

Emergency Department (ED) Wait to See a Physician

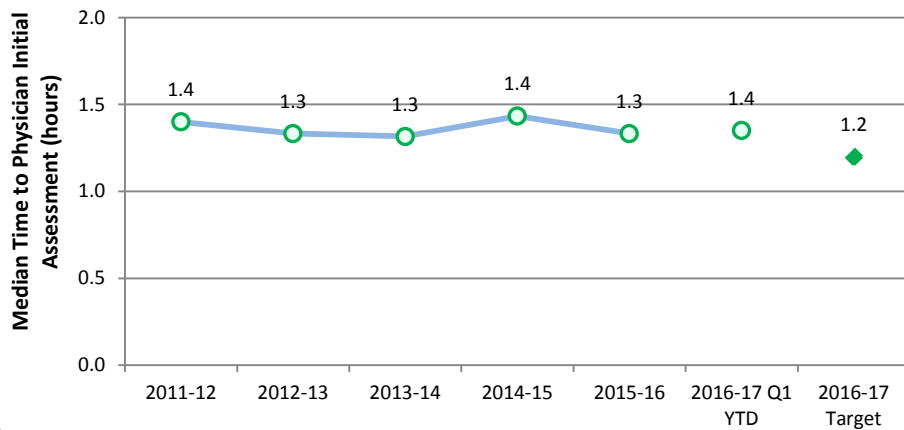
Measure Definition

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.

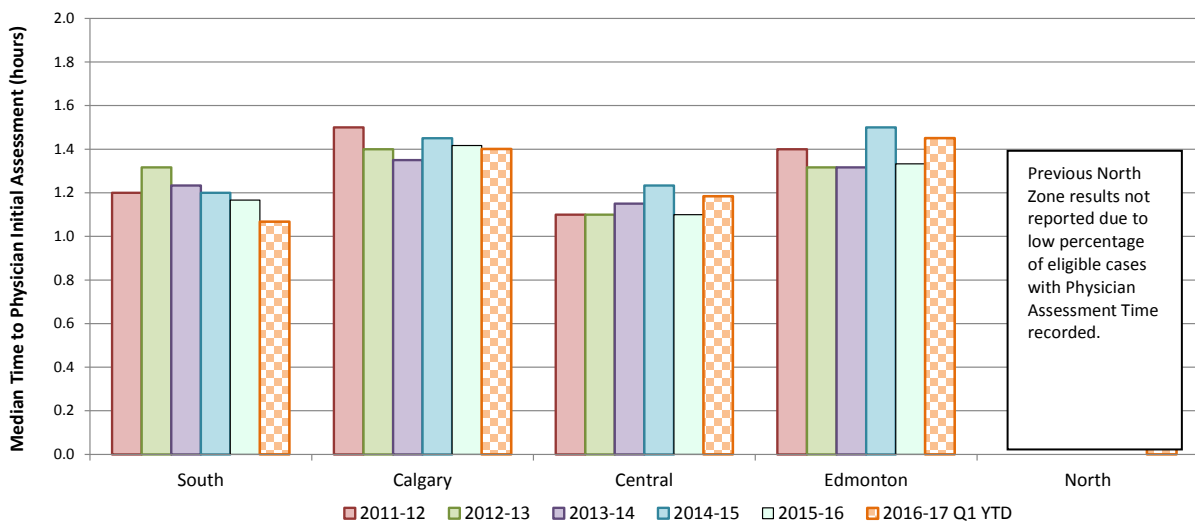
ED Time to Physician Initial Assessment - Annual



How Do We Compare?

Alberta ranked 4th best nationally out of 5 provinces in 2015-16.

ED Time to Physician Initial Assessment - by Zone



ED Wait to See a Physician

ACTIONS

AHS continues to develop initiatives to assist in ensuring patients are seen and treated in a reasonable time. These include launching:

- Dementia Advice through Health Link in the Calgary and Edmonton Zones.
- HEAL (Health Education and Learning) program, an online resource aimed at providing families across Alberta easily accessible, reliable information about common minor illness in children.

South Zone is improving efficiency in utilization of the ambulatory stream in the ED, strategic utilization of the internal waiting and treatment spaces, as well as increasing ED physician coverage during peak periods.

Calgary Zone is creating utilization efficiencies for physician assessments by optimizing clinical workspaces in high volume areas (such as EMS park areas), as well as implementing "Choosing Wisely" elements to reduce non-value added processes. Strategies will be developed to reduce Emergency Inpatient (EIP) volumes to increase available assessment spaces in all EDs.

Central Zone has increased operating hours for the Minor Treatment Area in the ED and harmonized physician schedules with ED demand and capacity.

