

## Emergency Department (ED) Wait to See a Physician

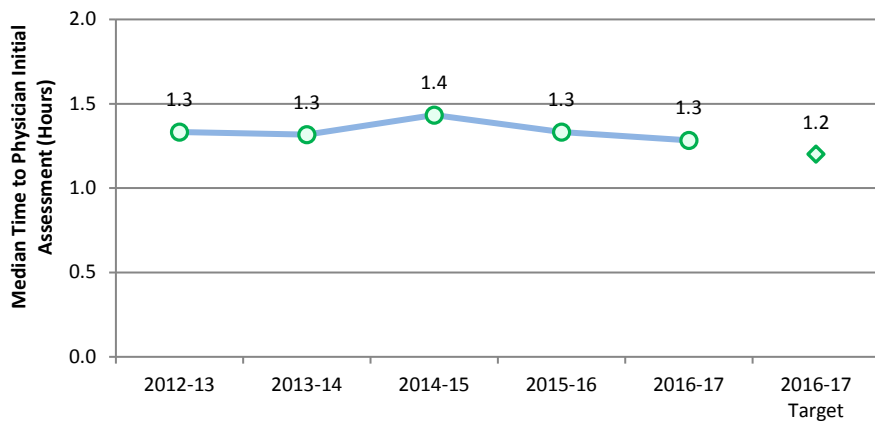
### Measure Definition

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.

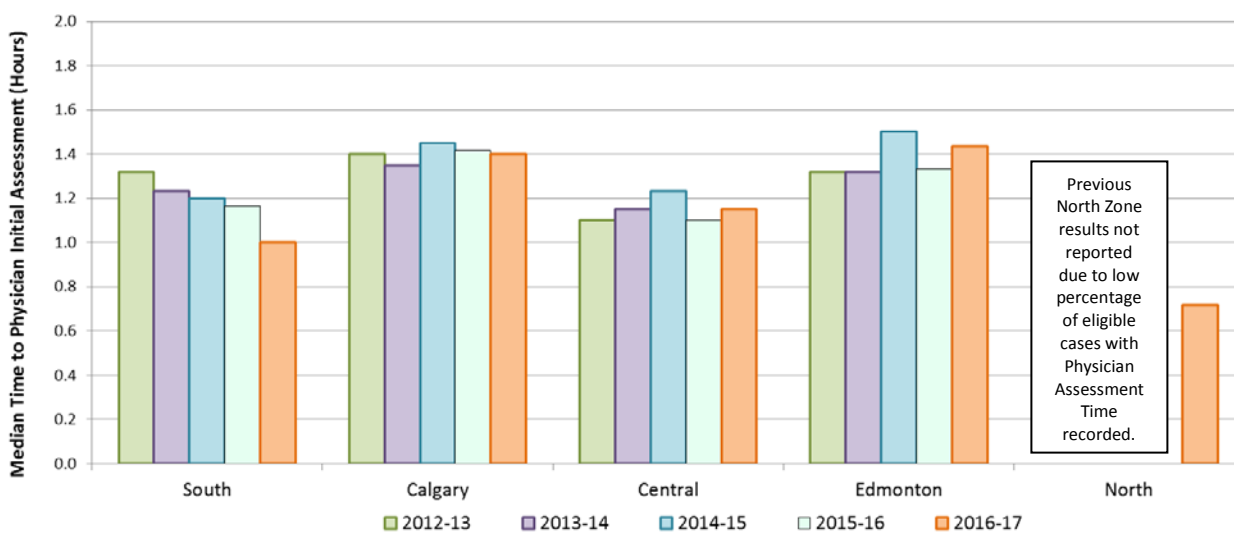
**ED Time to Physician Initial Assessment - Annual**



### How Do We Compare?

Alberta ranked 4<sup>th</sup> nationally out of 5 provinces in 2015-16.

**ED Time to Physician Initial Assessment - Zone**



## ED Wait to See a Physician

### HIGHLIGHTS

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.

AHS has established community-based Urgent Care Centers to meet the urgent medical care needs of patients who do not require emergency hospital based care. Urgent Care services are for people who have unexpected but non-life-threatening health concerns that usually require same-day treatment (for example, broken bones, sprains, lacerations, asthma, dehydration, pain and infections).

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. Some of the services offered to support patients include:

- Health Link is a free service that provides health advice and information to Albertans 24 hours a day, seven days a week. Dementia Advice was launched in Calgary and Edmonton Zones in May 2016 and is now available in all five zones through Health Link and can be accessed by dialing 811. The Dementia Advice nurses help support anyone living with or caring for someone who has dementia, including those with Alzheimer's disease. Caregivers are often stressed and fatigued and need urgent support, to receive advice, resources and renewed hope in their journey with their loved one.
- AHS launched the Health, Education and Learning (HEAL) website in September 2016, a resource aimed at providing families across Alberta easily accessible, reliable information about common minor illness and injuries in children. The content was developed by Pediatric Emergency Medicine experts at the Alberta Children's Hospital and Stollery Children's Hospital.
- 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 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.

