

## Emergency Department Length of Stay for Discharged Patients

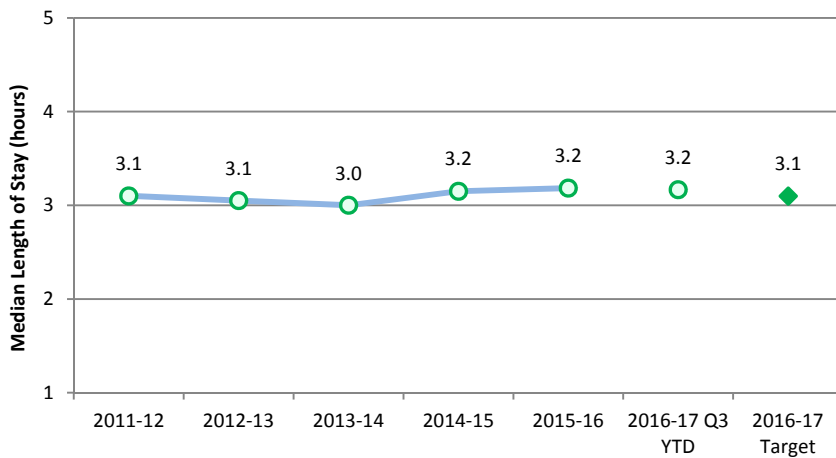
### Measure Definition

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.

### 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 department 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.

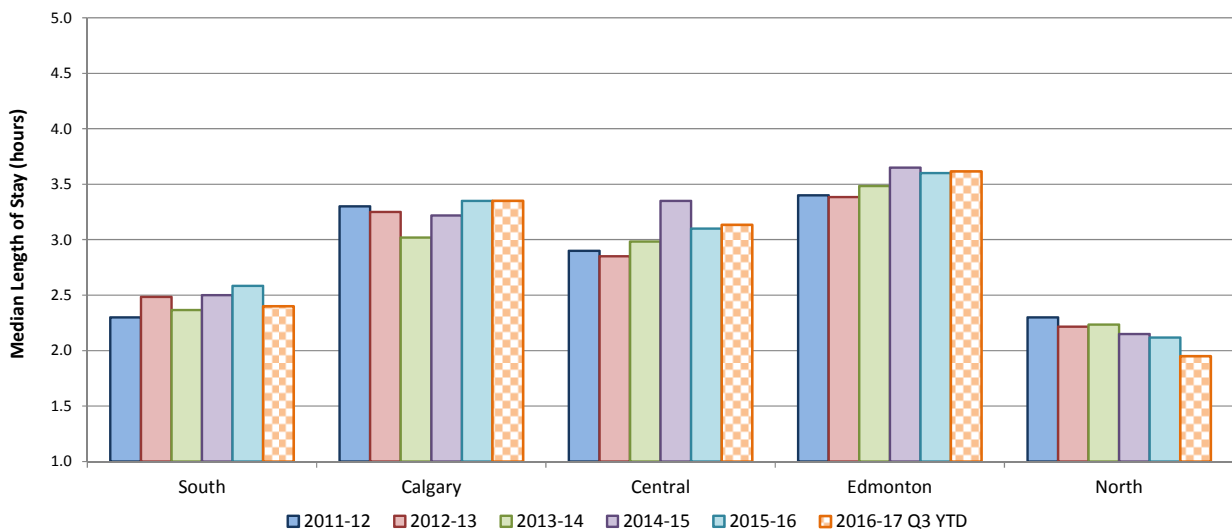
ED Length of Stay for Discharged Patients - Annual



### How Do We Compare?

Alberta ranked 4<sup>th</sup> nationally out of five provinces in 2015-16.

ED Length of Stay for Discharged Patients - by Zone



## ED Length of Stay for Discharged Patients

### ACTIONS

South Zone is fully implementing the “bed to chair” strategy which will help decrease initial time to physician and overall length of stay.

Calgary Zone is collaborating with mental health services to reduce assessment and disposition time, using transfer coordinators to facilitate discharges, providing patients with “Know Your Options” information, continuing Primary Care Network (PCN) referrals from triage and refining intake areas at all EDs to improve flow.

Central Zone - Red Deer Regional Hospital has a joint initiative with emergency medical services (EMS), continuing care and palliative care, to improve end of life care and reduce transport of palliative care clients to the ED, where that care could be supported in the home.

Edmonton Zone is completing the Porter Lean project, optimizing surge plan and incorporating Emergency Disposition and Consult physician role.

North Zone continues to implement Emergency Department quality improvement/flow projects as well as identify and address barriers to discharge (e.g., placement, diagnostics, etc.).

### SUMMARY

AHS is taking steps to improve patient flow in its emergency departments by opening additional continuing care beds, which in turn reduces capacity pressures.

