concerns.

ED Wait to See a Physician – Zone and Site Details

The average patient's length of time (hours) that they wait to be seen by a physician at the busiest emergency departments

ED Time to Physician Initial Assessment - Busiest Sites	2012-13	2013-14	2014-15	Q4 YTD		Trend *	2015-16 Target
				2014-15 Last Year	2015-16 Current		
Provincial	1.3	1.3	1.4	1.4	1.3	↑	1.2
South Zone Total	1.3	1.2	1.2	1.2	1.2	→	1.2
Chinook Regional Hospital	1.4	1.3	1.2	1.2	1.2	→	1.2
Medicine Hat Regional Hospital	1.2	1.1	1.2	1.2	1.1	↑	1.1
Calgary Zone Total	1.4	1.4	1.5	1.5	1.4	↑	1.2
Alberta Children's Hospital	1.2	1.1	1.2	1.2	1.1	↑	1.0
Foothills Medical Centre	1.5	1.5	1.5	1.5	1.5	→	1.3
Peter Lougheed Centre	1.6	1.8	1.8	1.8	1.6	↑	1.4
Rockyview General Hospital	1.4	1.3	1.4	1.4	1.4	→	1.2
South Health Campus	N/A	1.3	1.6	1.6	1.6	→	1.2
Central Zone Total	1.1	1.2	1.2	1.2	1.1	↑	1.1
Red Deer Regional Hospital Centre	1.1	1.2	1.2	1.2	1.1	↑	1.1
Edmonton Zone Total	1.3	1.3	1.5	1.5	1.3	↑	1.2
Grey Nuns Community Hospital	1.3	1.1	1.2	1.2	1.1	↑	1.1
Misericordia Community Hospital	1.5	1.4	1.4	1.4	1.3	↑	1.3
Northeast Community Health Centre	1.5	1.4	1.4	1.4	1.3	↑	1.3
Royal Alexandra Hospital	1.5	1.9	2.2	2.2	1.9	↑	1.4
Stollery Children's Hospital	0.8	0.8	1.1	1.1	1.0	↑	0.8
Sturgeon Community Hospital	1.3	1.3	1.5	1.5	1.3	↑	1.2
University of Alberta Hospital	1.3	1.5	2.1	2.1	1.7	↑	1.3

Note: North Zone results not reported due to low percentage of eligible cases with Physician Assessment Time recorded.

N/A: No results available. South Health Campus opened February 2013.

***Trend:** ↑ Improvement → Stability ↓ Area requires additional focus

ED Time to Physician Initial Assessment - Eligible Cases (Busiest Sites)	2012-13	2013-14	2014-15	Q4 YTD	
				2014-15 Last Year	2015-16 Current
Provincial	843,610	894,448	891,643	891,643	894,925
South Zone	84,840	85,567	86,187	86,187	86,208
Calgary Zone	321,448	363,570	367,775	367,775	365,532
Central Zone	56,861	54,730	55,861	55,861	55,892
Edmonton Zone	380,461	390,581	381,820	381,820	387,293