A new Primary Health Care Integration Network was created to help Albertans access healthcare. The network focuses on improving transitions of care between primary care providers and acute care, emergency departments, specialized services and other community-based services. Functions of the network include brokering connections between Primary Care Networks, zones, provincial programs and SCNs related to care co-ordination and transitions in care as well as champion innovative solutions that will enhance co-ordination and improve transitions in care for Albertans at risk of avoidable hospital admissions and emergency department visits.

### SUMMARY OF RESULTS

South and North Zones achieved target for Q4 YTD. Provincial and Calgary Zone remained stable from the same period as last year. Central and Edmonton zones deteriorated from the same period as last year. A deeper analysis of data (not shown) finds that Central Zone met the target in Q2 = 1.1 hours.

Central Zone experienced capacity challenges including increased occupancy. In early December, additional spaces for emergency department CT scans were created to help with patient flow.

Edmonton Zone hospitals have seen an increase in site occupancy and activity in ED and inpatient patient care units which leads to patients waiting longer in the ED for beds. Sites are implementing more proactive surge protocols, isolation co-horting and quality initiatives related to service processes and patient experience.

## 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	Q4 YTD		Trend	2016-17 Target
				2015-16 Last Year	2016-17 Current		
<b>Trend: ★ Target Achieved; ✓ Improving; ⇔ Stable; ✖ Performance not improving</b>							
<b>Provincial</b>	<b>1.3</b>	<b>1.4</b>	<b>1.3</b>	<b>1.3</b>	<b>1.3</b>	⇔	<b>1.2</b>
<b>South Zone Total</b>	<b>1.2</b>	<b>1.2</b>	<b>1.2</b>	<b>1.2</b>	<b>1.0</b>	★	<b>1.1</b>
Chinook Regional Hospital	1.3	1.2	1.2	1.2	1.1	★	1.1
Medicine Hat Regional Hospital	1.1	1.2	1.1	1.1	0.9	★	1.1
<b>Calgary Zone Total</b>	<b>1.4</b>	<b>1.5</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	⇔	<b>1.2</b>
Alberta Children's Hospital	1.1	1.2	1.1	1.1	1.1	★	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	1.6	⇔	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	1.6	1.5	✓	1.0
<b>Central Zone Total</b>	<b>1.2</b>	<b>1.2</b>	<b>1.1</b>	<b>1.1</b>	<b>1.2</b>	✖	<b>1.1</b>
Red Deer Regional Hospital Centre	1.2	1.2	1.1	1.1	1.2	✖	1.1
<b>Edmonton Zone Total</b>	<b>1.3</b>	<b>1.5</b>	<b>1.3</b>	<b>1.3</b>	<b>1.4</b>	✖	<b>1.2</b>
Grey Nuns Community Hospital	1.1	1.2	1.1	1.1	1.1	⇔	1.0
Misericordia Community Hospital	1.4	1.4	1.3	1.3	1.6	✖	1.3
Northeast Community Health Centre	1.4	1.4	1.3	1.3	1.3	★	1.3
Royal Alexandra Hospital	1.9	2.2	1.9	1.9	1.9	★	2.0
Stollery Children's Hospital	0.8	1.1	1.0	1.0	1.1	✖	0.9
Sturgeon Community Hospital	1.3	1.5	1.3	1.3	1.5	✖	1.2
University of Alberta Hospital	1.5	2.1	1.7	1.7	2.0	✖	1.4
<b>North Zone Total</b>					<b>0.7</b>	★	<b>1.1</b>
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.				0.6	★	0.9
Queen Elizabeth II Hospital					1.0	★	1.3

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

\* "Stable" trend indicates when current period performance is ≤ 3% from the same time period as last year.

ED Time to Physician Initial Assessment - Eligible Cases (Busiest Sites)	2013-14	2014-15	2015-16	Q4 YTD	
				2015-16 Last Year	2016-17 Current
<b>Provincial</b>	<b>894,448</b>	<b>891,643</b>	<b>894,908</b>	<b>894,908</b>	<b>895,589</b>
South Zone	85,567	86,187	86,208	86,208	85,927
Calgary Zone	363,570	367,775	365,513	365,513	364,410
Central Zone	54,730	55,861	55,893	55,893	55,053
Edmonton Zone	390,581	381,820	387,294	387,294	390,199
North Zone	North Zone results not reported due to low percentage of eligible cases with Physician Assessment Time recorded and not comparable historically.				