Edmonton Zone is working on strategies to increase physician hours and improve workflow, reinforce triage standard protocols to improve access to care spaces for sickest patients and those transferred from zone ED's and, optimize the team lead nurse role in acute care pods to focus on discharge planning and support front line nurses.

North Zone is supporting the advancement of enhanced primary care teams to reduce the presentation of CTAS 4/5 visits to the ED.

SUMMARY

South Zone achieved target in Q1 2016-17.

Provincial and Calgary Zone are reporting at the same or demonstrated improvement compared to the same period as last year.

Edmonton and Central Zones demonstrated a slight deterioration in Q1 compared to last year. Performance decreased due to increased average length of stay, increases in percentage of alternate level of care, and increases in Emergency Department visits.

DID YOU KNOW

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

Dementia Advice through Health Link was launched in North, Central and South Zones in September 2015. This service provides 24/7 telephone nurse advice for individuals living with dementia and their caregivers.

HEAL is an online resource that provides families across Alberta easily accessible, reliable information about common minor illness in children. The content provided comes directly from the Pediatric Emergency Medicine experts at the Alberta Children's Hospital and Stollery Children's Hospital. While children with illnesses such as cough, fever, ear pain, vomiting and diarrhea can feel very uncomfortable, they are most often safely and best cared for in their own home; the majority of these illnesses do not require a visit to the ED.

Examples of other initiatives to ensure patients are seen and treated in a reasonable time include launching "Know Your Options", Dementia Advice through Health Link and offering estimated real time ED wait times on the AHS website.

ED Wait to See a Physician

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	2013-14	2014-15	2015-16	Q1 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
Trend: ★ Achieved Target, ✓ Stable or better than prior period, ✗ Area requires additional focus							
Provincial	1.3	1.4	1.3	1.4	1.4	✓	1.2
South Zone Total	1.2	1.2	1.2	1.2	1.1	★	1.1
Chinook Regional Hospital	1.3	1.2	1.2	1.2	1.2	✓	1.1
Medicine Hat Regional Hospital	1.1	1.2	1.1	1.2	0.9	★	1.1
Calgary Zone Total	1.4	1.5	1.4	1.4	1.4	✓	1.2
Alberta Children's Hospital	1.1	1.2	1.1	1.1	1.2	✗	1.1
Foothills Medical Centre	1.5	1.5	1.5	1.5	1.5	✓	1.3
Peter Lougheed Centre	1.8	1.8	1.6	1.6	1.5	✓	1.4
Rockyview General Hospital	1.3	1.4	1.4	1.4	1.4	✓	1.2
South Health Campus	N/A	1.6	1.6	1.5	1.5	✓	1.0
Central Zone Total	1.2	1.2	1.1	1.1	1.2	✗	1.1
Red Deer Regional Hospital Centre	1.2	1.2	1.1	1.1	1.2	✗	1.1
Edmonton Zone Total	1.3	1.5	1.3	1.4	1.5	✗	1.2
Grey Nuns Community Hospital	1.1	1.2	1.1	1.1	1.2	✗	1.0
Misericordia Community Hospital	1.4	1.4	1.3	1.3	1.5	✗	1.3
Northeast Community Health Centre	1.4	1.4	1.3	1.4	1.4	✓	1.3
Royal Alexandra Hospital	1.9	2.2	1.9	2.0	1.8	★	2.0
Stollery Children's Hospital	0.8	1.1	1.0	1.3	1.1	✓	0.9
Sturgeon Community Hospital	1.3	1.5	1.3	1.4	1.4	✓	1.2
University of Alberta Hospital	1.5	2.1	1.7	1.8	1.8	✓	1.4
North Zone Total					0.9	N/A	1.1
Northern Lights Regional Health Centre	North Zone results prior to Q1 2016-17 are not reported due to low percentage of eligible cases with Physician Assessment Time recorded. Northern Lights Regional Hospital data are excluded for Q1 2016/17 due to Fort McMurray wildfire evacuation / facility closure.				N/A	N/A	0.9
Queen Elizabeth II Hospital					0.9	N/A	1.3

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

ED Time to Physician Initial Assessment - Eligible Cases (Busiest Sites)	2013-14	2014-15	2015-16	Q1 YTD	
				2015-16 Last Year	2016-17 Current
Provincial	894,448	891,643	894,922	224,452	228,350
South Zone	85,567	86,187	86,208	21,802	21,556
Calgary Zone	363,570	367,775	365,525	92,450	92,847
Central Zone	54,730	55,861	55,893	13,887	14,170
Edmonton Zone	390,581	381,820	387,296	96,313	99,777
North Zone	North Zone results not reported due to low percentage of eligible cases with Physician Assessment Time recorded and not comparable historically.				