Data shows that up to one quarter of people coming to emergency departments could be treated more appropriately elsewhere (e.g. a family physician, or a walk-in clinic).

Three zones met target. Provincial, Calgary and Central zones are all stable.

The Chinook Regional Hospital Redevelopment and Edson Health Care Centre (November 2016) are completed. Medicine Hat Regional Hospital Redevelopment was delayed due to occupancy permits for the new wing in Phase 1.

### DID YOU KNOW

Albertans can seek alternative ways to get treatment before going to the ED, such as visiting your family physician, going to a walk-in clinic and using other community services.

The **Mental Health Helpline** provides confidential, anonymous crisis intervention information about mental health programs and referrals to other agencies if needed (Dial 1-877-303-2642).

The **Addiction Helpline** is a toll free confidential service which provides alcohol, tobacco, other drugs and problem gambling support, information and referral to services (Dial 1-866-332-2322). These helplines operate 24-hours a day, seven days a week and is available to all Albertans.

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.

## 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.

ED LOS Discharged - Busiest Sites	2013-14	2014-15	2015-16	Q3 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
<b>Trend:</b> ★ Achieved Target, ✓ better or ⇔ stable than prior period*, ✗ Area requires additional focus							
<b>Provincial</b>	<b>3.0</b>	<b>3.2</b>	<b>3.2</b>	<b>3.1</b>	<b>3.2</b>	⇔	<b>3.1</b>
<b>South Zone Total</b>	<b>2.4</b>	<b>2.5</b>	<b>2.6</b>	<b>2.6</b>	<b>2.4</b>	★	<b>2.4</b>
Chinook Regional Hospital	2.4	2.4	2.5	2.4	2.4	✓	2.3
Medicine Hat Regional Hospital	2.3	2.7	2.8	2.8	2.4	★	2.6
<b>Calgary Zone Total</b>	<b>3.0</b>	<b>3.2</b>	<b>3.4</b>	<b>3.3</b>	<b>3.4</b>	⇔	<b>3.1</b>
Alberta Children's Hospital	2.2	2.4	2.4	2.2	2.5	✗	2.3
Foothills Medical Centre	3.7	3.8	4.1	4.0	4.0	✓	3.5
Peter Lougheed Centre	3.6	3.7	3.7	3.6	3.6	✓	3.4
Rockyview General Hospital	3.1	3.4	3.6	3.6	3.6	✓	3.2
South Health Campus	N/A	3.3	3.6	3.5	3.4	✓	3.0
<b>Central Zone Total</b>	<b>3.0</b>	<b>3.4</b>	<b>3.1</b>	<b>3.0</b>	<b>3.1</b>	⇔	<b>3.0</b>
Red Deer Regional Hospital Centre	3.0	3.4	3.1	3.0	3.1	⇔	3.0
<b>Edmonton Zone Total</b>	<b>3.5</b>	<b>3.7</b>	<b>3.6</b>	<b>3.5</b>	<b>3.6</b>	★	<b>3.6</b>
Grey Nuns Community Hospital	3.3	3.3	3.3	3.2	3.2	✓	3.1
Misericordia Community Hospital	3.2	3.2	3.1	3.0	3.6	✗	3.0
Northeast Community Health Centre	3.2	3.2	3.0	3.0	3.0	★	3.0
Royal Alexandra Hospital	5.1	5.5	5.1	5.0	5.0	★	5.0
Stollery Children's Hospital	2.3	2.7	2.7	2.5	2.6	★	2.6
Sturgeon Community Hospital	2.9	3.3	3.3	3.2	3.5	✗	3.0
University of Alberta Hospital	4.9	5.7	5.5	5.4	5.6	⇔	5.2
<b>North Zone Total</b>	<b>2.2</b>	<b>2.2</b>	<b>2.1</b>	<b>2.1</b>	<b>2.0</b>	★	<b>2.0</b>
Northern Lights Regional Health Centre	2.1	1.8	1.9	1.9	1.6	★	1.7
Queen Elizabeth II Hospital	2.4	2.7	2.5	2.4	2.4	★	2.5

\* "Stable" trend indicates when current period performance (Q3 year-to-date) is within 5% from the same time period as last year.

ED Discharges from ED - Busiest Sites	2013-14	2014-15	2015-16	Q3 YTD	
				2015-16 Last Year	2016-17 Current
<b>Provincial</b>	<b>892,057</b>	<b>878,560</b>	<b>872,422</b>	<b>649,372</b>	<b>648,027</b>
South Zone	76,902	75,132	75,144	55,714	56,140
Calgary Zone	307,564	308,414	305,991	227,954	229,632
Central Zone	45,682	46,311	45,711	34,354	34,071
Edmonton Zone	338,229	328,131	331,564	246,294	252,428
North Zone	123,680	120,572	114,012	85,056	75,756